

GAY, BISEXUAL, AND OTHER MEN WHO HAVE SEX WITH MEN (GBMSM) SURVEY

Name of community monitor:

Date of survey:

Province:

District:

INFORMED CONSENT: Hi, my name is (*say your name*), 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 participants gender:

- Cisgender man Transgender man Non-binary person
 Other gender identity Prefer not to answer

2. How old are you?

- Under 18 years old 18-25 years old Over 25 years old
 Don't know / prefer not to answer

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

3a. Where do you go for your health services? Select all that apply (A drop-in centre is a place GBMSM can go to access health services just for GBMSM, outside of a public health facility)

- Public health facility (e.g. clinic or community healthcare centre)
 Drop-in centre (also known as a POP Inn or Engage Men's Health Centre)
 Mobile clinic Private doctor I do not get health services anywhere
 Don't know Prefer not to answer

Only answer questions 3b if participant does NOT access health services anywhere (question 3a)

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

- The staff are not friendly The staff do not respect my privacy
 I do not feel safe Fear of people finding out that I am GBMSM
 It is too far away It costs too much to get there
 The services take too long It is not open when I want to go
 I cannot get the services I want The staff refused to give me services
 I don't need any health services Don't know
 Prefer not to answer Other (*please specify*)

Only answer questions 3c-3d if participant does NOT use a drop-in centre (question 3a)

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 GBMSM | <input type="checkbox"/> The staff are not friendly |
| <input type="checkbox"/> The staff do not respect my privacy | <input type="checkbox"/> Fear of disclosure of my sexuality |
| <input type="checkbox"/> I do not feel safe at the drop-in centre | <input type="checkbox"/> The drop-in centre is too far away |
| <input type="checkbox"/> It costs too much to get to the drop-in centre | <input type="checkbox"/> The services at the drop-in centre take too long |
| <input type="checkbox"/> The drop-in centre is not open when I want to go | <input type="checkbox"/> The drop-in centre doesn't offer the services I want |
| <input type="checkbox"/> The staff refused to give me services | <input type="checkbox"/> Prefer not to answer |
| <input type="checkbox"/> Don't know | <input type="checkbox"/> Other (please specify) |

3d. (If other) What would help you to use a drop-in centre?

Only answer questions 4a if participant does NOT use a public health facility e.g. clinic or community healthcare centre (question 3a)

4a. 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"/> 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"/> Fear that people will find out about my sexuality | <input type="checkbox"/> The staff refused to give me services |
| <input type="checkbox"/> Prefer not to answer | <input type="checkbox"/> Don't know |
| <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 uses a public health facility (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 towards GBMSM?

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

Only ask question 6b if participant reports staff are *SOMETIMES* or *NEVER* friendly (question 6)

6b. Which staff are not always friendly towards GBMSM? (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 gay, bisexual, or other man who has sex with men (GBMSM)?

- Yes No Don't know Prefer not to answer

Only ask question 6d if participant says *YES*, staff know they are a GBMSM (question 6c)

6d. Did the staff treat you differently after they found out you were gay, bisexual, or other man who has sex with men (GBMSM)?

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

Only ask question 6e if participant says *NO*, staff do *NOT* know they are a GBMSM (question 6c)

6e. Do you think the staff would treat you worse if they found out you were gay, bisexual, or other man who has sex with men (GBMSM)?

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

- 1 - Very uncomfortable 2 - Uncomfortable 3 - Neutral
 4 - Comfortable 5 - Very comfortable 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 - Very unsafe 2 - Unsafe 3 - Neutral
 4 - Safe 5 - Very safe 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 if participant reports the facility does NOT respect confidentiality and privacy (question 9)

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

- Staff share people's HIV status in the waiting area
 Staff share people's sexuality 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
 Prefer not to answer Don't know Other (please specify)

PREP (public health facility)

10. 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. Would you like more information about PrEP?"**

11. 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

11b. Have you ever gotten PrEP at the facility?

- 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

11c. If you were not considered eligible, please specify why not:

Only ask question 11d-11e if participant says YES, they have ever gotten PrEP at the facility (question 11b)

11d. How satisfied were you with PrEP services at the facility? If 1 is VERY UNSATISFIED and 5 is VERY SATISFIED.

- 1 - Very unsatisfied 2 - Unsatisfied 3 - Neutral 4 - Satisfied
 5 - Very satisfied Don't know Prefer not to answer

11e. If you feel unsatisfied or very unsatisfied, please specify the reason(s) why:

CONDOMS (public health facility)

12. Have you wanted to get condoms at the facility in the last year?

- Yes No Don't know Prefer not to answer

Only ask questions 12b-12f if participant says YES, they have wanted to get condoms (question 12)

12b. If yes, were you able to get condoms at this facility in the last year?

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

Ask question 12c if the participant reported being able to access condoms *SOMETIMES* or *NEVER* (question 12b)

12c. During times when you couldn't get condoms, why were you unable to access condoms?

- I was told they were out of stock
- I was told they never offer condoms
- I was told they were not available for GBMSM
- The staff asked too many questions about why I needed them
- The staff were so rude I decided I did not want them anymore
- I was told I access them too often
- I did not feel comfortable asking for them or taking them
- Other Don't know Prefer not to answer

Ask questions 12d-12f if the participant reported *SOMETIMES* or *ALWAYS* being able to access condoms (question 12b)

12d. During times when you could get condoms, were staff respectful to you?

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

12e. During times when you could get condoms did the staff ask you why you needed condoms before you could have them?

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

12f. During times when you could get condoms, were you able to get as many as you needed?

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

LUBRICANT (public health facility)

13. 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

14. 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 14b-14c if participant says *YES*, they have tried to access lube in the last year (question 14)

14b. Were staff respectful when you tried to get lubricant (lube)?

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

14c. Were you able to get lubricant (lube)?

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

Only ask question 14d if participant reported they were *SOMETIMES* or *NEVER* able to access lube (question 14c)

14d. 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 GBMSM
- 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 14e-14f if participant reported they were *SOMETIMES* or *ALWAYS* able to access lube (question 14c)

14e. 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

14f. 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

STI SERVICES (public health facility)

15. Have you tried to access screening for sexually transmitted infections (STIs) at the facility in the last year?

- Yes No Don't know Prefer not to answer

Only ask questions 15b-15c if participant says *YES*, they have tried to access STI screening (question 15)

15b. Were staff respectful when you tried to access STI screening?

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

15c. Were you able to access the STI screening you needed?

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

Only ask question 15d if participant answered they were *SOMETIMES* or *NEVER* able to access STI screening (question 15c)

15d. During times when you did not get the STI screening you needed, why were you unable to access STI screening? (Please select all that apply)

- | | |
|---|---|
| <input type="checkbox"/> I was told screening was not available for GBMSM | <input type="checkbox"/> I did not feel comfortable asking to be screened |
| <input type="checkbox"/> The staff asked too many questions about why I needed it | <input type="checkbox"/> The staff were so rude I decided I did not want it anymore |
| <input type="checkbox"/> I was told I ask for it too often | <input type="checkbox"/> I was told they never offer it |
| <input type="checkbox"/> Don't know | <input type="checkbox"/> Prefer not to answer |
| <input type="checkbox"/> Other (please specify) | |

Only ask questions 15e-15f if participant reported they *SOMETIMES* or *ALWAYS* were able to access STI screening (question 15c)

15e. Were you able to access treatment for STIs?

- | | |
|--|---|
| <input type="checkbox"/> Yes | <input type="checkbox"/> No, but treatment was not needed |
| <input type="checkbox"/> No, treatment was needed but I did not receive it | <input type="checkbox"/> Don't know |
| <input type="checkbox"/> Prefer not to answer | |

15f. If treatment was needed but not received, why were you unable to get the treatment you needed for STIs?

- I was told they were out of stock
- I was told treatment was not available for GBMSM
- I did not feel comfortable asking for treatment
- 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 was told they never offer it
- Other Don't know Prefer not to answer

POST-VIOLENCE SERVICES (*public health facility*)

16. Do you feel that the facility staff are well trained to care for GBMSM who experience sexual violence?

- Yes No Don't know Prefer not to answer

17. Would you feel comfortable going to this facility for services if you experienced sexual violence? By comfortable I mean that you believe you would be treated well and get the help you needed after experiencing violence.

- Yes No Don't know Prefer not to answer

17b. If no, why would you feel uncomfortable going to this facility for services if you experienced sexual violence?

18. In the last year, have you wanted to access post-violence services at this facility?

- Yes No Don't know Prefer not to answer

Only ask questions 18b-18c if respondent says YES, they have wanted to access services after experiencing violence (question 18)

18b. Were staff respectful when you wanted to access post-violence services?

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

18c. Were you able to access services you needed for sexual violence at this facility?

- Yes No Don't know Prefer not to answer

Only answer 18d if participant was NOT able to access post-violence services (question 18c)

18d. If no, which services did you need that you were not able to get at the facility?

- | | |
|--|--|
| <input type="checkbox"/> Counselling (on-site) | <input type="checkbox"/> Rapid HIV testing (on-site) |
| <input type="checkbox"/> STI screening and treatment (on-site) | <input type="checkbox"/> PEP (on site) |
| <input type="checkbox"/> Emergency contraception (on-site) | <input type="checkbox"/> Rape kit (on-site) |
| <input type="checkbox"/> J88 form | <input type="checkbox"/> Referral to shelter |
| <input type="checkbox"/> Other | <input type="checkbox"/> Prefer not to answer |

18e. Please specify what else you need that you were not able to get:

Only ask question 18f if participant reported NOT being able to get a J88 form (question 18d)

18f. Why were you unable to get a J88 form?

- | | |
|---|---|
| <input type="checkbox"/> I was told I needed to come back another day | <input type="checkbox"/> I was told I didn't qualify for it |
| <input type="checkbox"/> I was told I couldn't get one because I am GBMSM | <input type="checkbox"/> I was told no doctor was available |
| <input type="checkbox"/> Other | <input type="checkbox"/> Don't know |
| <input type="checkbox"/> Prefer not to answer | |

PEP (public health facility)

19. Have you heard of PEP (post-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 PEP or are not sure what it is, explain:

"PEP is medication that is taken shortly after a potential exposure to HIV that can prevent you getting HIV. Would you like more information about PEP?"

20. Have you wanted to access PEP at the facility in the last year?

- | | | | |
|------------------------------|-----------------------------|-------------------------------------|---|
| <input type="checkbox"/> Yes | <input type="checkbox"/> No | <input type="checkbox"/> Don't know | <input type="checkbox"/> Prefer not to answer |
|------------------------------|-----------------------------|-------------------------------------|---|

20b. If yes, were you able to access PEP?

- | | | | | |
|---------------------------------|------------------------------------|--------------------------------|-------------------------------------|---|
| <input type="checkbox"/> Always | <input type="checkbox"/> Sometimes | <input type="checkbox"/> Never | <input type="checkbox"/> Don't know | <input type="checkbox"/> Prefer not to answer |
|---------------------------------|------------------------------------|--------------------------------|-------------------------------------|---|

Only ask question 20c if participant reported SOMETIMES or NEVER being able to access PEP (question 20b)

20c. During times when you were unable to get PEP, why were you unable to access it? (Please select all that apply)

- | | | |
|--|-------------------------------------|---|
| <input type="checkbox"/> I was told it was out of stock | | |
| <input type="checkbox"/> I was told it was not available for GBMSM | | |
| <input type="checkbox"/> I was told I wasn't eligible for another reason (eg. it was only for people who were raped or who had a condom break) | | |
| <input type="checkbox"/> The staff asked too many questions about why I needed it | | |
| <input type="checkbox"/> The staff were so rude I decided I did not want it anymore | | |
| <input type="checkbox"/> I was told I ask for it too often | | |
| <input type="checkbox"/> I was told they never offer it | | |
| <input type="checkbox"/> I did not feel comfortable asking for it | | |
| <input type="checkbox"/> Other | <input type="checkbox"/> Don't know | <input type="checkbox"/> Prefer not to answer |

21. How satisfied are you with the health services for GBMSM at the facility?

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

1 - Very unsatisfied

2 - Unsatisfied

3 - Neutral

4 - Satisfied

5 - Very satisfied

Don't know

Prefer not to answer

21b. If you feel unsatisfied or very unsatisfied, please specify the reason why:

22. In the last year, have you been refused access to services at this facility because you are GBMSM?

Yes

No

Don't know

Prefer not to answer

22b. 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

23. How could the facility improve services for GBMSM?

DROP-IN CENTRE USERS

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

24. What drop-in centre do you use?

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

25. Are the staff at the drop-in centre friendly towards GBMSM?

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

26. 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 - Very uncomfortable 2 - Uncomfortable 3 - Neutral
 4 - Comfortable 5 - Very comfortable Don't know
 Prefer not to answer

26b. If you feel uncomfortable or very uncomfortable, please specify the reason(s) why:

27. 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 - Very unsafe 2 - Unsafe 3 - Neutral
 4 - Safe 5 - Very safe Don't know
 Prefer not to answer

27b. If you feel unsafe or very unsafe, please specify the reason(s) why:

28. 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 28b-28c if participant reported the drop-in centre does NOT respect their privacy (question 28)

28b. If no, please specify the reason why not.

- Staff share people's HIV status in the waiting area
- Staff share people's sexuality 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 people
- 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
- Prefer not to answer
- Don't know
- Other (please specify)

PREP (drop-in centre)

If the participant already answered this in question 10, you do not need to repeat the question.

29. 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. Would you like more information about PrEP?"

30. 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

30b. 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

30c. If you were not considered eligible, please specify why not:

Only ask question 30d-30e if participant says YES, they have ever gotten PrEP at the drop-in centre (question 30b)

30d. How satisfied were you with PrEP services at the drop-in centre? (If 1 is VERY UNSATISFIED and 5 is VERY SATISFIED)

- 1 - Very unsatisfied
- 2 - Unsatisfied
- 3 - Neutral
- 4 - Satisfied
- 5 - Very satisfied
- Don't know
- Prefer not to answer

30e. If you feel unsatisfied or very unsatisfied, please specify the reason(s) why:

CONDOMS (drop-in centre)

31. Have you wanted to get condoms at this drop-in centre in the last year?

- Yes No Don't know Prefer not to answer

Only ask questions 31b-31f if participant says YES, they have wanted to access condoms (question 31)

31b. If yes, were you able to get condoms at this drop-in centre in the last year?

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

Only ask question 31c if participant was SOMETIMES or NEVER able to access condoms (question 31b)

31c. During times when you couldn't get condoms, why were you unable to access condoms? [Select all that apply]

- I was told they were out of stock
 I was told they never offer condoms
 I was told they were not available for sex workers
 The staff asked too many questions about why I needed them
 The staff were so rude I decided I did not want them anymore
 I was told I access them too often
 I did not feel comfortable asking for them or taking them
 Other Don't know Prefer not to answer

Only ask questions 31d-31f if participant was SOMETIMES or ALWAYS able to access condoms (question 31b)

31d. During times when you could get condoms, were staff respectful to you?

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

31e. During times when you could get condoms did the staff ask you why you needed condoms before you could have them?

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

31f. During times when you could get condoms, were you able to get as many as you needed?

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

LUBRICANT (drop-in centre)

32. 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

33. 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 33b-33c if participant says YES, they have tried to access lube at the drop-in centre (question 33)

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

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

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

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

Only ask question 33d if participant was SOMETIMES or NEVER able to get lube (question 33c)

33d. 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 GBMSM
 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 33e-33f if participant was SOMETIMES or ALWAYS able to get lube (question 33c)

33e. 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

33f. 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

STI SERVICES (drop-in centre)

34. Have you tried to access screening for sexually transmitted infections (STIs) at the drop-in centre in the last year?

- Yes No Don't know Prefer not to answer

Only ask questions 34b-34c if participant says YES, they have ever tried to access STI screening (question 34)

34b. Were staff respectful when you tried to access STI screening?

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

34c. Were you able to access the STI screening you needed?

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

Only ask question 34d if participant was SOMETIMES or NEVER able to access STI screening (question 34c)

34d. During times when you did not get the STI screening you needed, why were you unable to access STI screening? (Please select all that apply)

- I was told screening was not available for GBMSM I did not feel comfortable asking to be screened
 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 was told they never offer it
 Don't know Prefer not to answer
 Other (please specify)

Only ask questions 34e-34f if participant ALWAYS or SOMETIMES was able to access STI screening (question 34c)

34e. Were you able to access treatment for STIs?

- Yes No, but treatment was not needed
 No, treatment was needed but I did not receive it Don't know
 Prefer not to answer

34f. If treatment was needed but not received, why were you unable to get the treatment you needed for STIs?

- I was told they were out of stock
 I was told treatment was not available for GBMSM
 I did not feel comfortable asking for treatment
 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 was told they never offer it
 Other Don't know Prefer not to answer

POST-VIOLENCE SERVICES (drop-in centre)

35. Do you feel that the drop-in centre staff are well trained to care for GBMSM who experience sexual violence?

- Yes No Don't know Prefer not to answer

36. Would you feel comfortable going to this drop-in centre for services if you experienced sexual violence? By comfortable I mean that you believe you would be treated well and get the help you needed after experiencing sexual violence.

- Yes No Don't know Prefer not to answer

36b. If no, why would you feel uncomfortable going to this drop-in centre for services if you experienced sexual violence?

37. In the last year, have you wanted to access post-violence services at this drop-in centre?

- Yes No Don't know Prefer not to answer

Only ask questions 37b-37c if respondent says YES, they have wanted to access post-violence services (question 37)

37b. Were staff respectful when you wanted to access post-violence services?

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

37c. Were you able to access services you needed for violence at this drop-in centre?

- Yes No Don't know Prefer not to answer

Only answer 37d if participant was NOT able to access post-violence services (question 37c)

37d. If no, which services did you need that you were not able to get at the drop-in centre?

- | | |
|--|--|
| <input type="checkbox"/> Counselling (on-site) | <input type="checkbox"/> Rapid HIV testing (on-site) |
| <input type="checkbox"/> STI screening and treatment (on-site) | <input type="checkbox"/> PEP (on site) |
| <input type="checkbox"/> Emergency contraception (on-site) | <input type="checkbox"/> Rape kit (on-site) |
| <input type="checkbox"/> J88 form | <input type="checkbox"/> Referral to shelter |
| <input type="checkbox"/> Other | <input type="checkbox"/> Prefer not to answer |

37e. (If other) Please specify what else you need that you were not able to get:

Only ask question 37f if participant was NOT able to access a J88 form (question 37d)

37f. Why were you unable to get a J88 form?

- | | |
|---|---|
| <input type="checkbox"/> I was told I needed to come back another day | <input type="checkbox"/> I was told I didn't qualify for it |
| <input type="checkbox"/> I was told I couldn't get one because I am GBMSM | <input type="checkbox"/> I was told no doctor was available |
| <input type="checkbox"/> Other | <input type="checkbox"/> Don't know |
| <input type="checkbox"/> Prefer not to answer | |

PEP (drop-in centre)

If the participant already answered this in question 19, you do not need to repeat the question

38. Have you heard of PEP (post-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 PEP or are not sure what it is, explain:

"PEP is medication that is taken shortly after a potential exposure to HIV that can prevent you getting HIV. Would you like more information about PEP?"

39. Have you wanted to access PEP at the drop-in centre in the last year?

- | | | | |
|------------------------------|-----------------------------|-------------------------------------|---|
| <input type="checkbox"/> Yes | <input type="checkbox"/> No | <input type="checkbox"/> Don't know | <input type="checkbox"/> Prefer not to answer |
|------------------------------|-----------------------------|-------------------------------------|---|

39b. If yes, were you able to access PEP?

- | | | | | |
|---------------------------------|------------------------------------|--------------------------------|-------------------------------------|---|
| <input type="checkbox"/> Always | <input type="checkbox"/> Sometimes | <input type="checkbox"/> Never | <input type="checkbox"/> Don't know | <input type="checkbox"/> Prefer not to answer |
|---------------------------------|------------------------------------|--------------------------------|-------------------------------------|---|

Only ask question 39c if participant was *SOMETIMES* or *NEVER* able to access PEP (question 39b)

39c. During times when you were unable to get PEP, why were you unable to access it? (Please select all that apply)

- I was told it was out of stock
- I was told it was not available for GBMSM
- I was told I wasn't eligible for another reason (eg. it was only for people who were raped or who had a condom break)
- 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 was told they never offer it
- I did not feel comfortable asking for it
- Other
- Don't know
- Prefer not to answer

40. How satisfied are you with the health services for GBMSM at the drop-in centre? (If 1 is *VERY UNSATISFIED* and 5 is *VERY SATISFIED*)

- 1 - Very unsatisfied
- 2 - Unsatisfied
- 3 - Neutral
- 4 - Satisfied
- 5 - Very satisfied
- Don't know
- Prefer not to answer

40b. If you feel unsatisfied or very unsatisfied, please specify the reason why:

41. How could the drop-in centre improve services for GBMSM?

MOBILE CLINIC USERS

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

42. What mobile clinic do you use?

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

42b. Is the mobile clinic you use specifically for GBMSM and/or other key populations? A mobile clinic for GBMSM is provided by an NGO and provides GBMSM specific services. It is not provided by the Department for Health.

Yes No Don't know Prefer not to answer

43. Are the staff at the mobile clinic friendly towards GBMSM?

Always Sometimes Never Don't know Prefer not to answer

44. 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 - Very uncomfortable 2 - Uncomfortable 3 - Neutral
 4 - Comfortable 5 - Very comfortable Don't know
 Prefer not to answer

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

45. 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 - Very unsafe 2 - Unsafe 3 - Neutral
 4 - Safe 5 - Very safe Don't know
 Prefer not to answer

45b. If you feel unsafe or very unsafe, please specify the reason(s) why:

46. 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 46b-46c if participant reported the mobile clinic does NOT respect confidentiality and privacy (question 46a)

46b. If no, please specify the reason why not.

- Staff share people's HIV status in the mobile clinic
- Staff share people's sexuality 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
- Prefer not to answer
- Don't know
- Other (please specify)

PREP (mobile clinic)

If the participant already answered this in question 10 or 29, you do not need to repeat the question

47. 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. Would you like more information about PrEP?"

48. 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

48b. 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

48c. If you were not considered eligible, please specify why not:

Only ask question 47d-47e if participant says YES, they have ever gotten PrEP at the mobile clinic (question 48b)

48d. How satisfied were you with PrEP services at the mobile clinic? (If 1 is VERY UNSATISFIED and 5 is VERY SATISFIED)

- 1 - Very unsatisfied
- 2 - Unsatisfied
- 3 - Neutral
- 4 - Satisfied
- 5 - Very satisfied
- Don't know
- Prefer not to answer

48e. If you feel unsatisfied or very unsatisfied, please specify the reason(s) why:

CONDOMS (mobile clinic)

49. Have you wanted to get condoms at this mobile clinic in the last year?

- Yes No Don't know Prefer not to answer

Only ask questions 49b-49f if participant says YES, they have wanted to access condoms (question 49)

49b. If yes, were you able to get condoms at this mobile clinic in the last year?

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

Only ask question 49c if participant was SOMETIMES or NEVER able to access condoms (question 49b)

49c. During times when you couldn't get condoms, why were you unable to access condoms? [Select all that apply]

- I was told they were out of stock
 I was told they never offer condoms
 I was told they were not available for sex workers
 The staff asked too many questions about why I needed them
 The staff were so rude I decided I did not want them anymore
 I was told I access them too often
 I did not feel comfortable asking for them or taking them
 Other Don't know Prefer not to answer

Only ask questions 49d-49f if participant was SOMETIMES or ALWAYS able to access condoms (question 49b)

49d. During times when you could get condoms, were staff respectful to you?

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

49e. During times when you could get condoms did the staff ask you why you needed condoms before you could have them?

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

49f. During times when you could get condoms, were you able to get as many as you needed?

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

LUBRICANT (mobile clinic)

50. 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

51. 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 51b-51c if participant says YES, they have tried to access lube at the mobile clinic (question 51)

51b. Were staff respectful when you tried to get lubricant (lube)?

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

51c. Were you able to get lubricant (lube)?

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

Only ask question 51d if participant was *SOMETIMES* or *NEVER* able to access lube (question 51c)

51d. During times when you could not get lubricant (lube), why were you unable to access lube? (Please select all that apply)

- | | |
|---|---|
| <input type="checkbox"/> I was told it was out of stock | <input type="checkbox"/> I was told they never offer lubricant |
| <input type="checkbox"/> I was told it was not available for GBMSM | <input type="checkbox"/> The staff asked too many questions about why I needed it |
| <input type="checkbox"/> The staff were so rude I decided I did not want it anymore | <input type="checkbox"/> I was told I ask for it too often |
| <input type="checkbox"/> I did not feel comfortable asking for it or taking it | <input type="checkbox"/> Other |
| <input type="checkbox"/> Don't know | <input type="checkbox"/> Prefer not to answer |

Only ask questions 51e-51f if participant was *SOMETIMES* or *ALWAYS* able to access lube (question 51c)

51e. 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

51f. 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

STI SERVICES (mobile clinic)

52. Have you tried to access screening for sexually transmitted infections (STIs) at the mobile clinic in the last year?

- Yes No Don't know Prefer not to answer

Only ask questions 52b-52c if participant says *YES*, they have tried to access STI screening at the mobile clinic (question 52)

52b. Were staff respectful when you tried to access STI screening?

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

52c. Were you able to access the STI screening you needed?

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

Only ask question 52d if participant was *SOMETIMES* or *NEVER* able to access STI screening (question 52c)

52d. During times when you did not get the STI screening you needed, why were you unable to access STI screening? (Please select all that apply)

- | | |
|---|---|
| <input type="checkbox"/> I was told screening was not available for GBMSM | <input type="checkbox"/> I did not feel comfortable asking to be screened |
| <input type="checkbox"/> The staff asked too many questions about why I needed it | <input type="checkbox"/> The staff were so rude I decided I did not want it anymore |
| <input type="checkbox"/> I was told I ask for it too often | <input type="checkbox"/> I was told they never offer it |
| <input type="checkbox"/> Don't know | <input type="checkbox"/> Prefer not to answer |
| <input type="checkbox"/> Other (please specify) | |

Only ask questions 52e-52f if participant was *SOMETIMES* or *ALWAYS* able to access STI screening (question 52c)

52e. Were you able to access treatment for STIs?

- Yes No, but treatment was not needed
 No, treatment was needed but I did not receive it Don't know
 Prefer not to answer

Only ask question 52f if STI treatment was needed but they didn't receive it (question 52e)

52f. If treatment was needed but not received, why were you unable to get the treatment you needed for STIs?

- I was told they were out of stock
 I was told treatment was not available for GBMSM
 I did not feel comfortable asking for treatment
 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 was told they never offer it
 Other Don't know Prefer not to answer

POST-VIOLENCE SERVICES (*mobile clinic*)

53. Do you feel that the mobile clinic staff are well trained to care for GBMSM who experience sexual violence?

- Yes No Don't know Prefer not to answer

54. Would you feel comfortable going to this mobile clinic for services if you experienced sexual violence? By comfortable I mean that you believe you would be treated well and get the help you needed after experiencing sexual violence.

- Yes No Don't know Prefer not to answer

54b. If no, why would you feel uncomfortable going to this mobile clinic for services if you experienced violence?

55. In the last year, have you wanted to access post-violence services at this mobile clinic?

- Yes No Don't know Prefer not to answer

Only ask questions 55b-55c if respondent says *YES*, they have wanted to access post-violence services (question 55)

55b. Were staff respectful when you wanted to access post-violence services?

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

55c. Were you able to access services you needed for sexual violence at this mobile clinic?

- Yes No Don't know Prefer not to answer

Only answer 55d if participant was NOT able to access post-violence services (question 55c)

55d. If no, which services did you need that you were not able to get at the mobile clinic?

- | | |
|--|--|
| <input type="checkbox"/> Counselling (on-site) | <input type="checkbox"/> Rapid HIV testing (on-site) |
| <input type="checkbox"/> STI screening and treatment (on-site) | <input type="checkbox"/> PEP (on site) |
| <input type="checkbox"/> Emergency contraception (on-site) | <input type="checkbox"/> Rape kit (on-site) |
| <input type="checkbox"/> J88 form | <input type="checkbox"/> Referral to shelter |
| <input type="checkbox"/> Other | <input type="checkbox"/> Prefer not to answer |

55e. (If other) Please specify what else you need that you were not able to get:

Only ask question 55f if participant was NOT able to access a "J88 form" (question 55d)

55f. Why were you unable to get a J88 form?

- | | |
|---|---|
| <input type="checkbox"/> I was told I needed to come back another day | <input type="checkbox"/> I was told I didn't qualify for it |
| <input type="checkbox"/> I was told I couldn't get one because I am GBMSM | <input type="checkbox"/> I was told no doctor was available |
| <input type="checkbox"/> Other | <input type="checkbox"/> Don't know |
| | <input type="checkbox"/> Prefer not to answer |

PEP (mobile clinic)

If the participant already answered this in question 19 or 37, you do not need to repeat the question

56. Have you heard of PEP (post-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 PEP or are not sure what it is, explain:

"PEP is medication that is taken shortly after a potential exposure to HIV that can prevent you getting HIV. Would you like more information about PEP?"

57. Have you wanted to access PEP at the mobile clinic in the last year?

- Yes No Don't know Prefer not to answer

57b. If yes, were you able to access PEP?

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

Only ask question 57c if the participant was *SOMETIMES* or *NEVER* able to access PEP (question 57b)

57c. During times when you were unable to get PEP, why were you unable to access it? (Please select all that apply)

- I was told it was out of stock
- I was told it was not available for GBMSM
- I was told I wasn't eligible for another reason (eg. it was only for people who were raped or who had a condom break)
- 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 was told they never offer it
- I did not feel comfortable asking for it
- Other
- Don't know
- Prefer not to answer

58. How satisfied are you with the health services for GBMSM at the mobile clinic?

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

- 1 - Very unsatisfied
- 2 - Unsatisfied
- 3 - Neutral
- 4 - Satisfied
- 5 - Very satisfied
- Don't know
- Prefer not to answer

58b. If you feel unsatisfied or very unsatisfied, please specify the reason why:

59. How could the mobile clinic improve services for GBMSM?

ALL PARTICIPANTS

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

Yes

No

Don't know

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

Sex worker

Transgender person

Person who uses drugs

None

Prefer not to answer

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

Yes

No

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

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