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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

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| --- | --- |
| Participant ID | 23 |
| Name of Interviewer | {} |
| Transcription date | 05 Feb 2016 |
| Name of transcriber | {} |

RA: Hello how are?

P: I am fine

RA: My name {}{staff name}. I am from Aurum. I am here today to interview you about the experiences you had while we were visiting you. We want you {to} tell us about things you wish we could do in {the} future and about how you felt about us when we came here. Also about things that you did not like about us.

P: Okay.

RA: So today we are going to use the number 23 as your name.

P: Okay.

RA: I don’t know if you agree that we can carry on with the interview?

P I don’t have a problem, I agree.

RA: Okay then, we can proceed.

RA: Ahm, time is 11:22 on the 3rd of July 2015. So what can you tell me about TB? What is it that you know about TB, about the signs and how we get infected?

P: Ah, according to my experiences, it was my first time we had a person with TB, he started by losing weight, losing appetite and he was tired most of the time.

RA: Mhm.

P: That’s when he started coming here, then we started noticing the signs and took him to the clinic, he was not coughing anyway.

RA: Okay, so you took him to the clinic after noticing the signs?

P: We took him to the clinic.

RA: Mhm.

P: At the clinic they collected his sputum but they could not detect it. Then we were referred to the hospital for X-ray. After the X-ray was done it was found out that he had it.

RA: Okay.

P: Yes.

RA: Alright, besides the signs, because we know that a person has TB when they show certain signs, what do you know that can help us to deal with TB?

P: What happened with him is that he was not staying with us. He had his own place somewhere, and he came home after he became sick, only to find out that here at home we also had our problems with unemployment. So when he came home sick with TB it became very difficult for us to support him because we also had problems and other issues. We had expected that he was going to get help, because he had his own family even though he was not working. We thought that after they {}{found} out that he had TB he was going to get support even with food parcels so that he could have food before taking his pills.

RA: Okay, so did you try to find more information about TB after you had someone who was diagnosed with it?

P: Eh, the ladies who came here explained everything to us, I think one of them was called… They explained to us how it works and how we should treat him and then from then on we had an idea {}{of} what we should do.

RA: What did they say you must do?

P: Okay, they explained to us that we must keep his room clean and give him appropriate food. I had always thought that when a person has TB you cannot share things such as plates with them, but after he was given the treatment we were told that we could share plates with him because they explained to us that TB is a bacterium on air. Because we thought that it was something that you can find in the sputum, that it was at first we were separating plates and other things from his but we were told that after he has started with his treatment it was {not} necessary for us to do so.

RA: Okay, so was he staying in the same house with you?

P: Yes, he stayed with us for two months but after we realized that we could not take care of him anymore so we took him to my sister, because we are not always at home. Sometimes I am not around and a sick person always needs someone to look after them most of the time so because of that we decided to take him to my sister’s place because her partner is always at home. That is where he is now.

RA: Alright, how do you deal with TB issues here at home, do you talk about it or does anything prevent you from talking about it?

P: Ah no, I don’t think so, we do talk about it but what happened is that I was staying with my pregnant girlfriend here at home so after the sick person came back, I asked her to go home instead of taking a gamble. I thought that she should go back to her home and she will come back when it is all over. That is something that we changed after we found out because were scared , we thought it could be passed on to her and it could end up affecting the unborn child. That was the only thing that was a problem.

RA: Okay.

P: Even those sisters when they came here they explained everything to us and they even collected our sputum, but because we did not have any sputum, they only collected his.

RA: Okay, so they collected the sputum here at home?

P: Yes they did but they explained to us why they were doing so, they said it was for a study, what is that, I mean research.

RA: Okay, how did you feel about not going to clinic but the Aurum car coming here for sputum collection?

P: Ah it was something we were not expecting but it was a smart move because most people do not have time to go to the clinic until they are really sick, so I am glad that they brought this thing closer to us and searched {for} us before we could really get sick.

RA: Okay. Why is it that most time{s} you go to the clinic when you’re really sick, like you have just said now, why is it that you go to the clinic when you realize that you are at that stage where you are really sick? That is when you go to the clinic?

P: Ah, it’s just that, I don’t know, maybe it is our culture as black people, we only go to the clinic when we are sick because most white people have family doctor. Only a few black people have family doctors, we only go to the clinic when there is a problem. We never go just to be tested.

RA: You never go there?

P: Yes.

RA: And how {do} you feel about the service at the clinic, in terms of the help you get when you go there?

P: Ah the service at the clinic sometimes, since we had the sick person.

RA: Yes.

P: Ah we took him to the clinic last week because we could see that he was losing weight and his eyes were turning yellow, so I took him to the clinic and they gave him something to apply on the hands for him to get better. After two days I realized that he was becoming weak, {so} I took him to the doctor in town. The doctor told me that the treatment he was taking was starting to destroy his liver. He thought he should slow down on taking those pills because they were affecting his liver. He asked me to bring the pills to him, which I did yesterday. He looked at the pills and told me that there was nothing wrong with the pills. He told us that the problem was with the liver, so he said, he did not have a problem with giving us a referral letter to go to the hospital but he gave us the referral letter to take to the clinic so that they can refer us to the hospital. We went back to the clinic and explained what the doctor had told us, funny enough they were concerned about us wasting money. They did not take note that we stay with that person and can see it when that person becomes weak and we have to act when that happens. They did not like{} that we went to see the doctor. The doctor was able to help us while they only gave us something that looked like camphor cream.

RA: Okay.

P: So I was disappointed that after we gave them the letter they were complaining about us wasting money. We told them that we did so because we were concerned about his health and because we came here and they did not offer us help but the doctor tried to help us.

RA: Mhm.

P: So they called the hospital and there {}{was} advice to send the patient on that day. They told us to wait for their doctor who is available on Thursday at the clinic; the doctor should decide if the patient should be transferred to the hospital or not. We went back the following day and they did not give him anything but they were complaining when we took him to the doctor but they still failed to give him something. I took him to the doctor yesterday, the doctor confirmed that the problem was his liver, so he advised that we should not take him to the hospital, but he should stop ta{}king the pills and then when we go back next time they will advise further and they even {}{take} some blood from him.

RA: Okay, when you spoke about the car coming here for home visits, what exactly did they do? How did the Aurum employees help you when they were here?

P: They explained to us about TB and they also told us that they were conducting some sort of research. They asked us to be consented for the research and we signed some forms. After that they asked to collect sputum from us; only the sick person could produce sputum and the rest of us did not have {it}. They promised to come back after two or three days to collect{} sputum from the rest of us.

RA: Is that the only services they provided? Is the{re} no other service they provided, besides what you have just told me?

P: No.

RA: How did you feel about the whole process, about them collecting sputum and how they treated you?

P: It was okay. I think they made an effort because we could have just stayed here without knowing what was wrong, so I think they really made an effort and even their behaviour was okay. There were no problems?

RA: How did you feel?

P: Eh, (laughing), you know how we black people are, when you have someone who is sick we do not want our neighbours to know about it. So when that branded car park{s} for the first time, people might not take note but when it starts coming more than once, people will know that there is a sick person and they may start saying that we cannot go there because there are sick people.  
RA: Okay. So were there other talks from people about the Aurum car?

P: Ah, it’s just that here at home most of us are guys and so we do not pay attention to what other people are thinking about us. We just thought maybe that is what people were thinking but nobody has ever come to ask us about what was happening. It is only us who knew what was happening.

RA: Okay, so how did you feel about the Aurum car coming here, while people were looking on? How did you feel because the branding was about TB?

P: That is the one thing that gave me a problem because already it is highlighted (laughing). That is the only thing that gave me a problem and that people will start talking, but no one has ever come to ask us about it. We have even forgotten about a taxi coming here.

RA: So I feel I hear you correctly, you are saying that you are the one who had a problem about what people will think?

P: Because at that time I was the one who was available. My sister is always at church and mentally disturbed, she doesn’t pay attention to most things. Maybe she did not have a problem.

RA: Okay, so next time, would you like us to come with the branded car or an ordinary car?

P: Something like this Avanza (laughing), not branded, just an ordinary car that does not advertise anything.

RA: Okay, so do you prefer a car that is not branded?

P: Yes.

RA: And about HIV, what do you know about it?

P: Ho, HIV, I do understand what is going on. How it is contracted and what what.

RA: Okay, can you tell us how we can contract HIV?

P: Eh, HIV is something that has to do with sexual activities and sometimes you can get it through accidents.

RA: Okay and how can we prevent ourselves from getting it?  
P: Ah obviously we have to abstain or {}{use condoms}, because so far those are the available options.

RA: So how would you feel if the Aurum people were to come here? When they came here, did they do HIV tests?

P: HIV tests (mumbling), no, I think they did not agree but I don’t remember them telling us about it.

RA: Did they offer you or did they tell you they can do it?

P: Mhn, I do not remember, because they were only paying attention on the person who had TB, I don’t think there was anything about HIV.

RA: How would you feel if we were to come here to test you for HIV?

P: I do not have a problem with HIV because every three months I do go to the clinic to get tested. So I don’t think someone has to chase after me for that.

RA: Okay. In terms of the time we were coming here, how do you feel about it? Is it convenient {}{for} you for us to come the way we were doing or is there something that you would prefer?

P: Ah, for now I don’t think it’s {a} problem because we are always available. If it was like before when one was working it would be a problem because it would create a clash but for now we are available so there is no problem.

RA: So you had no problem with us coming around the time we were coming here?

P: No no, even today I was expecting you, because when you called yesterday I was with … at my sister’s place.

RA: Alright, what do you think we can do differently? Maybe if we were to have future studies similar to this one, what do you think we can do differently, comparing to the way we have been doing things?

P: Ah, so far thing I am happy with the way things were handled, the only problem would only be a branded car (laughing), and that is the only problem.

RA: Otherwise do you think the whole process was okay?

P: The whole process was okay, the other thing is that after finding out that a person has TB, before sending them to the clinic, you should at least provide them with something so that they may have something to eat before taking their treatment. I think that is what most people would find problematic because most people are not working so finding out that a person has TB and they are only given pills without something to eat is not good for any person.

RA: So do you prefer for people to be given something after they are diagnosed with TB?

P: The{}{y} must be provide{d} with something, like that guy, he is a private person. It took time before he could {come} to stay with us because we could see that he was going through a tough time. Because I know how stubborn he is, I know that he could have just taken the pills without eating anything, so there was not going to be any difference.

RA: So besides us providing them with something to eat, what other services do you think we can provide?

P: Ah, I don’t know because the person we have here who is sick has a family, we are close to him. I don’t know about other people, maybe they are sick and they do not have anyone close{} to them, such {a} person needs attention. Maybe after two days someone must check on them but that depends on a person having a family or not.

RA: Okay. About the HIV test, I heard you saying that you get tested every three months. Between the pricking and the drawing of blood method, which do you prefer?

P: The one of pricking.

RA: Okay, and what about the other one?

P: I do not like injections (laughing).

RA: I don’t know if you can give a summary of your overall experience with regards to Aurum services, just a summary of your experiences.

P: All in all, it was good because, they helped us because I had always thought that TB was something you find in the sputum, but I found out that it was a virus, that is what I learned. An effort was made to get closer to us so that we can get tested; I think it was something good.

RA: Okay, do you have any questions?

P: I don’t have any questions, but I only want to find out if you will change the branding in your car and if you will try to provide these people with something?

RA: Okay, those are not{} answers I can give to you now but I will take them forward because we are conducting research and we want to find out about your experiences. About what you like and what you did not like so that at the end we can bring together the information and find {out} what would be the way forward.

P: Okay.

RA: Are you okay?

P: Yes I am okay.

RA: So I can finish with the interview?

P: Yes.

RA: Okay we have come to the end of our interview and time is 11:45,.Ahm, thank you for your time and agreeing to be part of this interview today.

P: I am also glad.

RA: Okay.

End of interview