

Annex 1: users' opinion responses about the quality of Adolescent and Youth Friendly Service (AYFS) in Marrere Health Centre (MHC)											
Grupo		Adolescents					All users				
Nº	Question/Number of Respondents (85 adolescents, 126 in total), frequency (%)	Always	Most times	Sometimes	Few times	Never	Always	Most times	Sometimes	Few times	Never
	Principles of Good Care										
1	You were greeted and offered a seat.	62 (73)	5 (6)	9 (11)	3 (4)	6 (7)	90 (72)	10 (8)	11 (9)	5 (4)	9 (7)
2	The health professional introduced himself.	22 (26)	9 (11)	6 (7)	1 (1)	47 (55)	32 (26)	11 (9)	7 (6)	3 (2)	72 (58)
3	The health professional asked your name.	69 (81)	3 (4)	6 (7)	4 (5)	3 (4)	101 (81)	8 (6)	8 (6)	5 (4)	3 (2)
4	The health professional explained what would happen during the consultation.	36 (42)	12 (14)	5 (6)	6 (7)	26 (31)	51 (41)	16 (13)	12 (10)	9 (7)	37 (30)
5	At the end of the visit, the health professional asked if you had any questions.	24 (28)	10 (12)	4 (5)	2 (2)	45 (53)	34 (27)	16 (13)	6 (5)	5 (4)	64 (51)
6	The health professional summarized most important information at the end of the consultation.	35 (41)	5 (6)	3 (4)	14 (17)	28 (33)	48 (39)	7 (6)	9 (7)	18 (15)	41 (33)
7	You feel motivated to return to your next appointment or sooner if you have any questions.	52 (61)	13 (15)	2 (2)	2 (2)	16 (19)	75 (60)	21 (17)	7 (6)	2 (2)	20 (16)
	Communication										
8	You were welcome to consult.	56 (66)	11 (13)	4 (5)	6 (7)	8 (9)	78 (62)	22 (18)	6 (5)	7 (6)	12 (10)
9	The health professional encouraged you to ask questions.	23 (27)	8 (9)	4 (5)	8 (9)	42 (49)	34 (27)	13 (10)	9 (7)	12 (10)	57 (46)
10	If you had any concerns, the health professional clarified friendly using simple and clear language.	36 (42)	12 (14)	5 (6)	8 (9)	24 (28)	48 (38)	20 (16)	10 (8)	9 (7)	38 (30)
11	During the consultation the health professional clearly clarified issues related to your health status.	37 (44)	15 (18)	7 (8)	5 (6)	21 (25)	48 (38)	20 (16)	13 (10)	6 (5)	38 (30)
12	Before starting the consultation, the health professional asked about your expectations.	22 (26)	5 (6)	6 (7)	5 (6)	47 (55)	31 (25)	6 (5)	8 (6)	7 (6)	73 (58)
13	Before performing the physical examination or any intervention the health professional explained what he would do.	33 (39)	7 (8)	6 (7)	1 (1)	38 (45)	49 (40)	10 (8)	7 (6)	2 (2)	56 (45)
14	The health professional encouraged the	15 (18)	4 (5)	4 (5)	2 (2)	60 (71)	26 (21)	6 (5)	4 (3)	6 (5)	83 (66)

	participation of your husband / wife / partner during the consultation.										
	Privacy and Confidentiality										
15	A private place was provided for examination and counselling.	46 (55)	7 (8)	4 (5)	4 (5)	23 (27)	65 (52)	15 (12)	6 (5)	5 (4)	33 (27)
16	The health professional did something to make sure no one was listening when discussing sensitive issues.	51 (60)	10 (12)	5 (6)	1 (1)	18 (21)	71 (57)	15 (12)	10 (8)	3 (2)	25 (20)
17	Before talking to your partner or family about sensitive information, the health professional has obtained your consent.	30 (35)	5 (6)	4 (5)	1 (1)	45 (53)	47 (37)	7 (6)	4 (3)	7 (6)	60 (48)
18	At the end of the visit you were assured that your personal information will not be discussed with others.	25 (29)	8 (9)	5 (6)	2 (2)	45 (53)	41 (33)	10 (8)	7 (6)	4 (3)	63 (50)
	Family Planning information										
19	Have you been informed about the advantages of Family planning?	24 (28)	2 (2)	3 (4)	3 (4)	53 (62)	33 (26)	9 (7)	8 (6)	3 (2)	72 (58)
20	Have you been informed about three contraceptive methods?	29 (35)	2 (2)	1 (1)	5 (6)	47 (56)	51 (41)	5 (4)	4 (3)	7 (6)	57 (46)
21	Have you been informed about contraceptive methods side effects?	9 (11)	2 (2)	3 (4)	8 (9)	63 (74)	20 (16)	4 (3)	3 (2)	9 (7)	89 (71)