

## CONSUMER QUESTIONNAIRE

**Instruction: Please fill the next section at the beginning and at the end of the interview.**

|                               |                                                             |
|-------------------------------|-------------------------------------------------------------|
| State Code                    | _ _                                                         |
| LGA Code                      | _ _                                                         |
| Slum Code                     | [ ]_                                                        |
| Respondent's Number           | [ ]_                                                        |
| Household Number              | [ ]_                                                        |
| Household identification code | State + LGA+ Slum + Respondent<br>[ ]_ + [ ]_ + [ ]_ + [ ]_ |
| GPS Location                  |                                                             |
| Respondent's home address     |                                                             |
| Date of Interview             |                                                             |
| Interview start time          |                                                             |
| Interview end time            |                                                             |

### SECTION 1: DEMOGRAPHIC AND SOCIO-ECONOMIC INFORMATION

This section is designed to help us learn about you and your household.

Instruction: *Please, enter the appropriate number representing the answer given in the spaces provided. Please note that throughout the questionnaire, if YES write 1 in the box, if NO, write 0 in the box. All relevant boxes MUST be filled. [Note: **Only the female primary health care giver (mostly wives or grandmothers)** should be interviewed or in her absence the male head of the household].*

1. What is your status in this household? [ ] 0 = female head of household; 1 = male head of household; 2 = wife; 3 = grandmother; 4 = representative of household
2. How many people live in this household, including yourself? [ ]
3. How many household members belong to the following age groups?  
a. 0-5 years [ ] b. 6-12 years [ ] c. 13-19 years [ ] d. 20-44 years [ ] e. 45-65 years [ ] f. more than 65 years [ ]
4. Enumerator: Add the responses to questions 3a to 3f and check that the total is the same as the response to question number 2). Total of questions 3a to 3a-f [ ]

5. What is your name (optional)? \_\_\_\_\_
6. [Enumerator: What is the gender of the respondent?] [ ] 1 = male 0 = female
7. How old are you? [ ] years
8. Do you have any formal education? [ ] if 1 = yes (go to Q9) if 0 = no (go to Q11)
9. What was your highest completed formal education level? 1 = yes 0 = no  
 a. Some primary [ ] b. Primary [ ] c. Junior Secondary [ ]  
 d. Senior Secondary [ ] e. University [ ]  
 f. Teachers Training College [ ] g. Other [ ] Specify \_\_\_\_\_
10. What was the total number of years that you spent schooling (from primary school)?  
 [ ] years
11. What occupation is your major source of income? 1 = yes 0 = no  
 a. Unemployed [ ] b. Farmer [ ]  
 c. Petty trading [ ] d. Artisanal work (welder, mason, labourer, etc.) [ ]  
 e. Government Worker [ ] f. Employed in formal private sector with salary [ ]  
 g. Owns a big business [ ] h. Self-employed [ ]  
 i. Others [ ] Specify: \_\_\_\_\_
12. What is your current marital status? [ ] 0 = never married (single) 1 = living with spouse 2 = widowed  
 3 = divorced/separated.

## SECTION 2: PROBLEMS WITH THE CONSUMPTION OF HEALTHCARE SERVICES

13. Please, mention the three **main** challenges that you have with access to health services in this area. 1 = yes 0 = no  
 (Enumerator: Do not read list. Mark the three responses)  
 a. High cost of treatment [ ]  
 b. No availability of government health facilities [ ]  
 c. Lack of money to pay for treatment [ ]  
 d. Lack of drugs in government facilities [ ]  
 e. Difficulty with transportation to health facilities [ ]  
 f. Others [ ] specify \_\_\_\_\_
14. In the past year (that is since August 2022), have you, or anyone else in the household been sick but not gone to seek care?  
 [ ] 1 = Yes (go to 15) 0 = No (go to Q16) 2 = Don't Know (go to Q16)
15. If No 14 is yes, what was the reason that you/they did not seek care? 1 = yes 0 = no  
 [Enumerator: Multiple answers are allowed]  
 a. Illness or health condition was not serious [ ]

- b. Could not afford transport costs [    ]
- c. Could not afford health service costs [    ]
- d. Health facility/provider too far [    ]
- e. Could not get time off work [    ]
- f. Could not afford to take time off work [    ]
- g. Queues too long at health facility [    ]
- h. Poor quality health services (e.g. no drugs, ineffective) [    ]
- i. Opening times of facility not convenient [    ]
- j. Others (please specify) [    ] \_\_\_\_\_

16. What are your **three main** suggestions for improving utilisation of healthcare services in this community? 1 = yes 0 = no [*Enumerator: Do not read list: Mark the first three that are mentioned*]

- a. Provision of free healthcare services [    ]
- b. Subsidies for healthcare services [    ]
- c. Use of health insurance payment strategy [    ]
- d. Location of primary health centres close to people [    ]
- e. Construction of more public hospitals [    ]
- f. Construction of more private hospitals [    ]
- g. Improvement of quality of services in existing facilities
- h. Address the attitude of health workers [    ]
- Others [    ] Please specify-----

### SECTION 3: SOLUTIONS TO IMPROVING SERVICE PROVISION

This section is designed to collect information on the suggestions that you have for improving the provision of healthcare services in this area.

17 Please, based on your opinion, mention the three main solutions for improving healthcare service provision in this area

1 = yes 0 = no (*Enumerator: Do not read list. Mark the five responses*)

- a. Building of government health centers in my neighbourhood [    ]
- b. Ensuring the availability of drugs in government health facilities [    ]
- c. Improving the quality of treatment of drugs sellers and other informal providers [    ]
- d. Provision of easy transportation facilities for going to health facilities [    ]
- e. Provision of free services for essential health services for pregnant women and small children [    ]
- f. Improving referral mechanisms amongst health providers [    ]
- g. Construction of more public hospitals [    ]
- h. Construction of more private hospitals [    ]
- i. Improvement of quality of services in existing facilities
- j. Employment of more health workers [    ]
- k. Ensuring availability of quality drugs [    ]
- l. Others [    ] specify