

ANNEXE XVI
HEALTH FACILITY SURVEY-BHUTAN, 2009
GUIDELINE FOR ASSESSMENT OF VCT CLIENT SATISFACTION QUESTIONNAIRE

Questionnaire cover page

Before starting the interview, interviewer would introduce him/herself to the clients, describe purposes of this survey and take verbal consent from the client.

General information:

- **Name of the facility:** Name of the facility should be written specifically
- **District and Gewog/town:** In these boxes the name of district and gewog/town should be written
- **Interview completion status:** If the interview is completed from beginning to the end, circle 1; if not completed circle 2; if refused circle 3 and if there is no client in the facility to interview then circle 4. If there is refusal for the interview, then try to get the possible cause of refusal and circle the appropriate response. If the interview is not completed, then mention the number of the question where the interview has been terminated.
- **Type of the health facility:** Before the interview starts check the box of health facility where the interview is being taking place. Since VCT survey will only be done in HISC in Thimphu and Phuentsholing, type of facility will be HISC only.
- **Interviewer's code:** A code list for all interviews will be prepared. Please write the appropriate code in to the box.
- **Interviewer's signature:** After completion of the interview, respective interviewer should sign here.
- **Date of interview:** Record the exact date of interview (dd/mm/yy).
- **Checked by:**
 - **Supervisor name and signature:** The supervisor will check the questionnaire daily thoroughly and then sign.
 - **Date:** The supervisor will record the date (dd/mm/yy) on which s/he has checked the questionnaires.

Assessment of the VCT client satisfaction form

Type of visit: If 1st time visit circle 1 and for follow up/old client circle 2.

Type of session: If only with individual client circle 1; if with couple circle 2; if with group then circle 3.

(Now start asking questions and circle the most appropriate response).

- Q1.** Ask the client whether there was a place for him/her to sit while waiting.
If yes circle '1' and no circle '2'.
- Q2.** Ask the client whether s/he have been greeted by a staff member (for example receptionist) within 15 minutes of arrival.
If yes circle '1' and no circle '2'.
- Q3.** Ask the client whether the staff member explained what would happen during his/her visit.
If yes circle '1' and no circle '2'.
- Q4.** Ask the client whether the counsellor was knowledgeable.
If yes circle '1', no circle '2' and for not sure circle '3'.
- Q5.** Ask the client whether s/he felt comfortable when the counsellor asking questions.
If yes circle '1' and no circle '2'.
- Q6.** Ask the client whether s/he felt that the counsellor answered their questions fully.
If yes circle '1' and no circle '2'.
- Q7.** Ask the client whether s/he felt that the counsellor himself/herself was comfortable while talking to him/her.
If yes circle '1', no circle '2' and if do not know circle '3'.
- Q8.** Ask the client whether s/he felt comfortable when blood samples were collected.
If yes circle '1', no circle '2' and if not applicable circle 3.
- Q9.** Ask the client whether the person who collected his/her blood sample ware gloves.
If yes circle '1', no circle '2' and if not applicable circle '3'.
- Q10.** Ask the client whether staff members of this VCT centere were helpful and supportive.
If yes circle '1', no circle '2' and if not sure circle '3'.
- Q11.** Ask the client whether s/he intend to discuss test results with his/her partner.
If yes circle '1', no circle '2' and if not applicable circle '3'.
- Q12.** Ask the respondent whether s/he have a clear idea now on how to protect himself/herself including partner.
If yes circle '1', no circle '2' and if not sure circle '3'.
- Q13.** Ask the client whether s/he intend to change behavior as a result of coming to this VCT centre.

If yes circle '1', no circle '2' and if not sure circle '3'.

Q14. Ask the client whether counsellor clearly explained the meaning of the test results.
If yes circle '1' and no circle '2'. If the client was not tested here then this question is not applicable and circle '3' for this.

Q15. Ask the client when test results will be (for new client) or were (for old client) available.
Check the appropriate box for the response.

Q16. Ask the client whether s/he is visiting the centre for repeat counselling session.
If yes circle '1' and no circle '2'.

Q17. Ask the client whether s/he is satisfied with the overall services received from this VCT centre and ask the client to rate his/her satisfaction as either excellent or good or poor.
Check the appropriate box for the response.

Q18. Ask the client whether s/he will be telling others to visit this VCT centre if required.
If yes circle '1' and no circle '2' and for the response not sure circle '3'.

Finally request the client to provide suggestions to improve the quality of services of this VCT centre, if any. (Write first four)

1.....

2.....

3.....

4.....

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