APPENDIX ONE

Section A: SOCIODEMOGRAPHIC INFORMATION

1. Age (as at last birthday) in years ----------
2. Gender: 1. Male [ ] 2. Female [ ]
3. Ethnicity: 1. Ibibio [ ] 2. Annang [ ] 3. Oro [ ] 4. Yoruba [ ] 5. Igbo [ ] 6. Hausa [ ]
4. Occupation: ----------
5. Highest level of Education: 1. No Formal education [ ] 2. Primary school [ ] 3. Secondary school [ ] 4. Higher institution [ ]

Section B: SERVICE AVAILABILITY INFORMATION:

6 How many times have you visited this health facility for treatment in the last six months?

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7 How many of those times in question 6 above , were you seen for hypertension and/or diabetes

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8 Of the times you were seen for either hypertension or diabetes, were they able to offer you all the services you required in this facility? 1. Yes [ ] 2. No [ ]

9 Who attended to you in the health facility ----------

10 Which service did you receive in your last two visits to the facility:

Responses / Services	Yes	No	I don't know
10a. consultation			
10b. Blood pressure check			
10c. Blood sugar check			
10d. Urinalysis			
10e. Weight measurement			

10f. Other services specify	

11 Was there any service(s) you needed or think you needed that was not available or offered, please mention them ----------

12 What reason was given why it was not offered: pleases state----------

13 Have you ever been referred from this health facility to another facility to do an investigation/procedure? 1 Yes [ ] 2. No [ ]

14 Have you ever been referred from this health facility to another facility for medication? 1 Yes [ ] 2. No [ ]

15 If yes to question 13 above, please specify the investigation/procedure, you received elsewhere----------

16 If yes to question 14 above, please specify the medication you received elsewhere----------

17 Are you on daily medications? 1 Yes [ ] 2. No [ ]

18 If yes (to question 15) how many number (s) of the drug (s) do you take on daily basis at once ----------

19 Did you received all the drugs prescribed for you in this facility 1.yes [ ] 2. No [ ]

20 If yes (to question 17) were you told on how to take them 1. Yes [ ] 2. No [ ]

21 If no (to Question 17) what was the reason given: ----------

22 What condition were you treated for in your last visit to the facility?

1. Hypertension [ ] 2. Diabetes [ ] 3. Others [ ] pleases state----------

23 If yes to either hypertension or diabetes in question 20, for how long have you been seen in this facility for this condition (please specify in months or years)

----------months or ----------years

Section C: CLIENT EXPERIENCE INFORMATION:

24 What is/was your experience with the following questions:

Responses / Items	Strongly agree	Agree	Disagree	Strongly disagree	I don't know
The care provider was available in your last two visits					
The care provider in the health facility is knowledgeable about your condition and gave some explanation					

You understood the provider's explanation					
The instrument for checking your blood pressure was functional in your last two visits to the facility					
The lab services you needed and was willing to do in your last two visits were done					
Drug prescribed in your last two visit were available					
The health workers explained how the drug should be used and possible side effects					

Your condition improved with the use of the prescribed drug					
In your last two visits you waited for more than 30mins before they attended to you					
The health workers were friendly and nice					
The clinic environment was clean and conducive					
You will be willing to recommend someone to the facility base on your experiences in your last two visits					

APPENDIX TWO

FGD GUIDE

- About clients' expectations in the health facility
- On meeting their expectation
- Availability of health workers
- About waiting for more than 30mins before someone attends to them
- Availability of Prescribed drugs
- About tests carried out on them when they visited the health facility
- About suggestions on how to improve health care services in the facility