

INTERVIEW GUIDE AND PROMPTS

**Grey boxes are for internal use – DO NOT READ ALOUD*

Pre-discussion briefing

Welcome & Introduction

Thank you for agreeing to speak with us today, I appreciate you taking the time out of your day to participate in this study. I am working with the research team from the College of Medicine, the University of Lagos and the Northwestern University to better understand the care of older people in PHCs in Lagos State.

➤ *Action:* Please provide the information sheet and consent form to be read and signed

☐ Signed consent form

➤ *Action:* For all who consent, provide them with demographic survey to complete

☐ Survey complete

Permission to voice record

To allow me to focus on what you're saying instead of taking notes, I would like to use a voice recorder that will allow me to transcribe our meeting at a later time. At no time during my reporting or when I summarise what is discussed will you be identified, except by demographic data where appropriate. Do you agree to be voice recorded?

☐ Participant consented to voice recording

☐ Participant did not consent to a voice recording

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Interview will inform Aim 1:

To understand contextual factors, barriers and facilitators to utilization of PHCs among older adults in Lagos State, Nigeria.

Topic introduction

Age-friendly health services address the unique needs and wants of older people so they can live healthy and active lives. We conducted a survey in selected comprehensive PHCs in Lagos State to assess the age-friendliness of its services, staff and the environment for older adults. We'd like to understand your thoughts as end-users on this subject.

Icebreaker Question

1. What is one thing you do to stay healthy as you get older?

Now I'd like to talk about your thoughts, opinions and experiences with and receiving services at the PHCs.

These questions will focus on PHC **Accessibility**

1. Concerning the location of the PHC, do you experience any challenges getting there?
Probe: If yes, in what way?
2. Concerning the design of the PHC and its facilities, do you experience any challenges utilizing it?
Probe: If yes, in what way?
If not, can you share your experience?
3. In addition to the PHCs, are you aware of community-based health service(s) for older adults in your community?
 - a) If yes, please give examples
 - b) In your opinion, what type of services would be beneficial for older adults in the community?
 - c) In your opinion, how important is home-based care for older adults?

Now I'd like to talk about your thoughts, opinions and satisfaction with PHC services.

These questions will focus on PHC **Acceptability**

4. Concerning your last visit, how satisfied were you with the care you received?
 - a) What did you like about the care you received?
 - b) What would you prefer to be better?
Probe: healthworker skill, attitude, dignity, cultural adaptations, etc.
 - c) How do you feel about the way you are treated when you go to the PHC?
Probe: priority given, waiting time, other special adaptations based on age

Now I'd like to talk about your thoughts, opinions and experiences with costs while utilizing PHCs and receiving services there.

These questions will focus on PHC **Affordability**

5. How much of an impact does the costs of care have on your decisions about seeking care at the PHC?
 - a) Can you tell me which costs impact you?
 - a. Probe: transport, medication, services
 - b. How do you pay for health services that come with a cost, if any?
 - b) Please tell me what actions you take because of these issues?

- a. Probe: don't seek care, don't fill prescriptions, go for alternative source of care.

Closing

6. Thinking about your last PHC visit, what went/worked well? Were there any issues or things that could have gone better?
Probe for specific examples
7. In addition to what we talked about, is there anything else you want to mention?

Post-Discussion Debrief

Thank you all for the insightful discussion. It seems to me like the main points were that...
[Summarise discussion] Did I miss anything?

Thank you for participating.

➤ *Action:* End voice recording.

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Icebreaker Question

1. What is one thing you do to stay healthy as you get older?

Now I'd like to talk about your thoughts, opinions and experiences with and receiving services at the public PHCs in your area.

These questions will focus on PHC **Awareness and Perceptions**

1. Are you aware of the PHCs in your area?
2. What is your perception of the services provided there?
Probe: Any experience(s)? If yes, can you share your experience?
Do you think the PHCs can meet any of your health needs? Why or why not?
3. Have you heard any positive or negative feedback about the facility from others in the community? Please give examples

These questions will focus on PHC **Accessibility**

4. Concerning the location of the PHC, would you expect any challenges getting there?
Probe: If yes, in what way?
5. Concerning the design of the PHC and its facilities, would you expect any challenges utilizing it?
Probe: If yes, in what way?
If not, can you share your experience?
6. In addition to the PHCs, are you aware of community-based health service(s) for older adults in your community?
 - a) If yes, please give examples
 - b) In your opinion, what type of services would be beneficial for older adults in the community?
 - c) In your opinion, how important is home-based care for older adults?

Now I'd like to talk about your thoughts, opinions about PHC services.

These questions will focus on PHC **Acceptability**

7. We know some people do not use the PHCs, we will like to understand why you have not used the facility recently for your healthcare needs?

Probe: Not sick, previous experience, cost, distance, needs not met

Now I'd like to talk about your thoughts, opinions and experiences with costs while utilizing PHCs and receiving services there.

These questions will focus on PHC **Affordability**

8. How much does the cost of care influence your decisions about seeking care at the PHC?
- a) If cost is a problem, can you tell me which costs impact you?
 - a. Probe: transport, medication, services
 - b) If cost is not a problem, what has helped you to cover costs- in general?
 - c) Please tell me what actions you take because of these issues?
 - a. Probe: don't seek care, don't fill prescriptions, go for alternative source of care.

Closing

9. What changes or improvements could be made at the PHCs to encourage you to use its services?
- a) Are there any specific services or amenities that would make you more likely to visit the facility?
 - Probe for specific examples.
10. In addition to what we talked about, is there anything else you want to mention?

Post-Discussion Debrief

Thank you all for the insightful discussion. It seems to me like the main points were that...
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Thank you for participating.

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