

# PEOPLE WHO USE DRUGS 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 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 (A drop-in centre is a place people who use drugs can go to access health services just for people who use drugs, outside of a public health facility)**

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

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

**3b. What are the main reasons you do not get health services anywhere? 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               | <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 ( <i>please specify</i> )       |

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

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

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

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

**Only answer questions 4-4b if participant does NOT use a public health facility (question 3)**

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

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

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 people who use drugs?

- 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 people who use drugs?

(Select all that apply)

- |   |   |
|---|---|
| <input type="checkbox"/> Clinical staff (nurses, doctors, pharmacists etc.) | <input type="checkbox"/> Lay staff (counsellors, linkage officers etc.)               |
| <input type="checkbox"/> Security staff                                     | <input type="checkbox"/> Non clinical staff (cleaners, admin staff, file clerks etc.) |
| <input type="checkbox"/> Don't know   | <input type="checkbox"/> 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 says *YES*, staff know they are a person who uses drugs (question 6c)**

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

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

**Only ask question 6e if participant reports staff do *NOT* know they are a person who uses drugs (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 - 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 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)

## CONTRACEPTIVES (public health facility)

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

- |   |   |
|---|---|
| <input type="checkbox"/> External condoms   | <input type="checkbox"/> 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 ANY contraceptives (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 I had to come back              |
| <input type="checkbox"/> They told me my first choice was not available                             | <input type="checkbox"/> They told me there was a stockout / shortage |
| <input type="checkbox"/> They told me I was too young   | <input type="checkbox"/> Other  |
| <input type="checkbox"/> They told me there were no pregnancy tests available                       | <input type="checkbox"/> Prefer not to answer                         |
| <input type="checkbox"/> Don't know   |   |

## NEEDLES (public health facility)

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

## PREP (public health facility)

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. 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 says YES, they have ever gotten PrEP (question 13)**

13c. 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

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

**METHADONE** (*public health facility*)

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

**DRUG DEPENDENCE SUPPORT** (*public health facility*)

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 says YES, they have wanted to access drug dependence support (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:

**NALOXONE** (public health facility)

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

**LUBRICANT** (public health facility)

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 says YES, they have tried to access lube (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 was *SOMETIMES* or *NEVER* able to access lube (question 17d)**

**17e. 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 people who use drugs   | <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 17f-17g if participant was *SOMETIMES* or *ALWAYS* able to get lube (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

**CONDOMS (public health facility)**

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

- Yes       No       Don't know       Prefer not to answer

**18b. 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

**Only ask question 18c if the participant reported being able to access condoms *SOMETIMES* or *NEVER* (question 18b)**

**18c. During times when you couldn't get condoms, why were you unable to access condoms?**

- I was told it was out of stock
- I was told they never offer condoms
- I was told it was not available for people who use drugs
- 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 18d-18f if the participant reported *SOMETIMES* or *ALWAYS* being able to access condoms (question 18b)**

**18d. During times when you could get condoms, were staff respectful to**

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

**18e. 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

**18f. 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



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

**19b. If you feel unsatisfied or very unsatisfied, please specify the reason why:**

**19c. 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

**19d. 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

**19e. In the last year, have you been refused access to ARVs (HIV treatment) at this facility because you are a person who uses drugs?**

- Yes       No       No — because I do not need ARVs  
 Don't know       Prefer not to answer

**19f. If yes, why were you refused ARVs?**

- They told me I could not have them because I would smoke them  
 They told me I could not have them because I use drugs       They were out of stock  
 Don't know       Prefer not to answer  
 Other *(please specify)*

**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 Centre" 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 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 - Very uncomfortable       2 - Uncomfortable       3 - Neutral  
 4 - Comfortable       5 - Very comfortable       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 - Very unsafe       2 - Unsafe       3 - Neutral  
 4 - Safe       5 - Very safe       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 reports facility does NOT respect confidentiality and privacy (question 25)**

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

- Staff share the status of people living with HIV in the waiting area
- Staff share 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)

**NEEDLE ACCESS (drop-in centre)**

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 says YES, they have wanted to get needles (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 was ALWAYS or SOMETIMES able to access needles (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 was SOMETIMES or NEVER able to access needles (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:

**PrEP (drop-in centre)**

**\*\*\*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. 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 says YES, they have gotten PrEP (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 - Very unsatisfied                       2 - Unsatisfied                       3 - Neutral  
 4 - Satisfied                       5 - Very satisfied                       Don't know  
 Prefer not to answer

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

**METHADONE** (*drop-in centre*)

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 says YES, they have gotten information on where to get methadone (question 30)**

30c. Were you able to get methadone?

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

**Only ask question 30d-30e if participant was SOMETIMES or NEVER able to access methadone (question 30c)**

30d. 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:

### DRUG DEPENDENCE SUPPORT *(drop-in centre)*

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 says YES, they wanted to access drug dependence support (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 was told I was not eligible to participate  
 I did not feel comfortable asking for support       Other  
 Don't know       Prefer not to answer

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

### NALOXONE *(drop-in centre)*

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

### LUBRICANT *(drop-in centre)*

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 says YES, they have tried to get lube (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 if participant was *SOMETIMES* or *NEVER* able to get lube (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 if participant *SOMETIMES* or *ALWAYS* could get lube (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 - Very unsatisfied       2 - Unsatisfied       3 - Neutral  
 4 - Satisfied       5 - Very satisfied       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)

36b. Is the mobile clinic you use specifically for people who use drugs and/or other key populations?

A mobile clinic for people who use drugs is provided by an NGO and provides specific services for people who use drugs. It is not provided by the Department for Health.

Yes  No  Don't know  Prefer not to answer

37. Are the staff at the mobile clinic friendly 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 - Very uncomfortable  2 - Uncomfortable  3 - Neutral  
 4 - Comfortable  5 - Very comfortable  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 - Very unsafe  2 - Unsafe  3 - Neutral  
 4 - Safe  5 - Very safe  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 if participant reports the mobile clinic does NOT respect confidentiality and privacy (question 40)**

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

- Staff share 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 share if people use drugs in the mobile clinic       Don't know  
 Prefer not to answer       Other (please specify below)

### NEEDLE ACCESS (mobile clinic)

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

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

**Only ask question 41c if participant says YES, they have wanted to access needles (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

**Only ask question 41d-41e if participant ALWAYS or SOMETIMES was able to access needles (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

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 *SOMETIMES* or *NEVER* was able to access needles (question 41c)**

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

- |   |   |
|---|---|
| <input type="checkbox"/> I was told it was out of stock             | <input type="checkbox"/> I was told they are not offered at the mobile clinic |
| <input type="checkbox"/> I did not feel comfortable asking for them | <input type="checkbox"/> I was told I was not eligible to receive them        |
| <input type="checkbox"/> I was told I was asking for too many       | <input type="checkbox"/> Other  |
| <input type="checkbox"/> Don't know                                 | <input type="checkbox"/> Prefer not to answer                                 |

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

**PREP (mobile clinic)**

**\*\*\*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)?**

- |   |  |
|---|--|
| <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. Would you like more information about PrEP?"**

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

- |                                     |   |  |
|-------------------------------------|---|--|
| <input type="checkbox"/> Yes        | <input type="checkbox"/> No                   | <input type="checkbox"/> No — because I am living with HIV |
| <input type="checkbox"/> Don't know | <input type="checkbox"/> Prefer not to answer |  |

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

- |   |  |
|---|--|
| <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                                       |  |

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

**Only ask question 44c-44d if participant says YES, they have gotten PrEP (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 - Very unsatisfied       2 - Unsatisfied       3 - Neutral  
 4 - Satisfied       5 - Very satisfied       Don't know  
 Prefer not to answer

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

**METHADONE (mobile clinic)**

**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

**DRUG DEPENDENCE SUPPORT (mobile clinic)**

**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 says YES, they have wanted to access drug dependence support (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:**

<b>NALOXONE</b> ( <i>mobile clinic</i> )
47. Have you wanted to access naloxone or other overdose support at the mobile clinic 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
<b>LUBRICANT</b> ( <i>mobile clinic</i> )
48. Are you aware that you should be able to get lubricant (lube) at all mobile clinics? <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Don't know <input type="checkbox"/> Prefer not to answer
48b. Have you tried to get lubricant (lube) at the mobile clinic 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
<b>Only ask questions 48c-48d if participant says YES, they have wanted to access lube (question 48b)</b>
48c. Were staff respectful when you tried to get lubricant (lube)? <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
48d. Were you able to get lubricant (lube)? <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
<b>Only ask question 48e if participant SOMETIMES or NEVER was able to access lube (question 48d)</b>
48e. During times when you could not get lube, why were you unable to access lubricant (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 people who use drugs <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
<b>Only ask questions 48f-48g if participant SOMETIMES or ALWAYS was able to access lube (question 48d)</b>
48f. During times when you could get lubricant (lube), were you able to get as much as you needed? <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
48g. During times when you could get lubricant (lube), did staff ask you why you needed it before you could have it? <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
49. How satisfied are you with the health services for people who use drugs at the mobile clinic? <i>(If 1 is VERY UNSATISFIED and 5 is VERY SATISFIED)</i> <input type="checkbox"/> 1 - Very unsatisfied <input type="checkbox"/> 2 - Unsatisfied <input type="checkbox"/> 3 - Neutral <input type="checkbox"/> 4 - Satisfied <input type="checkbox"/> 5 - Very satisfied <input type="checkbox"/> Don't know <input type="checkbox"/> 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. Do you remember answering a similar set of questions about your experiences at health facilities about a year ago?

Yes  No  Don't know  Prefer not to answer

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 (Go to question 54)  
 Transgender person (Go to question 61)  
 Gay man, bisexual man, or other man who has sex with men (Go to question 61)  
 None (Go to question 61)

Please only complete the next section if your participant is also a sex worker and uses a public health facility.

## STI SERVICES

54. 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 54b-54c if participant says YES, they have tried to access STI screening (question 54)*

54b. Were staff respectful when you tried to access STI screening?

Always  Sometimes  Never  Don't know  Prefer not to answer

54c. Were you able to access STI screening you needed?

Always  Sometimes  Never  Don't know  Prefer not to answer

**Only ask question 54d-54f if participant was *SOMETIMES* or *NEVER* able to access STI screening (question 54c)**

**54d. During times when you did not get the STI screening you needed, why were you unable to access STI screening? (Select all that apply)**

- |   |   |
|---|---|
| <input type="checkbox"/> I was told screening was not available for sex workers   | <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 54e-54f if participant *ALWAYS* or *SOMETIMES* was able to access STI screening (question 54c)**

**54e. 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                              |   |

**Only ask question 54f if participant needed STI treatment but they did not receive it (question 54d)**

**54f. 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 sex workers
- 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

## PEP

**55. Have you heard of PEP (post-exposure prophylaxis)?**

- |  |  |
|--|--|
| <input type="checkbox"/> I've heard of it but am not sure what it is | <input type="checkbox"/> I've heard of it but am not sure what it is |
| <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?"**

**56. 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 |
|------------------------------|-----------------------------|-------------------------------------|---|

**Only ask question 57 if participant says YES, they have wanted to access PEP (question 56)**

**57. 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 57b if participant was *SOMETIMES* or *NEVER* able to access PEP (question 57)**

**57b. During times when you were unable to get PEP, why were you unable to access it? (Select all that apply)**

- I was told it were out of stock
- I was told it was not available for sex workers
- 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

## POST-VIOLENCE SERVICES

**58. Do you feel that the facility staff are well trained to care for sex workers who experience sexual violence?**

- Yes       No       Don't know       Prefer not to answer

**59. 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

**Only answer 59b if participant would *NOT* feel comfortable accessing post-violence services (question 59)**

**59b. (If no) Why would you feel uncomfortable going to this facility for services if you experienced violence?**

**60. 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 answer 60b-60e if participant says *YES*, they have wanted to access post-violence services (question 60)**

**60b. Were staff respectful when you wanted to access post-violence services?**

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

**60c. Were you able to access services you needed for violence at this facility?**

- Yes       No       Don't know       Prefer not to answer

**Only answer 60d if participant was NOT able to access post-violence services (question 60c)**

60d. 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 (please specify)                | <input type="checkbox"/> Prefer not to answer        |

**Only ask question 60e if participant was NOT able to access a J88 form (question 60d)**

60e. Why were you unable to get a J88 form?

## ALL PARTICIPANTS

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

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