

Topic guide – in-depth interviews

Title of project: **REACH**
Retention and Engagement Across Care services for HIV positive patients

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1. INTRODUCTION

2. HIV DIAGNOSIS AND LINK TO SERVICES

- i. Can you tell me how you found out you were positive?
- ii. When they told you you were HIV positive, did they give you any information or support?
- iii. After you were told, did you feel motivated to start attending the HIV clinic? Why (not)?
- iv. Can you briefly describe the HIV clinics you have used since your diagnosis?
- v. How do you feel about attending the HIV clinic at the moment? Has that changed since you were first diagnosed?
- vi. How do you feel before you come to the HIV clinic / after you have been to the clinic?
- vii. Would you like to attend more or less often than you do at the moment? Why is that?

3. CURRENT HIV CLINIC ATTENDANCE

- expectations of HIV clinic
- appointment booking and cancellation
- journey to the clinic
- arriving at the clinic - impressions at arrival, reception area and reception staff
- time spent waiting; impression of waiting room, facilities
- seeing the nurse and / or doctor
- what makes a good nurse / doctor
- moving through the service from one part of the clinic to the next
- seeing a peer worker for impromptu support
- how could the clinic be improved?
- summarise positive aspects of the clinic

4. PATIENTS **REGULARLY** ATTENDING AN HIV CLINIC

- i. What helps you to attend regularly? Why do you attend regularly?

- ii. Have you ever had difficulty keeping up regular attendance – what makes it difficult?
- iii. Why do you not always attend regularly?
- iv. Tell me about the last time you didn't attend an appointment.
- v. Is there anything the HIV clinic could do to help you?

5. PATIENTS **NOT CURRENTLY REGULARLY** ATTENDING AN HIV CLINIC

- i. In the past have you attended regularly and (if so) what helped you with this? What helped you to attend regularly? Why did you attend regularly?
- ii. Would you like to attend more regularly?
- iii. What makes it difficult to keep up regular attendance?
- iv. Why do you not always attend regularly? What would make it easier? What would help you to attend more regularly? What would you need to change to make it easier?
- v. Tell me about the last time you didn't attend an appointment.
- vi. Is there anything an HIV clinic could do to help you?

6. LIVING WITH HIV

- i. Can you tell me about the impact of HIV on your life?
- ii. Who have you told about your HIV? Are these people able to support you? If so, in what ways?
- iii. Have you ever experienced stigma or discrimination because of your HIV? Do you worry about this? Does it impact on your clinic attendance or taking ART?
- iv. Is there anything else about being HIV positive that makes it difficult to attend the HIV clinic regularly or take your treatments?

7. TAKING ANTIRETROVIRAL THERAPY (ART)

- i. Are you taking any ART at the moment?
 - How do you feel about taking ART?
 - What makes it difficult / helps you to keep up taking ART?
 - Is there anything your HIV clinic could do to help you?
 - Does taking antiretroviral therapy affect attending the HIV clinic?
- ii. Some HIV clinics provide a delivery service – how does / would that work for you?

8. ATTENDING OTHER NHS SERVICES

- i. How do you feel about attending the GP? Is easier or more difficult than attending the HIV clinic?
- ii. Is there anything HIV clinics can learn from other NHS services?

9. OTHER BARRIERS AND FACILITATORS

- i. Have you had any particular experiences that have put you off attending the HIV clinic? Can you tell me more? How did it make you feel?

- ii. What other agencies – charities, other services – have helped you along the way?
- iii. Has an agency, service or individual ever done something particular that has helped you engage with the HIV clinic? Can you tell me more about that?

10. TO CONCLUDE

- i. Is there anything that you would like to tell us about attending the HIV clinic and taking ART that we haven't covered in the interview?
- ii. Do you have any questions?