

Confidential: For research purpose only***Consent of the respondents***

Date:

As-Salamu-Alaikum. We are working with the Global Health Institute of North South University, Dhaka, Bangladesh. We are currently conducting a research on “**A STUDY ON PEOPLE’S PERCEPTION, EXPERIENCE AND USAGE OF HEALTH FACILITIES**”. Now we are going to conduct a Focused Group Discussion (FGD). The purpose of this FGD is to understand the experiences, challenges, and expectations of you when visiting health facilities. This discussion will not hamper your rights nor will impact it your treatment rather your valued experience and feedback may help in meeting your expectations in the facilities.

Your contributions will be recorded but the confidentiality and anonymity of your responses will be maintained. We are encouraging you to share your experience without any hesitation. There is no risk to participate in this study and the participation is voluntary. It may take 45 minutes to 1 hour. If you have any questions or want to know anything, you can ask anytime before or during the discussion. During FGD, you may withdraw your consent at any time if you decide not to participate. We are seeking your consent to use your provided information and pictures for research and improvement purposes while ensuring your privacy rights are protected.

Statement of Consent: We read and understood the aforementioned information and we received answers to the questions that we asked. We consent to take part in the study. We acknowledge that we have received a copy of this signed consent form.

Respondent's signature and date	
1.	2.
3.	4.
5.	6.
7.	8.

Interviewer's signature: _____

Focused Group Discussion (FGD)

Sl. No.	Role in the community	Age	Gender	Occupation	Signature
1.					
2.					
3.					
4.					
5.					
6.					
7.					
8.					

Questions (Open ended):

1. What is the usual reason for your visit to the health facility?
2. Would you like to share any of your experiences regarding treatment or service-related issues?
3. During your visit to the health facility have you ever experienced any discomfort in receiving treatments from an opposite-gender healthcare provider?
4. Have you ever felt discriminated against or harassed by the hospital personnel during your visit? (regarding religion, refugee status, fertility status, cultural values etc.) Do you think your health is affected due to this? Could you explain how?
5. Do you believe the health facility you visit provides equitable and quality care? If not, could you please explain?
6. Do you think the health facility that you visit is adequately equipped to meet the needs of diverse population (children, elderly, women, disabled etc.)
7. Have you felt private and confidential while talking about your health problem to the healthcare provider during your consultation? If not, could you please share the experience?
8. Have you ever been referred to other healthcare facilities? Do you know why? How was the referral system? (slip, telephone, transportation, accompany)
9. What is your perception regarding the access to the health facility? (coverage of health services, medication availability)

10. What are the challenges and barriers in accessing the health facility? Could you please elaborate? (language barrier, communication, the behavior of hospital staff, lack of money, unavailability of service, medicine or healthcare provider, quality of service)
11. How did you overcome those challenges?
12. What are the changes you want to see in the overall health system? Would you prefer to have a more specialized service? Why?
13. Are you satisfied with the health system available? (language barrier, communication, the behavior of hospital staff, lack of money, unavailability of service, medicine or healthcare provider, quality of service, consultation time, waiting time, medical examination)
14. What are your recommendations for improving the available health services in your community?

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Consent of the respondent

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As-Salamu-Alaikum. I am working with the Global Health Institute of North South University, Dhaka, Bangladesh. We are currently conducting a research on “**A STUDY ON PEOPLE’S PERCEPTION, EXPERIENCE AND USAGE OF HEALTH FACILITIES**”. Now we are going to conduct a Key Informant Interview (KII). The purpose of this KII is to get your views on the experiences, challenges, and expectations of the beneficiaries (Rakhine community) when visiting health facilities. This interview will not have any negative impact on you, the Rohingya community or this health system, rather your valued experience and feedback can be helpful in improving the Rohingya community's expectations of health services.

Your contributions will be recorded but the confidentiality and anonymity of your responses will be maintained. We are encouraging you to share your experience without any hesitation. There is no risk to participate in this study and the participation is voluntary. It may take 25 to 30 minutes. If you have any questions or want to know anything, you can ask anytime before or during the interview. During KII, you may withdraw your consent at any time if you decide not to participate. We are seeking your consent to use your provided information and pictures for research and improvement purposes while ensuring your privacy rights are protected.

Statement of Consent: I read and understood the aforementioned information and I received answers to the questions that I asked. I consent to take part in the study. I acknowledge that I have received a copy of this signed consent form.

Interviewer’s signature: _____

Respondent’s signature: _____

Key Informant Interview (KII)

Role of the informant: _____

Gender: ☐ Male ☐ FemaleWorking with: ☐ IOM ☐ Friendship ☐ Government ☐ Others _____**Questions (Open ended):**

1. Do you think people of Forcibly Displaced Myanmar National (FDMN) are eager to seek treatment from Friendship Hospital?
2. Do you think Friendship is equipped to meet the needs of diverse population? (children, elderly, women, disabled etc.)
3. What are the expectations of FDMN people for the health system? Are they happy with the provided service by Friendship Hospitals? (only for Majhi)
4. Are the HCPs in adequate number and qualified enough to meet the needs of FDMN? With this number do you think the quality of the health service can be maintained? (Only for Govt. and Majhi)
5. What is your view on the rape situation in the FDMN? (Only for govt., Majhi, Friendship, and HCP)
What action do you take if you are informed about this? (Only for Govt., RRRC) Do they eagerly seek management for rape? (Only for govt., Majhi, Friendship, and HCP)
What type of service do you provide about Clinical Management of Rape (CRM)? (Only for HCP)
6. Do you think the supply of medicine or supplements covers the whole population? (Only for HCP)
7. What are the challenges for service providers? Which strategy would you follow to overcome those challenges? (Only for HCPs)
8. How do you think the quality of the service can be ensured with the available resources?
9. Do you have any recommendations regarding how this system can be improved?

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Your contributions will be recorded but the confidentiality and anonymity of your responses will be maintained. We are encouraging you to share your experience without any hesitation. There is no risk to participate in this study and the participation is voluntary. It may take 10 to 15 minutes. If you have any questions or want to know anything, you can ask anytime before or during the interview. During IDI, you may withdraw your consent at any time if you decide not to participate. We are seeking your consent to use your provided information and pictures for research and improvement purposes while ensuring your privacy rights are protected.

Statement of Consent: I read and understood the aforementioned information and I received answers to the questions that I asked. We consent to take part in the study. I acknowledge that I have received a copy of this signed consent form.

Interviewer’s signature: _____

Respondent’s signature: _____

In-depth Interview-IDI (Beneficiaries)

Gender: ☐ Male ☐ Female
Characteristics: ☐ Pregnant ☐ Lactating ☐ Disable ☐ None of these
Respondent age group (year): ☐ <18 ☐ 18-24 ☐ 25-34 ☐ 35-60 ☐ >60
Facility ☐ Friendship ☐ Non-Friendship ☐ Both

Questions (Open ended):

1. Could you please share your experiences regarding healthcare seeking in the health facility?
2. What is your perception regarding accessibility to healthcare facilities? (coverage of health services, medication availability)
3. Are you satisfied with the provided services?
4. What are the barriers to accessing healthcare facilities? (language barrier, communication, the behavior of hospital staff, lack of money, unavailability of service, medicine or healthcare provider, quality of service)
5. What do you expect from the healthcare providers?
6. What are your recommendations for improving the available health services in your community?