



### Assessment of the VCT client satisfaction form

Type of visit:            1. new                            2. old

Type of session:        1. Individual            2. Couple            3. Group information/counseling

1.	Was there a place for you to sit while you were waiting?	1. Yes    2. No
2.	Have you been greeted by a VCT staff member (e.g. receptionist) within 15 minutes of your arrival?	1. Yes    2. No
3.	Did the staff members explained what would happen during your visit?	1. Yes    2. No
4.	Was the counsellor knowledgeable?	1. Yes    2. No    3. Not sure
5.	Did you feel comfortable when the counsellor asking you questions?	1. Yes    2. No
6.	Did you feel the counsellor answer your questions fully?	1. Yes    2. No
7.	Did you feel that the counsellor himself/herself appeared comfortable while talking to you?	1. Yes    2. No    3. Don't know
8.	Did you feel comfortable during your blood sample collection?	1. Yes    2. No    3. Not applicable
9.	Did the person who collected your blood wear gloves?	1. Yes    2. No    3. Not applicable
10.	Were the VCT staff members helpful and supportive?	1. Yes    2. No    3. Not sure
11.	Do you intend to discuss your test results with your partner?	1. Yes    2. No    3. Not applicable
12.	Do you have a clear idea on how to protect yourself and your partner?	1. Yes    2. No    3. Not sure
13.	Do you intend to change your behaviour as a result of coming to this site?	1. Yes    2. No    3. Not sure
14.	Did your counsellor clearly explain the meaning of your test results?	1. Yes    2. No    3. Not applicable
15.	When your test results will be or were available (not applicable for confirmatory tests and ELISA)?	<input type="checkbox"/> on the same day <input type="checkbox"/> 1 day <input type="checkbox"/> $\geq$ 2 days
16.	Did you come here for repeat counselling session?	1. Yes    2. No
17.	Overall, how would you grade the services received from this VCT centre?	1. <input type="checkbox"/> Excellent    2. <input type="checkbox"/> Good 3. <input type="checkbox"/> poor
18.	Will you be telling others to visit this VCT centre?	1. Yes    2. No    3. Not sure

**Suggestions to improve the quality of the service of this VCT centre (write first four):**

- 1.....
- 2.....
- 3.....
- 4.....

**(End the interview by giving thanks to the interview participant)**