

INTERVIEW GUIDE FOR SERVICE USERS ON THE BARRIERS AND FACILITATORS OF HIV AND SEXUAL AND REPRODUCTIVE HEALTH INTEGRATED SERVICES

Qualitative Interview Guide: Exploring Barriers and Facilitators for the Integration of HIV and SRH Services in South-West Nigeria Among Service Users

Introduction

1. Introduction to the Interview:

- Explain the purpose of the interview and the study.
- Emphasize confidentiality and voluntary participation.
- Obtain verbal consent to proceed with the interview.
- Ask the participant if they have any questions before beginning.

Background and Context

2. Service Utilization Background:

- Can you tell me about your experience with accessing healthcare services, specifically related to HIV and SRH?
- **Probe:** How long have you been using these services? What was your first experience like?

3. Understanding of Integrated Services:

- Can you describe how HIV and SRH services are provided here? Are they offered together or separately?
- **Probe:** Or do you need to request for either of the services before they are provided?

Perceptions and Experiences

4. Experience with Integrated Services:

- Could you describe your experience with the integrated HIV and SRH services you have received?
- **Probe:** What specific aspects of the service stood out to you, either positively or negatively? How do these services compare to what you expected?

5. Perceived Benefits of Integration:

- What benefits have you experienced or observed from having HIV and SRH services integrated?
- **Probe:** How has the integration of these services impacted your overall health and well-being? Have you found it more convenient or effective?

Barriers to Access and Utilization

6. Challenges in Accessing Integrated Services:

- What challenges or difficulties have you faced when accessing these integrated services?
- **Probe:** Can you give specific examples of any barriers, such as waiting times, costs, or attitudes of healthcare providers? How did these challenges affect your willingness or ability to use the services?

7. Cultural and Social Barriers:

- Are there any cultural or social factors that have made it difficult for you to access or utilize HIV and SRH services?
- **Probe:** How do community beliefs or norms influence your decision to seek out these services? Have you ever felt stigma or discrimination when trying to access these services?

Facilitators of Service Utilization

8. Facilitators of Accessing Services:

- What factors have made it easier for you to access and use HIV and SRH services?
- **Probe:** Are there particular aspects of the service provision, such as location, operating hours, or the behavior of staff, that have been particularly helpful?

9. Satisfaction with Services:

- How satisfied are you with the integrated HIV and SRH services you have received?
- **Probe:** What aspects of the service are you most satisfied with? Are there areas where you think improvements are needed?

10. Suggestions for Improvement:

- Based on your experience, what recommendations would you make to improve the integration of HIV and SRH services?
- **Probe:** Are there any specific changes you would like to see in the way these services are provided or in the way you access them?
- Is there anything else you would like to share about your experiences with HIV and SRH services?

INTERVIEW GUIDES FOR SERVICE PROVIDERS ON THE BARRIERS AND FACILITATORS OF HIV AND SEXUAL AND REPRODUCTIVE HEALTH INTEGRATED SERVICES

1. Introduction to the Interview

2. Describe your role and involvement in the provision of HIV and SRH services:

- Can you tell me about your current position and the specific responsibilities you have related to HIV and SRH services?
- **Probe:** What motivated you to work in this area?

Perceptions and Attitudes

3. Thoughts on Service Integration:

- How do you perceive the idea of integrating HIV and SRH services?
- **Probe:** Do you think integration is important (or not important)?

4. Perceived Benefits of Integration:

- What specific advantages have you observed?
- **Probe:** Can you share a particular situation where the integration has led to improved outcomes? What metrics or indicators do you use to measure this impact?

Challenges and Barriers

5. Challenges in Integrating Services:

- From your experience, what are the most significant challenges or obstacles you've encountered in integrating HIV and SRH services?
- **Probe:** Can you provide specific examples of these challenges? How do you or your team usually address these issues?

6. Organizational and Policy-Related Barriers:

- Are there any specific organizational or policy-related barriers that have made the integration of HIV and SRH services difficult?
- **Probe:** How do these barriers affect your work? Can you think of any policies or organizational changes that could alleviate these barriers?

7. Social and Cultural Factors:

- In what ways do social and cultural factors influence the integration of HIV and SRH services?

- **Probe:** Can you provide examples where cultural attitudes or social norms either facilitated or hindered integration efforts? How do you navigate these factors in your practice?

Facilitators and Success Strategies

8. Facilitators of Service Integration:

- Can you share any specific strategies, practices, or interventions that have been successful in integrating HIV and SRH services?
- **Probe:** What made these strategies successful? Were there any challenges in implementing them? How did you overcome these challenges?

9. Stakeholder Collaboration:

- How do different stakeholders (e.g., healthcare providers, government agencies, NGOs) collaborate to support the integration of HIV and SRH services?
- **Probe:** What types of support (e.g., training, resources, policies) do you believe are necessary to enhance the integration of HIV and SRH services?

Training and Capacity Building

10. Training and Capacity Building:

- Do you think, you have received adequate training to support the integration of HIV and SRH services?
- **Probe:** What kind of training have you received? What is the frequency of the training?

11. Recommendations for Improvement:

- What improvements do you think are needed to enhance the integration of HIV and SRH services, and how can they be sustained effectively?