

# PEOPLE WHO USE DRUGS SURVEY

Name of community monitor:	Date of survey:
Province:	District:

**INFORMED CONSENT:** Hi, my name is \_\_\_\_\_, I'm working with Ritshidze to help monitor patient care in health facilities across South Africa. The purpose of Ritshidze is to find out if patients face any challenges in accessing health services so that we can raise these challenges with duty bearers and hold them accountable to fix them. I have a few questions that normally take about 15 minutes to answer. You can also skip any questions or stop the conversation at any time. Would you be willing to answer a few questions about health services?

**1. Please select the participant's gender:**

- |   |  |  |
|---|--|--|
| <input type="checkbox"/> Cisgender woman      | <input type="checkbox"/> Cisgender man     | <input type="checkbox"/> Transgender woman     |
| <input type="checkbox"/> Transgender man      | <input type="checkbox"/> Non-binary person | <input type="checkbox"/> Other gender identity |
| <input type="checkbox"/> Prefer not to answer |  |  |

**2. How old are you?**

- |  |  |  |
|--|--|--|
| <input type="checkbox"/> Under 18 years old                | <input type="checkbox"/> 18-25 years old | <input type="checkbox"/> Over 25 years old |
| <input type="checkbox"/> Don't know / prefer not to answer |  |  |

**\*\*Note:** This question will determine future survey questions. Please refer back to participant answer.

**3. Where do you go for your health services? Select all that apply**

- Public health facility (e.g. clinic or community healthcare centre)
- Drop-in centre (also known as HARMless, Harm Reduction Centre etc.)
- Mobile clinic
- Private doctor
- Don't know
- Prefer not to answer
- I do not get health services anywhere

Only answer question 3b if answered "I do not get health services anywhere" in question 3

**3b. What are the main reasons you do not get health services anywhere? Select all that apply**

- |   |  |
|---|--|
| <input type="checkbox"/> I do not want to get health services because of COVID-19 |  |
| <input type="checkbox"/> The staff are not friendly                               | <input type="checkbox"/> The staff do not respect my privacy   |
| <input type="checkbox"/> I do not feel safe                                       | <input type="checkbox"/> Fear people will find out I use drugs |
| <input type="checkbox"/> It is too far away                                       | <input type="checkbox"/> It costs too much to get there        |
| <input type="checkbox"/> The services take too long                               | <input type="checkbox"/> It is not open when I want to go      |
| <input type="checkbox"/> I cannot get the services I want                         | <input type="checkbox"/> The staff refused to give me services |
| <input type="checkbox"/> I don't need any health services                         | <input type="checkbox"/> Prefer not to answer                  |
| <input type="checkbox"/> Don't know   | <input type="checkbox"/> Other (please specify)                |

Only answer questions 3c-3d if did NOT select "drop-in centre" in question 3

**3c. What are the main reasons why you don't access services at the drop-in centre? Select all that apply**

- |  |   |
|--|---|
| <input type="checkbox"/> I am not aware of a drop-in centre that serves people who use drugs | <input type="checkbox"/> The staff do not respect my privacy              |
| <input type="checkbox"/> The staff are not friendly  | <input type="checkbox"/> I do not feel safe at the drop-in centre         |
| <input type="checkbox"/> Fear people will find out I use drugs                               | <input type="checkbox"/> It costs too much to get to the drop-in centre   |
| <input type="checkbox"/> The drop-in centre is too far away                                  | <input type="checkbox"/> The drop-in centre is not open when I want to go |
| <input type="checkbox"/> The services at the drop-in centre take too long                    | <input type="checkbox"/> I don't need any health services                 |
| <input type="checkbox"/> The drop-in centre doesn't offer the services I want                | <input type="checkbox"/> Prefer not to answer                             |
| <input type="checkbox"/> Don't know  |   |
| <input type="checkbox"/> Other (please specify)  |   |

**3d. What would help you to use a drop-in centre?**

Only answer questions 4-4b if did NOT select "Public health facility" in question 3

**4. Why don't you access services at the facility? Select all that apply**

- |   |   |
|---|---|
| <input type="checkbox"/> The staff are not friendly                     | <input type="checkbox"/> The staff do not respect my privacy        |
| <input type="checkbox"/> I do not feel safe at the facility             | <input type="checkbox"/> Fear people will find out that I use drugs |
| <input type="checkbox"/> The facility is too far away                   | <input type="checkbox"/> It costs too much to get to the facility   |
| <input type="checkbox"/> The services at the facility take too long     | <input type="checkbox"/> The facility is not open when I want to go |
| <input type="checkbox"/> The facility doesn't offer the services I want | <input type="checkbox"/> The staff refused to give me services      |
| <input type="checkbox"/> Don't know                                     | <input type="checkbox"/> Prefer not to answer                       |
| <input type="checkbox"/> Other (please specify)                         |   |

4b. What would help you to use a public health facility?

## PUBLIC HEALTHCARE USERS

These questions are for anyone who selected "Public Health Facility" in question 3

5. What facility do you use? (Note: the questions below should be answered about the facility that the participant selects)

6. Are the staff at this facility friendly and professional towards people who use drugs?

- Always     Sometimes     Never     Don't know     Prefer not to answer

Only ask question 6b if participant answered "sometimes" or "never" to question 6

6b. Which staff are not always friendly and professional towards people who use drugs?

(Select all that apply)

- Clinical staff (nurses, doctors, pharmacists etc.)     Lay staff (counsellors, linkage officers etc.)  
 Security staff     Non clinical staff (cleaners, admin staff, file clerks etc.)  
 Don't know     Prefer not to answer

6c. Do the staff at the facility know that you are a person who uses drugs?

- Yes     No     Don't know     Prefer not to answer

Only ask question 6d if participant answered "yes" to question 6c

6d. Did the staff treat you differently after they found out you were a person who uses drugs?

- Yes, they treated me worse after finding out (ex: were rude, mean, etc.)  
 Yes, they offered me services specific to a person who uses drugs  
 The staff always knew I was a person who uses drugs     No, they treated me the same  
 Don't know     Prefer not to answer

Only ask question 6e if participant answered "no" to question 6c

**6e. Do you think the staff would treat you worse if they found out you were a person who uses drugs?**

- Yes       No       Don't know       Prefer not to answer

**7. On a scale of 1 to 5, how comfortable do you feel using this facility?**

*(If 1 is VERY UNCOMFORTABLE and 5 is VERY COMFORTABLE) By comfortable I mean that you believe you would be treated well and get the help you need.*

- 1       2       3       4       5       Don't know       Prefer not to answer

**7b. If you feel uncomfortable or very uncomfortable, please specify the reason(s) why:**

**8. How safe do you feel using the facility? (Safe and protected from verbal or physical abuse, verbal or physical harassment, risk of arrest etc.)**

*(If 1 is VERY UNSAFE and 5 is VERY SAFE)*

- 1       2       3       4       5       Don't know       Prefer not to answer

**8b. If you feel unsafe or very unsafe, please specify the reason(s) why:**

**9. Do you think that this facility respects people's confidentiality and privacy?**

- Yes       No       Don't know       Prefer not to answer

Only ask question 9b-9c if participant answered "no" to question 9

**9b. If no, please specify the reason(s) why not (select all that apply):**

- Staff disclose the status of people living with HIV in the waiting area  
 Staff disclose if people use drugs in the waiting area  
 More than one person is being consulted or counselled in the same room  
 People living with HIV are separated from other patients  
 Security guards check patients' medicines when they are leaving the facility  
 Healthcare workers call other staff into the consultation room to share my medical issues  
 Staff enter the room without knocking during a consultation  
 Don't know       Prefer not to answer       Other (please specify)

**10. Which contraceptives have you tried to access at this facility?**

- |  |  |
|--|--|
| <input type="checkbox"/> Condoms (male/external) | <input type="checkbox"/> Female/internal condoms |
| <input type="checkbox"/> Birth control pill      | <input type="checkbox"/> Injection               |
| <input type="checkbox"/> Implant                 | <input type="checkbox"/> IUD                     |
| <input type="checkbox"/> Don't know              | <input type="checkbox"/> Prefer not to answer    |
| <input type="checkbox"/> Other                   | <input type="checkbox"/> None (skip to 11)       |

*Only ask question 10b-10c if participant has tried to access contraceptives in question 10*

**10b. Were you able to get the contraception you wanted?**

- Yes       No       Don't know       Prefer not to answer

**10c. If no, why were you unable to get the contraception you wanted?**

- |   |   |
|---|---|
| <input type="checkbox"/> They told me that I could not have it because I am a person who uses drugs |   |
| <input type="checkbox"/> They told me my first choice was not available                             | <input type="checkbox"/> They told me I had to come back              |
| <input type="checkbox"/> They told me I was too young   | <input type="checkbox"/> They told me there was a stockout / shortage |
| <input type="checkbox"/> They told me there were no pregnancy tests available                       | <input type="checkbox"/> Other  |
| <input type="checkbox"/> Don't know   | <input type="checkbox"/> Prefer not to answer                         |

**11. Have you wanted to get new/unused needles at the facility in the last year?**

- Yes       No       Don't know       Prefer not to answer

**11b. Did the facility give you any information about where you could get new/unused needles?**

- Yes       No       Don't know       Prefer not to answer

**12. Have you heard of PrEP (pre-exposure prophylaxis)?**

- |   |  |
|---|--|
| <input type="checkbox"/> I have heard of it and know what it is | <input type="checkbox"/> I've heard of it but am not sure what it is |
| <input type="checkbox"/> I've never heard of it                 | <input type="checkbox"/> Prefer not to answer                        |

*For those who have never heard of PrEP or are not sure what it is, explain:*

*"PrEP is an oral medication that people can take daily to prevent the chances of getting HIV from sex. Would you like more information about PrEP?"*

**12b. Have you ever been offered PrEP at the facility?**

- Yes       No       No — because I am living with HIV
- Don't know       Prefer not to answer

**13. Have you ever gotten PrEP at the facility?**

- |   |  |
|---|--|
| <input type="checkbox"/> Yes  | <input type="checkbox"/> No, because I did not want PrEP           |
| <input type="checkbox"/> No, I wanted PrEP but was not considered eligible          | <input type="checkbox"/> No, I wanted PrEP but it wasn't available |
| <input type="checkbox"/> No, I wanted PrEP but did not get it for some other reason | <input type="checkbox"/> Don't know                                |
| <input type="checkbox"/> Prefer not to answer                                       |  |

**13b. If you were not considered eligible, please specify why not:**

Only ask question 13c-13d if participant answered "yes" to question 13

**13c. How satisfied were you with PrEP services at the facility?**

(If 1 is VERY UNSATISFIED and 5 is VERY SATISFIED)

- 1     2     3     4     5     Don't know     Prefer not to answer

**13d. If you feel unsatisfied or very unsatisfied, please specify the reason(s) why:**

**14. Have you wanted to access methadone at the facility in the last year?**

- Yes     No     Don't know     Prefer not to answer

**14b. Has the facility given you any information about where you could get methadone in the last year?**

- Yes     No     Don't know     Prefer not to answer

**15. Have you wanted to access drug dependence support at the facility in the last year?**

- Yes     No     Don't know     Prefer not to answer

Only ask questions 15b-15d if participant answered "yes" to question 15

**15b. Were you able to access drug dependence support?**

- Yes     No     Don't know     Prefer not to answer

**15c. If no, why were you unable to access drug dependence support? (Please select all that apply)**

- I was told it was not offered at this facility  
 I was told I was not eligible to participate  
 I did not feel comfortable asking for support  
 Other  
 Don't know  
 Prefer not to answer

**15d. Please specify why else you were unable to access drug dependence support:**

**16. Have you wanted to access naloxone or other overdose support at the facility in the last year?**

- Yes     No     Don't know     Prefer not to answer

**17. Are you aware that you should be able to get lubricant (lube) at all public health facilities?**

- Yes     No     Don't know     Prefer not to answer

**17b. Have you tried to get lubricant (lube) at the facility in the last year?**

- Yes     No     Don't know     Prefer not to answer

Only ask questions 17c-17g if participant answered "yes" to question 17b

**17c. Were staff respectful when you tried to get lubricant (lube)?**

- Always       Sometimes       Never       Don't know       Prefer not to answer

**17d. Were you able to get lubricant (lube)?**

- Always       Sometimes       Never       Don't know       Prefer not to answer

Only ask question 17e if participant answered "sometimes" or "never" to question 17d

**17e. During times when you could not get lubricant (lube), why were you unable to access lube? (Please select all that apply)**

- I was told it was out of stock  
 I was told they never offer lubricant  
 I was told it was not available for people who use drugs  
 The staff asked too many questions about why I needed it  
 The staff were so rude I decided I did not want it anymore  
 I was told I ask for it too often  
 I did not feel comfortable asking for it or taking it  
 Other  
 Don't know  
 Prefer not to answer

Only ask questions 17f-17g if participant answered "sometimes" or "always" to question 17d

**17f. During times when you could get lubricant (lube), were you able to get as much as you needed?**

- Always       Sometimes       Never       Don't know       Prefer not to answer

**17g. During times when you could get lubricant (lube), did staff ask you why you needed it before you could have it?**

- Always       Sometimes       Never       Don't know       Prefer not to answer

**18. How satisfied are you with the health services for people who use drugs at the facility?**

(If 1 is VERY UNSATISFIED and 5 is VERY SATISFIED)

- 1       2       3       4       5       Don't know       Prefer not to answer

**18b. If you feel unsatisfied or very unsatisfied, please specify the reason why:**

**19. In the last year, have you been refused access to services at this facility because you are a person who uses drugs?**

- Yes       No       Don't know       Prefer not to answer

**19b. If yes, what happened after you were refused access to services at the facility? (Please select all that apply)**

- I never ended up getting the services I needed  
 I came back another time to this facility and got services  
 I went to a different clinic for services  
 Other  
 Don't know  
 Prefer not to answer

20. How could the facility improve services for people who use drugs?

## DROP-IN CENTRE USERS

These questions are for anyone who selected "Drop-in Centres" in question 3

21. What drop-in centre do you use?

*(Note: the questions below should be answered about the drop-in centre that the participant selects)*

22. Are the staff at the drop-in centre friendly and professional towards people who use drugs?

Always       Sometimes       Never       Don't know       Prefer not to answer

23. On a scale of 1 to 5, how comfortable do you feel using this drop-in centre?

*(If 1 is VERY UNCOMFORTABLE and 5 is VERY COMFORTABLE) By comfortable I mean that you believe you would be treated well and get the help you need.*

1       2       3       4       5       Don't know       Prefer not to answer

23b. If you feel uncomfortable or very uncomfortable, please specify the reason(s) why:

24. How safe do you feel using the drop-in centre? (Safe and protected from verbal or physical abuse, verbal or physical harassment, risk of arrest etc.)

*(If 1 is VERY UNSAFE and 5 is VERY SAFE)*

1       2       3       4       5       Don't know       Prefer not to answer

24b. If you feel unsafe or very unsafe, please specify the reason(s) why:



**25. Do you think that this drop-in centre respects people's confidentiality and privacy?**

- Yes       No       Don't know       Prefer not to answer

*Only ask question 25b if participant answered "no" to question 25*

**25b. If no, please specify the reason(s) why not.**

- Staff disclose the status of people living with HIV in the waiting area  
 Staff disclose if people use drugs in the waiting area  
 More than one person is being consulted or counselled in the same room  
 People living with HIV are separated from other patients  
 Security guards check patients' medicines when they are leaving the drop-in centre  
 Healthcare workers call other staff into the consultation room to share my medical issues  
 Staff enter the room without knocking during a consultation  
 Don't know       Prefer not to answer       Other (please specify)

**26. Have you wanted to get new/unused needles at the drop-in centre in the last year?**

- Yes       No       Don't know       Prefer not to answer

**26b. Did the drop-in centre give you any information about where you could get new/unused needles?**

- Yes       No       Don't know       Prefer not to answer

*Only ask question 26c if participant answered "yes" to question 26*

**26c. Were you able to get new/unused needles from this drop-in centre?**

- Always       Sometimes       Never       Don't know       Prefer not to answer

*Only ask question 26d-26e if participant answered "always" or "sometimes" to question 26c*

**26d. When you were able to get needles, were you able to get as many needles as you needed?**

- Always       Sometimes       Never       Don't know       Prefer not to answer

**26e. When you were able to get needles, were the needles provided good quality?**

- Always       Sometimes       Never       Don't know       Prefer not to answer

*Only ask question 26f-26g if participant answered "sometimes" or "never" to question 26c*

**26f. During times when you could not get needles, why were you unable to access them?**

- I was told it was out of stock       I was told they are not offered at the drop-in centre  
 I did not feel comfortable asking for them       I was told I was not eligible to receive them  
 I was told I was asking for too many       Other  
 Don't know       Prefer not to answer

**26g. Please specify why else were you unable to access needles:**

\*\*\*Note: if the participant already answered this in question 12, you do not need to repeat the question\*\*\*

**27. Have you heard of PrEP (pre-exposure prophylaxis)?**

- I have heard of it and know what it is  I've heard of it but am not sure what it is  
 I've never heard of it  Prefer not to answer

For those who have never heard of PrEP or are not sure what it is, explain:

"PrEP is an oral medication that people can take daily to prevent the chances of getting HIV from sex. Would you like more information about PrEP?"

**28. Have you ever been offered PrEP at the drop-in centre?**

- Yes  No  No — because I am living with HIV  
 Don't know  Prefer not to answer

**29. Have you ever gotten PrEP at the drop-in centre?**

- Yes  No, because I did not want PrEP  
 No, I wanted PrEP but was not considered eligible  No, I wanted PrEP but it wasn't available  
 No, I wanted PrEP but did not get it for some other reason  Don't know  
 Prefer not to answer

**29b. If you were not considered eligible, please specify why not:**

Only ask question 29c-29d if participant answered "yes" to question 29

**29c. How satisfied were you with PrEP services at the drop-in centre?**

(If 1 is VERY UNSATISFIED and 5 is VERY SATISFIED)

- 1  2  3  4  5  Don't know  Prefer not to answer

**29d. If you feel unsatisfied or very unsatisfied, please specify the reason(s) why:**

**30. Have you wanted to access methadone at the drop-in centre in the last year?**

- Yes  No  Don't know  Prefer not to answer

**30b. Has the drop-in centre given you any information about where you could get methadone in the last year?**

- Yes  No  Don't know  Prefer not to answer

Only ask question 30c-30e if participant answered "yes" to question 30

**30c. Were you able to get methadone?**

- Always  Sometimes  Never  Don't know  Prefer not to answer

**30d. If “sometimes” or “never”, why were you unable to access methadone? (Please select all that apply)**

- I was told it was out of stock
- I was told it was not offered at the drop-in centre
- I did not feel comfortable asking for it
- I was told I was not eligible for it
- It was too expensive
- I could not travel to the drop-in centre frequently enough to get it
- Other
- Don't know
- Prefer not to answer

**30e. Please describe why else you were unable to access methadone:**

**31. Have you wanted to access drug dependence support at the drop-in centre in the last year?**

- Yes       No       Don't know       Prefer not to answer

*Only ask questions 31b-31d if participant answered “yes” to question 31*

**31b. Were you able to access drug dependence support?**

- Yes       No       Don't know       Prefer not to answer

**31c. If no, why were you unable to access drug dependence support? (Please select all that apply)**

- I was told it was not offered at this drop-in centre
- I did not feel comfortable asking for support
- Don't know
- I was told I was not eligible to participate
- Other
- Prefer not to answer

**31d. Please specify why else you were unable to access drug dependence support:**

**32. Have you wanted to access naloxone or other overdose support at the drop-in centre in the last year?**

- Yes       No       Don't know       Prefer not to answer

**33. Are you aware that you should be able to get lubricant (lube) at all drop-in centres?**

- Yes       No       Don't know       Prefer not to answer

**33b. Have you tried to get lubricant (lube) at the drop-in centre in the last year?**

- Yes       No       Don't know       Prefer not to answer

*Only ask questions 33c-33d if participant answered “yes” to question 33b*

**33c. Were staff respectful when you tried to get lubricant (lube)?**

- Always       Sometimes       Never       Don't know       Prefer not to answer

**33d. Were you able to get lubricant (lube)?**

- Always       Sometimes       Never       Don't know       Prefer not to answer

*Only ask question 33e participant answered "sometimes" or "never" to question 33d*

**33e. During times when you could not get lubricant (lube), why were you unable to access lube? (Please select all that apply)**

- I was told it was out of stock  
 I was told they never offer lubricant  
 I was told it was not available for people who use drugs  
 The staff asked too many questions about why I needed it  
 The staff were so rude I decided I did not want it anymore  
 I was told I ask for it too often  
 I did not feel comfortable asking for it or taking it  
 Other  
 Don't know  
 Prefer not to answer

*Only ask questions 33f-33g participant answered "sometimes" or "always" to question 33d*

**33f. During times when you could get lubricant (lube), were you able to get as much as you needed?**

- Always       Sometimes       Never       Don't know       Prefer not to answer

**33g. During times when you could get lubricant (lube), did staff ask you why you needed it before you could have it?**

- Always       Sometimes       Never       Don't know       Prefer not to answer

**34. How satisfied are you with the health services for people who use drugs at the drop-in centre?**

*(If 1 is VERY UNSATISFIED and 5 is VERY SATISFIED)*

- 1       2       3       4       5       Don't know       Prefer not to answer

**34b. If you feel unsatisfied or very unsatisfied, please specify the reason(s) why:**

**35. How could the drop-in centre improve services for people who use drugs?**

## MOBILE CLINIC USERS

These questions are for anyone who selected "Mobile clinic" in question 3

### 36. What mobile clinic do you use?

(Note: the questions below should be answered about the mobile clinic that the participant selects)

### 37. Are the staff at the mobile clinic friendly and professional towards people who use drugs?

Always  Sometimes  Never  Don't know  Prefer not to answer

### 38. On a scale of 1 to 5, how comfortable do you feel using this mobile clinic?

(If 1 is VERY UNCOMFORTABLE and 5 is VERY COMFORTABLE) By comfortable I mean that you believe you would be treated well and get the help you need.

1  2  3  4  5  Don't know  Prefer not to answer

### 38b. If you feel uncomfortable or very uncomfortable, please specify the reason(s) why:

### 39. How safe do you feel using the mobile clinic? (Safe and protected from verbal or physical abuse, verbal or physical harassment, risk of arrest etc.)

(If 1 is VERY UNSAFE and 5 is VERY SAFE)

1  2  3  4  5  Don't know  Prefer not to answer

### 39b. If you feel unsafe or very unsafe, please specify the reason(s) why:

### 40. Do you think that this mobile clinic respects people's confidentiality and privacy?

Yes  No  Don't know  Prefer not to answer

Only ask question 40b-40c if participant answered "no" to question 40

### 40b. If no, please specify the reason(s) why not.

- Staff disclose the status of people living with HIV in the mobile clinic
- Healthcare workers call other staff into the consultation room to share my medical issues
- Staff enter the room without knocking during a consultation
- Staff disclose if people use drugs in the mobile clinic  Don't know
- Prefer not to answer  Other (please specify below)

**41. Have you wanted to get new/unused needles at the mobile clinic in the last year?**

Yes       No       Don't know       Prefer not to answer

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**41b. Did the mobile clinic give you any information about where you could get new/unused needles?**

Yes       No       Don't know       Prefer not to answer

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*Only ask question 41c if participant answered "yes" to question 41*

**41c. Were you able to get new/unused needles from this mobile clinic?**

Always       Sometimes       Never       Don't know       Prefer not to answer

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*Only ask question 41d-41e if participant answered "always" or "sometimes" to question 41c*

**41d. When you were able to get needles, were you able to get as many needles as you needed?**

Always       Sometimes       Never       Don't know       Prefer not to answer

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**41e. When you were able to get needles, were the needles provided good quality?**

Always       Sometimes       Never       Don't know       Prefer not to answer

---

*Only ask question 41f-41g if participant answered "sometimes" or "never" to question 41c*

**41f. During times when you could not get needles, why were you unable to access them?**

I was told it was out of stock       I was told they are not offered at the mobile clinic

I did not feel comfortable asking for them       I was told I was not eligible to receive them

I was told I was asking for too many       Other

Don't know       Prefer not to answer

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**41g. Please specify why else were you unable to access needles:**

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**\*\*\*Note: if the participant already answered this in question 12 or 27, you do not need to repeat the question\*\*\***

**42. Have you heard of PrEP (pre-exposure prophylaxis)?**

I have heard of it and know what it is       I've heard of it but am not sure what it is

I've never heard of it       Prefer not to answer

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*For those who have never heard of PrEP or are not sure what it is, explain:  
"PrEP is an oral medication that people can take daily to prevent the chances of getting HIV from sex. Would you like more information about PrEP?"*

**43. Have you ever been offered PrEP at the mobile clinic?**

Yes       No       No — because I am living with HIV

Don't know       Prefer not to answer

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**44. Have you ever gotten PrEP at the mobile clinic?**

Yes       No, because I did not want PrEP

No, I wanted PrEP but was not considered eligible       No, I wanted PrEP but it wasn't available

No, I wanted PrEP but did not get it for some other reason       Don't know

Prefer not to answer

44b. If you were not considered eligible, please specify why not:

Only ask question 44c-44d if participant answered "yes" to question 44

44c. How satisfied were you with PrEP services at the mobile clinic?

(If 1 is VERY UNSATISFIED and 5 is VERY SATISFIED)

1     2     3     4     5     Don't know     Prefer not to answer

44d. If you feel unsatisfied or very unsatisfied, please specify the reason(s) why:

45. Have you wanted to access methadone at the mobile clinic in the last year?

Yes     No     Don't know     Prefer not to answer

45b. Has the mobile clinic given you any information about where you could get methadone in the last year?

Yes     No     Don't know     Prefer not to answer

46. Have you wanted to access drug dependence support at the mobile clinic in the last year?

Yes     No     Don't know     Prefer not to answer

Only ask question 46b-46d if participant answered "yes" to question 46

46b. Were you able to access drug dependence support?

Yes     No     Don't know     Prefer not to answer

46c. If no, why were you unable to access drug dependence support? (Please select all that apply)

- I was told it was not offered at the mobile clinic
- I was told I was not eligible to participate
- I did not feel comfortable asking for support
- Other
- Don't know
- Prefer not to answer

46d. Please specify why else you were unable to access drug dependence support:

47. Have you wanted to access naloxone or other overdose support at the mobile clinic in the last year?

Yes     No     Don't know     Prefer not to answer

48. Are you aware that you should be able to get lubricant (lube) at all mobile clinics?

- Yes       No       Don't know       Prefer not to answer

48b. Have you tried to get lubricant (lube) at the mobile clinic in the last year?

- Yes       No       Don't know       Prefer not to answer

*Only ask questions 48c-48d if participant answered "yes" to question 48b*

48c. Were staff respectful when you tried to get lubricant (lube)?

- Always       Sometimes       Never       Don't know       Prefer not to answer

48d. Were you able to get lubricant (lube)?

- Always       Sometimes       Never       Don't know       Prefer not to answer

*Only ask question 48e if participant answered "sometimes" or "never" to question 48d*

48e. During times when you could not get lube, why were you unable to access lubricant (lube)? (Please select all that apply)

- I was told it was out of stock
- I was told they never offer lubricant
- I was told it was not available for people who use drugs
- The staff asked too many questions about why I needed it
- The staff were so rude I decided I did not want it anymore
- I was told I ask for it too often
- I did not feel comfortable asking for it or taking it
- Other
- Don't know
- Prefer not to answer

*Only ask questions 48f-48g participant answered "sometimes" or "always" to question 48d*

48f. During times when you could get lubricant (lube), were you able to get as much as you needed?

- Always       Sometimes       Never       Don't know       Prefer not to answer

48g. During times when you could get lubricant (lube), did staff ask you why you needed it before you could have it?

- Always       Sometimes       Never       Don't know       Prefer not to answer

49. How satisfied are you with the health services for people who use drugs at the mobile clinic?

*(If 1 is VERY UNSATISFIED and 5 is VERY SATISFIED)*

- 1       2       3       4       5       Don't know       Prefer not to answer

49b. If you feel unsatisfied or very unsatisfied, please specify the reason(s) why:



50. How could the mobile clinic improve services for people who use drugs?

## ALL PARTICIPANTS

51. Is there anything else you would like to tell us?

52. Would you be willing to do an individual interview to tell us more about your experience?

Yes

No

53. Do you identify as any of these other groups?

Sex worker

Transgender person

Gay man, bisexual man, or other man who has sex with men

None

*If yes, ask the participant if they would be willing to answer questions related to being part of another key population group.*

54. Do you remember answering a similar set of questions about your experiences at health facilities about a year ago?

Yes

No

Don't know

Thank participant for their time and ask if they have any questions for you