

**General guidelines to interviewers:**

1. Identify women of reproductive age (15 -49 years) who are leaving the health facility.
2. Introduce yourself and ask if you can ask a few questions which will not take more than 5 minutes. Explain to each woman that the questions are not personal and are anonymous but will help in improving services provided in health facilities.
3. If the female client/patient agrees to be interviewed, start the interview with the following preamble:

*You are being invited to take part in a research study. This study will involve interviewing women who are visiting primary healthcare facilities to access healthcare services from health workers. This is part of a larger study which aims to better understand primary healthcare service delivery in this State and then make recommendations about how to better improve healthcare services for patients/clients. The interview for this study will last for not more than 5 minutes.*

*Before you decide whether to participate, you may need to understand why the research is being done and what it would involve. You may talk to others about the study if you wish. Please ask me if there is anything that is not clear. If you feel that you understand the purpose of this study or when all of your questions have been answered (if you have any questions), you will be asked if you wish to participate in the study, and if yes, to sign an 'Informed Consent Form'. You will be given a signed copy to keep.*

Do you agree to participate in this interview for the study?

Yes \_\_\_\_\_

No \_\_\_\_\_

**Instructions:**

- a. **Consent Instructions for Interviewer: Give a copy of the 'Informed Consent Form' to the female client or read the standard consent text from the Informed Consent Form to the female client if she agrees to participate in the exit interview. Each female client who agrees to participate must sign the informed consent form.**
- b. **Interviewer to fill/complete the exit interview questionnaire.**

**QUESTIONS FOR FEMALE CLIENTS**

1) State \_\_\_\_\_

2) Are you currently pregnant?

Yes \_\_\_\_\_

No \_\_\_\_\_

**3) For whom did you come to this primary health care facility today?**

Myself Yes \_\_\_\_\_ No \_\_\_\_\_ (If Yes, go to 4a)

My child Yes \_\_\_\_\_ No \_\_\_\_\_ (If Yes, go to 4b)

*\*If female client indicates that she came for both herself and her child, then complete 4a & 4b*

**4a) Why did you come to see the health worker(s) today?**

Antenatal Care Yes \_\_\_\_\_ No \_\_\_\_\_

Delivery Yes \_\_\_\_\_ No \_\_\_\_\_

Childbirth Care (Neonate) Yes \_\_\_\_\_ No \_\_\_\_\_

Postpartum/Post-Natal Care Yes \_\_\_\_\_ No \_\_\_\_\_

Family Planning Yes \_\_\_\_\_ No \_\_\_\_\_

Others (Please specify) \_\_\_\_\_

**4b) Why did you come to see the health worker(s) today?**

Childbirth Care (Under five years) Yes \_\_\_\_\_ No \_\_\_\_\_

Child Nutrition Yes \_\_\_\_\_ No \_\_\_\_\_

Child Immunization Yes \_\_\_\_\_ No \_\_\_\_\_

Childhood Illness Yes \_\_\_\_\_ No \_\_\_\_\_

**5) Who attended to you today?**

JCHEW Yes \_\_\_\_\_ No \_\_\_\_\_

CHEW Yes \_\_\_\_\_ No \_\_\_\_\_

CHO Yes \_\_\_\_\_ No \_\_\_\_\_

Nurse Yes \_\_\_\_\_ No \_\_\_\_\_

Midwife Yes \_\_\_\_\_ No \_\_\_\_\_

**6) Is the health worker who attended to you male or female?**

Male \_\_\_\_\_

Female \_\_\_\_\_

**7) Will you prefer to receive services from a male or female health worker at the health facility?**

Male \_\_\_\_\_

Female \_\_\_\_\_

I do not care about the gender of health worker \_\_\_\_\_

**8) Are you satisfied with the services you received from the health worker who attended to you?**

Yes \_\_\_\_\_

No \_\_\_\_\_

Thank you for your participation in this interview/study.