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| Participant ID  | 19 |
| Name of Interviewer | {}{staff name} |
| Transcription date | 23 February 2016 |
| Name of transcriber | {}{staff name} |
| Abbreviations  | I: InterviewerP: Participant |

INDEX:

RA: Research Assistant

P: Participant

{ } Indicates that details were changed or pseudonyms were used to anonymise data particularly in the second transcript

xxx words were omitted to anonymise data

- breaking into a sentence by the interviewer

… pause or drawn out words

[ ] indicates noise made, e.g. [laugh], [sigh], [pause]

[inaudible segment] Unclear section of the recording

?hospital Clinic?, ?P3? questionable text or doubt as to what was said or who said it

I: Okay ma, my name is {}{staff name}; I am from the Aurum Institute, which is an institute for research. We are doing research on TB. I just want to thank you for the opportunity you have given me to speak to you; I also want to know if you have agreed that we can record our conversation into this voice recorder. During our recording I will not be mentioning your name but I will be referring you as number 19, that is the number that I have given you; do you understand me ma?
P: Yes.

I: I am giving you that number so that no one will know who the lady we were talking to is, do you understand?

P: Yes.

I: But now I want you to tell me that you have agreed that we can record our conversation before we can start.

P: Yes I agreed.

I: You did?

P: Yes.

I: Okay ma, please be relaxed when you are talking to me. Do not be afraid of anything and answer our question{s} the best way you can, do you understand me ma?

P: Yes.

I: If there is any question that you do not understand please do not be afraid to tell me that you do not and just let me know if there are any questions that you do not want to answer. Do not be afraid, we are going to be talking about the ladies who visited you the other time.

P: Yes.

I: We are trying to evaluate how they conducted themselves during their visits and we also want to know about how they were received here in your home. Do you understand me ma?
P: Yes.

I: We are going to talk about them because when they came here I was not available, so {I} want to find out about what happened when they came here. I want to find out if there is anything that you liked about their visit and also if there is anything you did not like about their visit; I am also going to ask you certain questions. Do you understand ma?
P: Yes.

I: Please don’t be afraid to tell me anything about them.

P: Okay.

I: They will not lose their jobs because of what you may disclose to us about them.

P: Yes.

I: Did I tell you that my name is {}{staff name} and I am one of the researchers at the Aurum Institute?

P: Yes.
I: Okay, my first question, I want to know if you do know about contact tracing. Contact tracing is about visiting the contacts of people who have been diagnosed with TB so that we can also test them for TB. What do you know about that?
P: What do I know?

I: Yes.

P: I don’t know how to answer that but I know that they do home visits to TB patients.

I: Alright, what do you know about TB?

P: What do I know?

I: Yes, anything that you know about TB.

P: I know that TB is curable and that TB is contagious.

I: Okay ma.

P: But it is curable, that’s if you quickly rush to the clinic as soon as you have noticed the signs such as fever and cough, you will get immediate help.

I: Okay ma, how is it passed on to the next person? I heard you talking about the signs, how is it passed on to the next person?

P: It can be passed on if a person with TB is coughing and you are standing next to that person.

I: *Mhn.*

P: Yes, if that person is coughing and you are standing next to them.

I: Okay ma when the ladies came here, was it during the time you had a TB patient here at home?

P: Yes we had a TB patient.

I: Did they explain to you how you should protect yourselves {} from being infected?
P: Yes they did.

I: What did they say you should do?
P: They said that we should open the windows in the morning, keep the room clean, make sure that everything is clean and they said that I should also protect myself with something that covers my nose and mouth and that he should also protect himself.

I: Yes ma.

P: He should not come into contact with anyone in the dining room.

I: Okay ma.

P: People should not just go in where he sits because he is contagious.

I: Okay ma, did they tell you that the disease curable?

P: Yes is it curable, that is what they told us.

I: That a patient can take treatment and get better in the long run?

P: Yes.

I: At the time they were coming here, were you able to talk amongst yourselves about that sickness here at home, as people who {were} staying with someone who had TB?
P: Yes we could talk about it; we could even talk about not getting closer to him because he has TB and it is contagious.

I: During the time they were here, did they speak to you as a family or were they speaking to you one by one in private?

P: They spoke to us as a family.

I: How did that make you feel?

P: I was very excited.

I: So you were okay with it?

P: Yes.

I: How do you feel about them coming here, do you think it was important or do you think it was not a worthy visit?

P: Their visit was worthy because they collected sputum from all of us and as a result they found out that I had the virus.

I: You have TB?
P: Yes.

I: Did they refer you to the clinic for help?

P: Yes they did refer me to the clinic to get help.

I: So have you finished taking the treatment?

P: Yes I finished taking the treatment last year.

I: Okay ma, did they not send you for X-ray?

P: They did send me for X-ray.

I: I did not check your X-ray when we left because I did not know who we were visiting today. Otherwise I would have checked it for you.

I: They came with that big quantum, that red and white car, do you remember it?

P: Yes I remember it.

I: It was parked right here in your home.

P: Yes.

I: How did you feel when they were using that Aurum branded car? Because some people might know that at Aurum they deal with HIV and TB?
P: I was happy because I know that everyone knows about this sickness, whether it is branded about AIDS or TB, I was glad that they came because I knew I was going to get help.

I: Okay ma.

P: Even though some people were surprised, I was glad for the help. I was going to get some help.

I: Was there a time when the neighbours were surprised?

P: Yes, they were always looking on whenever they saw the car but I was okay because I wanted to get help. Everyone knows about this sickness.

I: Did your neighbours ever ask you anything?

P: No they have not.

I: So they have not asked you about why that HIV and TB car was here?

P: No, they have not asked me anything because they can see that it is branded they know that there is {a} patient here, everything is visible.

I: Okay ma, did you see that the one we are using today is not branded?

P: Yes.

I: You saw it?
P: Yes I saw it (laughing).

I: Would you prefer that we use the branded or the unbranded car the next time we come here to provide certain services such as the collecting of sputum?

P: They should come with the branded one.

I: The branded one?
P: People should see that help is available; they should know that that car offers help.

I: Okay ma, did they talk to you about HIV?

P: Yes, they did and I got tested.

I: Were you happy about the way {} they tested you and did they explain the procedure thoroughly to you?
P: Yes they did explain to me.

I: Were you satisfied with how they explained everything to you?

P: Yes I was satisfied.

I: Did they explain and show you your results?

P: Yes they did explain to me that if they are like this, it means you have it and if they are like that it means you do not have it.

I: According to the way you were helped, would you prefer to get help from {the} clinic or do you think they gave you a better service at home than at the clinic?

P: I was satisfied with the work because everything was done fast.

I: I mean comparing getting help from the clinic and getting help from {Aurum}, which one do you think is better, do you think it is better to get help at home?

P: Yes, I think the one done at home is better.

I: We have noticed that most people refuse to get tested everytime we are doing home visits that offer them with the opportunity to get tested, some people say that they are afraid to get tested because their husbands might think that they have been living with the disease without telling them should the results come back positive. What do you think we can do in order to make sure that people are using the opportunity that is given to them to get tested in their homes?
P: I beg your pardon?

I: What do you think we can do in order to make sure that people are using the opportunity that is given to them to get tested in their homes instead of going to the clinic?

P: I think it will be better if you go {}house to house to search {for} people because they will be in their homes and nobody will see them.

I: Okay ma, what is the problem at the clinic, why can’t people be searched at the clinic?

P: I think they are afraid of other people, I am not afraid of anyone because this is my own life.

I: Some people say that they are avoiding the long queue at the clinic because they have to stand for a long time and some say that they are afraid that people will see that they are stressed when they come out of the clinic.

P: Oh.

I: That is what other people are saying they are afraid of; we had thought that most people will be testing here in the community but we still have a shortage of people who are testing. That is why we are going around the community to ask people how we can improve and make sure that most people get tested here at home. You can see that it is quiet and more relaxed, no one is disturbing us, there are no long queues and people will not see you like at the clinic. Some people also tell us that they are afraid of the needle.

P: Yes.

I: Some say that they are afraid that they have to donate some blood so that they can test for CD4 count and to confirm if you do not have it. There are different methods of testing for HIV, there is that method of pricking the finger and you take the drop of blood, there is that one method of drawing blood with a tube and there is also that one of placing a swab under the tongue and you send it to the laboratory to have it tested for HIV.

P: *Mhn*

I: Do you think that people will start testing for HIV if we were to introduce all these methods of testing for HIV or do you think they can still refuse to get tested?
P: *Eeh*, we do not have the same beliefs, some people are afraid that they will get HIV from testing; but they should be getting tested because they will know of their status and can get help while there is still time.

I: Yes ma.

P: I think that is important but because we are not the same, some are afraid.

I: Yes.

P: They think that if they get tested they will end up with HIV.

I: Yes ma.

P: It is important to test while it is still early so you can get help as soon as possible.

I: Yes ma, so do you think that we can also test those people who give an excuse of their fear of needles in order to avoid getting tested, because they will no longer be pains associated with needles?

P: Yes, they will be afraid of the pain but they will see that there is no blood and because we can also use needles to test them.

I: Okay ma. When those two ladies came here, actually they are nurses, not just any nurses they are highly qualified sisters.

Yes.

I: One of them is even here with me today, I came with her here. When they came here before they were talking only about HIV and TB. Now we want to hear from you if you think that they can test you for other diseases such as high blood and diabetes the next time they come here. Do you think it will be much better if they do not only focus on TB and HIV but they should take a step further to test for other diseases?

P: Yes I think that will {be} very important; diseases such as cervical cancer and diabetes and all those things.

I: Yes, because they can be able to test you for other diseases if they bring their tools, they can test for other disease here at home.

P: Yes.

I: So would you be glad if they were to give other services other than HIV and TB?

P: Yes because even the child that I live with does not want to get any help at the clinic; maybe here at home he will get help.

I: Now ma, if we were to visit you again next time, will you take part in our programme, if we were to introduce another programme that has to do with helping people in their homes?

P: Yes.

I: Will you take part again?
P: Yes I can take part again.

I: Will you allow us again to come into your home?

P: Yes.

I: Now if we were to come back again, when would be the right time for us to find you all here, will it be in the morning, in the afternoon or late in the afternoon when everyone is available, which time would you prefer for us to come here?

P: Some are staying in sunrise.

I: Your family?

P: Yes, I live with school kids here.

I: So they attend school at Sunrise?

P: No, those who are staying at sunrise are working and they are renting there.

I: Okay ma, when is the best time to visit you?

P: Can you come on Saturdays?

I: Yes even on Saturdays, if you prefer Saturdays, we can do that because we are recording this, we are going back to analyse it and count how many people wishes to be visited on Saturdays. We can work on Saturdays; the only problem is on Sundays.

P: Let me talk to them first because the other one refused to be tested.

I: I meant if we were to come back next time, I don’t mean that we are going to come back to test everyone, I just want to know what time will suit you?

P: Okay, on Saturdays.

I: What time on Saturdays?

P: Saturday around the same time as now.

I: So around 12:00 and 13:00 o’clock?

P: Yes around 13:00 o’clock.

I: Because it is almost 13:00 now.

I: Ma, I am almost finished with our conversation but I want to know what advice can you give to us in terms of us improving our work, I mean how can you encourage us?

P: I encourage you to go to every house and ask if they do allow you to test them for different diseases because some are afraid and some are not but at their homes they will feel safe.

I: Okay ma, we will discuss that.

I: Now that we are getting close to the end, I want to know if you have any questions about HIV and TB, about the work we are doing and about everything that is health related.

P: Health related?

I: Yes ma, you can ask me anything.

P: I want to know if cancer is contagious.
I: *Eeh,* cancer is not contagious because it is something that is inside a person, it is not like TB and HIV. There is also cancer that runs in the family, it has to do with what we call genetics.

P: Oh, what kind of cancers do we have?

I: We have different kin{ds}{} of cancer ma.

I: Don’t you have any questions about TB?

P: (silence)

I: Don’t you have any questions about HIV?

P: Have they found a cure for HIV?
I: No they have not found a cure; we have a lot of researchers working on that. Our company Aurum is doing research on a vaccine that can help people by preventing them from getting HIV when they come into contact with someone who already has it, but we have not yet found an answer. We are still researching, the same way as TB, we are still searching for a vaccine for TB.

P: Oh.

I: They are still searching, they have not yet found prevention or a cure for those diseases, but TB can be treated, we did say that it can be treated; we are trying to reduce the period for taking TB medication and the number of pills that people take.

P: *Mhn*

I: Don’t you have other questions ma? I want to close this discussion if you have no other questions.

P: I have one last question, what happens if someone who is talking HIV treatment does not take the pills every day and if they drink alcohol while taking the treatment, will the treatment work?

I: Our work together with the people who are working for the department of health at the clinic is to encourage people to take their treatment in the right way because if people do not take their treatment properly they are allowing the virus to be strong because the treatment does not kill the virus but it lowers it; but when people start treatment they are given advice on how to deal with the treatment, and we also take their blood to check if the treatment is working and we can check on their profiles if they are following through with the treatment.

P: Okay, I am satisfied.

I: Okay ma. Thank you for your time, I am glad that you took your time to participate on our knock knock programme, thank you very much for your time, I wish you all the best.

END OF INTERVIEW