

# INTERVIEW PROTOCOL (face-to-face interview)

## Health Professional Staff at XX Health Facility, Surabaya

**Research Title:** Experiences of Accessing Antenatal Care in the City and Urban Areas of Surabaya, Indonesia

### 1. Introduction of researcher

*Hello, my name is [X] and I will be conducting this interview with you today about your experience working alongside, and providing antenatal care to the pregnant women in this XX health facility. This interview will assist in examining and exploring the experiences of pregnant women accessing ANC in the urban areas of Surabaya, Indonesia. Today, you will be participating in a semi-structured interview that will last for approximately **30-45 minutes**. During this interview, you will be asked questions about your experiences delivering antenatal care in XX health facility and views regarding the experiences women have at XX health facility.*

### 2. Aim of the interview

*The aim of this interview is to collect information that will contribute to our understanding of what influences women to utilise or not utilise antenatal care and their experiences of accessing the service.*

### 3. Review of Participant Information Sheet

*Before we commence the interview, I would like to confirm that you have read the information sheet and have or are prepared to sign the consent form if you agree to participate.*

*With your permission, the interview will be audio recorded for transcription purposes. The recording will be erased following transcription and no identifying information will be kept with the transcription material. Your identity will not be identifiable in any presentations, publications or evaluation reports produced as a result of this research.*

*There are no significant risks or direct benefits to you from participating in the interview. As your participation in this interview is voluntary, you are free to withdraw your consent at any point in time, without penalty.*

*Do you have any questions regarding this information or the participant information sheet you have received via email?*

*Great. We will now move to the consent form.*

### 4. Informed consent signing

*Please read each item listed on the consent form and if you are satisfied with the items please sign the bottom of the consent form; indicating that you consent to participating in this interview.*

### 5. Begin interview

*Great, I will now turn on the recorder and we will begin.*

*I'd like to start the interview by asking you questions to do with your role here at XX health facility.*

1. To begin, can you briefly tell me what your role is here at the health facility?
  - a. How long have you been working with the ANC service here?
  - b. What types of ANC services do you provide?

*I would now like to ask you about what happens when a woman first enters the facility for ANC.*

2. Can you briefly describe what happens when a pregnant women has her first visit here?
  - a. From making the booking, to coming for the first appointment?
  - b. What happens in the visit?
3. To the best of your knowledge, when a pregnant woman first comes in for her initial visit, how knowledgeable is she about ANC?
  - a. Does she understand what ANC is?
  - b. What things are understood e.g. risk identification, prevention and management of pregnancy-related or concurrent disease
4. Can you briefly describe what happens when a pregnant women has follow up visits here?
  - a. From making the booking, to coming in for the appointment
  - b. What happens in the visits?

*I would now like to ask you about the experience of the woman accessing the facility.*

5. How important do you think it is for the pregnant women accessing this Health Facility to feel safe with the quality of the services? Why/Why not?
6. Do you often have space and availability every day to book an appointment and see a pregnant women?
  - a. How long does it usually take from booking an ANC appointment, to seeing a health professional staff?
  - b. How much do you think this would impact on the pregnant woman in accessing ANC?
7. What do you believe is the most important factor at this facility to ensure the pregnant women is satisfied and will return for follow up visits?
  - a. What makes them comfortable if nervous?
8. Who, other than the pregnant women, usually attends the ANC sessions?
  - a. Family members, friends?
  - b. Do you think this is important for the pregnant woman?

9. Are there any barriers you can think of that would stop someone from accessing ANC?
  - a. Transport, weather, money, disapproving family members, the use of traditional birth attendants instead or other cultural factors?
10. How often do you see a woman for the entirety of her ANC?
  - a. 4 visits? 8 visits?
  - b. Do any drop off care, if so, why do you think this is the case?

*I will now move on to some questions about the pregnant women accessing this health facility.*

11. How likely is a woman to attend ANC here, if she has already been through one pregnancy?
  - a. Do you normally follow up women for their first pregnancy to multiple pregnancies
12. To the best of your knowledge, does age impact on a women accessing ANC?
  - a. Do you normally see younger or older women?

*We are now nearly at the end of the interview. I will ask some overall questions about your belief of the importance of ANC.*

13. Overall, do you think ANC is important to the women in this area?
14. Finally, is there anything that you have not discussed that you would like to in regards to your experience working with pregnant women?
  - a. Do you have any suggestions for improving antenatal care coverage or other ways to improve access to antenatal care

## **Conclusion**

*That concludes the interview. Thank you for your time and your participation in this research. Should you have any further questions please email [lisa.jones@griffith.edu.au](mailto:lisa.jones@griffith.edu.au) or [n.harris@griffith.edu.au](mailto:n.harris@griffith.edu.au). Thank you.*