

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 18-24 25-34
 35-49 50+ 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 that people will find out about my sexuality
 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 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 that people will find out about 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) |

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) | |

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? (If 1 is **VERY UNCOMFORTABLE** and 5 is **VERY COMFORTABLE**) By comfortable I mean that you feel at ease among the other patients and with the clinic staff and you believe you would be treated well.

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

7b. If you feel neutral, uncomfortable, or very uncomfortable, please specify what would make you feel more comfortable:

8. How safe do you feel using the facility? (If 1 is **VERY UNSAFE** and 5 is **VERY SAFE**) By safe I mean safe and protected from verbal or physical abuse, verbal or physical harassment, risk of arrest etc.

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

8b. If you feel neutral, unsafe, or very unsafe, please specify what would make you feel more safe:

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)

10. 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

10b. 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

PREP (public health facility)

11. 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?"**

12. 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

Do not ask question 12b - 12e if participant says NO — BECAUSE I AM LIVING WITH HIV (question 12)

12b. 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

12c. If you were not considered eligible, please specify why not:

Only ask question 12d-12e if participant says YES, they have ever gotten PrEP at the facility (question 12b)

12d. 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

12e. If you feel unsatisfied or very unsatisfied, please specify the reason(s) why:

CONDOMS (public health facility)

13. 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 13b-13f if participant says YES, they have wanted to get condoms (question 13)

13b. 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 13c if the participant was *SOMETIMES* or *NEVER* able to get condoms (question 13b)

13c. 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 13d-13f if the participant was *SOMETIMES* or *ALWAYS* able to get condoms (question 13b)

13d. During times when you could get condoms, were staff respectful to you?

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

13e. 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

13f. 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)

14. Have you heard of lubricant or lube?

- 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 lube or are not sure what it is, explain:

"Lubricant is a gel or liquid that can reduce irritation and friction, and increase comfort during sex. Friction can cause condom breakage or vaginal or anal tears, which can increase the risk of getting HIV during sex."

15. 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 15b-15f if participant says *YES*, they have tried to access lube in the last year (question 15)

15b. Were staff respectful when you tried to get lubricant (lube)?

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

15c. Were you able to get lubricant (lube)?

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

Only ask question 15d if participant was *SOMETIMES* or *NEVER* able to access lube (question 15c)

15d. 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 15e-15f if participant was *SOMETIMES* or *ALWAYS* able to access lube (question 15c)

15e. 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

15f. 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)

16. Have you tried to access services for sexually transmitted infections (STIs) at the facility in the last year? STI services includes both screening for sexually transmitted infections and treatment. Screening refers to a health worker determining if you may have an STI.

- Yes No Don't know Prefer not to answer

Only ask questions 16b-16f if participant says *YES*, they have tried to access STI services (question 16)

16b. Were staff respectful when you tried to access STI services?

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

16c. Were you able to access the STI services you needed?

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

Only ask question 16d if participant was *SOMETIMES* or *NEVER* able to access STI services (question 16c)

16d. During times when you did not get the STI services you needed, why were you unable to access STI services? (Please select all that apply)

- I was told STI services were not available for GBMSM
 I did not feel comfortable asking for STI services
 The staff asked too many questions about why I needed STI services
 The staff were so rude I decided I did not want STI services anymore
 I was told I ask for STI services too often
 I was told they never offer STI services
 Don't know
 Prefer not to answer
 Other (please specify)

Only ask questions 16e-16f if participant was *SOMETIMES* or *ALWAYS* able to access STI services (question 16c)

16e. 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 16f if participant needed STI treatment and did not receive it (question 16e)

16f. 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)

Post-violence services refers to the medical and psychosocial care someone might need after experiencing physical or sexual violence.

17. On a scale of 1 to 5, how comfortable would you feel if you needed to access post-violence services at this facility? If 1 is VERY UNCOMFORTABLE and 5 is VERY COMFORTABLE. By comfortable I mean you feel at ease among the other patients and with the clinic staff and you believe you would be treated well.

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

Only answer 17b if participant says they would feel NEUTRAL, UNCOMFORTABLE, or VERY UNCOMFORTABLE accessing post-violence services (question 17)

17b. Why would you feel neutral, uncomfortable or very uncomfortable accessing post-violence services at this facility? Select all that apply

- The staff are not well trained The staff are not friendly
- The staff do not respect my privacy I do not feel safe at the facility
- The staff ask uncomfortable questions The staff refused to give me services
- Fear that people will find out about my sexuality Prefer not to answer
- Don't know Other (please specify)

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-18f if respondent says YES, they have wanted to access post-violence services (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 violence at this facility?

- Yes No Don't know Prefer not to answer

Only answer 18d if participant says NO, they were 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?

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

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

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

Only ask question 20c if participant was SOMETIMES or NEVER 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)

- 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

21. 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

22. What drop-in centre do you use?

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

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

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

24. 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 feel at ease among the other patients and with the drop-in centre staff and you believe you would be treated well.

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

24b. If you feel neutral, uncomfortable, or very uncomfortable, please specify what would make you feel more comfortable:

25. How safe do you feel using the drop-in centre? (If 1 is VERY UNSAFE and 5 is VERY SAFE) *By safe I mean safe and protected from verbal or physical abuse, verbal or physical harassment, risk of arrest etc.*

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

25b. If you feel neutral, unsafe, or very unsafe, please specify what would make you feel more safe:

26. 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 26b if participant says NO, the drop-in centre does NOT respect confidentiality and privacy (question 26)

26b. 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 11, you do not need to repeat the question. *****

27. 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?"**

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

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

Do not ask question 28b - 28e if participant says NO — BECAUSE I AM LIVING WITH HIV (question 28)

28b. Have you ever gotten PrEP at the drop-in centre?

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

28c. If you were not considered eligible, please specify why not:

Only ask question 28d-28e if participant says YES, they have ever gotten PrEP at the drop-in centre (question 28b)

28d. How satisfied were you with PrEP services at the drop-in centre? (If 1 is VERY UNSATISFIED and 5 is VERY SATISFIED)

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

28e. If you feel unsatisfied or very unsatisfied, please specify the reason(s) why:

CONDOMS (drop-in centre)

29. 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 29b-29f if participant says YES, they have wanted to access condoms (question 29)

29b. 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 29c if participant was SOMETIMES or NEVER able to access condoms (question 29b)

29c. 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 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

Only ask questions 29d-29f if participant was SOMETIMES or ALWAYS able to access condoms (question 29b)

29d. During times when you could get condoms, were staff respectful to you?

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

29e. 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

29f. 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)

*****Note: if the participant already answered this in question 14, you do not need to repeat the question*****

30. Have you heard of lubricant or lube?

- 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 lube or are not sure what it is, explain:

"Lubricant is a gel or liquid that can reduce irritation and friction, and increase comfort during sex. Friction can cause condom breakage or vaginal or anal tears, which can increase the risk of getting HIV during sex."

31. 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 31b-31f if participant says YES, they have tried to access lube at the drop-in centre (question 31)

31b. Were staff respectful when you tried to get lubricant (lube)?

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

31c. Were you able to get lubricant (lube)?

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

Only ask question 31d if participant was *SOMETIMES* or *NEVER* able to get lube (question 31c)

31d. 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 31e-31f if participant was *SOMETIMES* or *ALWAYS* able to get lube (question 31c)

31e. 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

31f. 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)

32. Have you tried to access services for sexually transmitted infections (STIs) at the drop-in centre in the last year? STI services includes both screening for sexually transmitted infections and treatment. Screening refers to a health worker determining if you may have an STI.

- Yes No Don't know Prefer not to answer

Only ask questions 32b-32f if participant says *YES*, they have ever tried to access STI services (question 32)

32b. Were staff respectful when you tried to access STI services?

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

32c. Were you able to access the STI services you needed?

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

Only ask question 32d if participant was *SOMETIMES* or *NEVER* able to access STI services (question 32c)

32d. During times when you did not get the STI services you needed, why were you unable to access STI services? (Please select all that apply)

- I was told STI services were not available for GBMSM
- I did not feel comfortable asking for STI services
- The staff asked too many questions about why I needed STI services
- The staff were so rude I decided I did not want STI services anymore
- I was told I ask for STI services too often
- I was told they never offer STI services
- Don't know
- Prefer not to answer
- Other (please specify)

Only ask questions 32e-32f if participant was ALWAYS or SOMETIMES able to access STI services (question 32c)

32e. 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 32f if STI treatment was needed but they didn't receive it (question 32e)

32f. 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)

Post-violence services refers to the medical and psychosocial care someone might need after experiencing physical or sexual violence.

33. On a scale of 1 to 5, how comfortable would you feel if you needed to access post-violence services at this drop-in centre? If 1 is VERY UNCOMFORTABLE and 5 is VERY COMFORTABLE. By comfortable I mean you feel at ease among the other patients and with the drop-in centre staff and you believe you would be treated well.

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

Only answer 33b if participant says they would feel NEUTRAL, UNCOMFORTABLE, or VERY UNCOMFORTABLE accessing post-violence services (question 33)

33b. Why would you feel neutral, uncomfortable or very uncomfortable accessing post-violence services at this drop-in centre? Select all that apply

- The staff are not well trained The staff are not friendly
 The staff do not respect my privacy I do not feel safe at the facility
 The staff ask uncomfortable questions The staff refused to give me services
 Fear that people will find out about my sexuality Prefer not to answer
 Don't know Other (please specify)

34. 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 34b-34f if respondent says YES, they have wanted to access post-violence services (question 34)

34b. Were staff respectful when you wanted to access post-violence services?

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

34c. 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 34d if participant says NO, they were NOT able to access post-violence services (question 34c)

34d. 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 |

34e. (If other) Please specify what else you need that you were not able to get:

Only ask question 34f if participant was NOT able to access a J88 form (question 34d)

34f. 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 *****

35. 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?"

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

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

36b. If yes, were you able to access PEP?

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

Only ask question 36c if participant was *SOMETIMES* or *NEVER* able to access PEP (question 36b)

36c. 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

37. 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

38. What mobile clinic do you use?

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

38b. 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 of Health.

- Yes No Don't know Prefer not to answer

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

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

40. 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 feel at ease among the other patients and with the mobile clinic staff and you believe you would be treated well.*

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

40b. If you feel neutral, uncomfortable, or very uncomfortable, please specify what would make you feel more comfortable:

41. How safe do you feel using the mobile clinic? (If 1 is VERY UNSAFE and 5 is VERY SAFE) *By safe I mean safe and protected from verbal or physical abuse, verbal or physical harassment, risk of arrest etc.*

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

41b. If you feel neutral, unsafe, or very unsafe, please specify what would make you feel more safe:

42. 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 42b if participant says NO, the mobile clinic does NOT respect confidentiality and privacy (question 42)

42b. 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 11 or 27, you do not need to repeat the question *****

43. 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?"**

44. 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

Do not ask question 44b - 44e if participant says NO — BECAUSE I AM LIVING WITH HIV (question 44)

44b. 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

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

Only ask question 44d-44e if participant says YES, they have ever gotten PrEP at the mobile clinic (question 44b)

44d. 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

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

CONDOMS (mobile clinic)

45. 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 45b-45f if participant says YES, they have wanted to access condoms (question 45)

45b. 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 45c if participant was SOMETIMES or NEVER able to access condoms (question 45b)

45c. 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 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

Only ask questions 45d-45f if participant was SOMETIMES or ALWAYS able to access condoms (question 45b)

45d. During times when you could get condoms, were staff respectful to you?

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

45e. 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

45f. 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)

*****Note: if the participant already answered this in question 14 or 30, you do not need to repeat the question*****

46. Have you heard of lubricant or lube?

- 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 lube or are not sure what it is, explain:

"Lubricant is a gel or liquid that can reduce irritation and friction, and increase comfort during sex. Friction can cause condom breakage or vaginal or anal tears, which can increase the risk of getting HIV during sex."

47. 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 47b-47f if participant says YES, they have tried to access lube at the mobile clinic (question 47)

47b. Were staff respectful when you tried to get lubricant (lube)?

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

47c. Were you able to get lubricant (lube)?

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

Only ask question 47d if participant was *SOMETIMES* or *NEVER* able to access lube (question 47c)

47d. 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 47e-47f if participant was *SOMETIMES* or *ALWAYS* able to access lube (question 47c)

47e. 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

47f. 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)

48. Have you tried to access services for sexually transmitted infections (STIs) at the mobile clinic in the last year? STI services includes both screening for sexually transmitted infections and treatment. Screening refers to a health worker determining if you may have an STI.

- Yes No Don't know Prefer not to answer

Only ask questions 48b-48f if participant says *YES*, they have tried to access STI services at the mobile clinic (question 48)

48b. Were staff respectful when you tried to access STI services?

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

48c. Were you able to access the STI services you needed?

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

Only ask question 48d if participant was *SOMETIMES* or *NEVER* able to access STI services (question 48c)

48d. During times when you did not get the STI services you needed, why were you unable to access STI services? (Please select all that apply)

- I was told STI services were not available for GBMSM
- I did not feel comfortable asking for STI services
- The staff asked too many questions about why I needed STI services
- The staff were so rude I decided I did not want STI services anymore
- I was told I ask for STI services too often
- I was told they never offer STI services
- Don't know
- Prefer not to answer
- Other (please specify)

Only ask questions 48e-48f if participant was *SOMETIMES* or *ALWAYS* able to access STI services (question 48c)

48e. 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 48f if STI treatment was needed but they didn't receive it (question 48e)

48f. 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*)

Post-violence services refers to the medical and psychosocial care someone might need after experiencing physical or sexual violence.

49. On a scale of 1 to 5, how comfortable would you feel if you needed to access post-violence services at this mobile clinic? If 1 is **VERY UNCOMFORTABLE and 5 is **VERY COMFORTABLE**. By comfortable I mean you feel at ease among the other patients and with the mobile clinic staff and you believe you would be treated well.**

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

Only answer 49b if participant says they would feel **NEUTRAL, **UNCOMFORTABLE**, or **VERY UNCOMFORTABLE** accessing post-violence services (question 49)**

49b. Why would you feel neutral, uncomfortable or very uncomfortable accessing post-violence services at this mobile clinic? Select all that apply

- The staff are not well trained The staff are not friendly
 The staff do not respect my privacy I do not feel safe at the facility
 The staff ask uncomfortable questions The staff refused to give me services
 Fear that people will find out about my sexuality Prefer not to answer
 Don't know Other (*please specify*)

50. 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 50b-50f if respondent says YES, they have wanted to access post-violence services (question 50)

50b. Were staff respectful when you wanted to access post-violence services?

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

50c. Were you able to access services you needed for violence at this mobile clinic?

- Yes No Don't know Prefer not to answer

Only answer 50d if participant says NO, they were NOT able to access post-violence services (question 50c)

50d. 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 |

50e. (If other) Please specify what else you need that you were not able to get:

Only ask question 50f if participant was NOT able to access a "J88 form" (question 50d)

50f. 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 35, you do not need to repeat the question *****

51. 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?"

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

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

52b. If yes, were you able to access PEP?

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

Only ask question 52c if the participant was *SOMETIMES* or *NEVER* able to access PEP (question 52b)

52c. 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

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

ALL PARTICIPANTS

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

Yes

No

Don't know

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

Sex worker

Transgender person

Person who uses drugs

None

Prefer not to answer

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

Yes

No

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

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