

Client Feedback Tool-HIV/AIDS.

TIME

60

minutes per client
or client group

GOAL

The client feedback tool will allow facilitators to;

- Further understand clients' perceptions of the health area.
- Gather specific details on their experience of receiving health care services.
- Have a better understanding of clients' motivation for seeking health care services and their barriers to adopting and maintaining the desired health behaviors.

HOW DOES IT WORK?

1. Clients should be handled on a one-on-one basis or group format.
2. The facilitator will hold a discussion with client(s) about the following themes – examination, health education, counseling, facility environment, testing and drug dispensing.
3. Clients rate their experience on each of the themes.
4. The facilitator will lead the conversation / discussion and make follow on questions to dig deeper into the different influencing factors.
5. If you are going for a specific diseases area, choose the best day (could be a clinic day) and time when you are most likely to find the clients.

MATERIALS NEEDED

- Print out of the interview guide.
- VIIP cards
- Audio recorders, if using/allowed
- Pens

PARTICIPANTS & ROLES

- Number of Participants:**
Three to four clients. For group formats, no more than three or four participants who meet the selection criteria (see the selection criteria section below).
- Roles:** (both fluent in the preferred languages of the client)
 - One facilitator
 - One notetaker



CLIENT DIAGNOSIS

CLIENT INFORMATION

<p>Category (Tick what is applicable)</p> <p>HIV Care and treatment</p> <ul style="list-style-type: none"> ● Adults ● Caregivers of children living with HIV ● Adolescents and young people ● Pregnant and breastfeeding women ● PLHIV with NCDs ● The clients should have been enrolled on treatment for at least 6 months. ● Criteria can adapt based on client category and IP priorities. <p>HIV Prevention</p> <p>Those who have received an HIV prevention service or been counselled by a provider at that specific facility.</p>	<p>Age</p>	<p>Marital Status</p>
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Theme	Guiding Questions	Client Responses
<p>Examination</p>	<p>Share your experience about a most recent examination you've received. How did you feel about the examination? Was permission requested before examination?</p> <p>Was your privacy observed / respected during counselling?</p> <p>Were you asked about your previous conditions / history of allergies?</p> <p>Were the examination / lab findings explained?</p> <p>Were you given a chance to ask questions during the examination?</p> <p>Comment about the health worker's tone during the session?</p>	

Health education	<ul style="list-style-type: none">● Share your experience about a most recent health education session you attended? What topic was discussed? How did you feel about it?● Did you understand the topic discussed during the health education sessions?● Did the provider use any job aides or demonstration materials?● Were you given an opportunity to ask questions?● Did you find the health education session relevant and interesting?	
Counselling	<ul style="list-style-type: none">● Did you like how the health worker welcomed?● Did you have an opportunity to ask questions?● Were your questions answered?	
Facility environment	<ul style="list-style-type: none">● Were you able to easily identify or get directions to the service point?● How long did it take you to receive the services?● How clean was the health facility?● Availability of audio visual and IEC materials	

Testing	<ul style="list-style-type: none">● Did the health worker tell you what you were testing for?● Were you told how long it would take to get your results?● Did the health worker greet and prepare you for the test?● How did you feel about the time you took to receive the results?	
Drug dispensing	<ul style="list-style-type: none">● Were you given the drugs you needed?● Were you given instructions on how to take your drugs? Probe – did you understand?● Were you told about how to keep the drugs and their side effects?● Were you given an opportunity to ask about the drugs dispensed?	