
FP CLIENT Discussion Guides

Use these discussion guides to learn from your clients how you can better serve males from your community in your clinic. Clients can include both *existing male and female clients* as well as *potential male clients* who use services in other community agencies. Therefore, there are three guides included, one for each type.

Each discussion guide can be useful for several reasons. First, it is useful to understand your clients' perception of the services they receive at your clinic. Secondly, it can be used to understand how to better attract potential male clients to use reproductive health services at your clinic. Ultimately the most important reason for using this guide is to effectively and efficiently provide comprehensive health and social services to young men in the community.

The discussion guides can be used by agency staff responsible for promotion, outreach and community education. They can be used when meeting one-on-one or in a group setting.

Leading the Discussion Group

Facilitation: The staff person (moderator) who conducts a group meeting must encourage interaction and solicit honest responses, while also keeping the group on task. Effective moderators use group facilitation and communication skills, especially in establishing rapport, and asking open-ended and follow-up questions. The moderator should:

- Use open-ended questions; avoid yes/no questions.
- Use probing follow-up questions: "What influenced your answer?" or "Please say more about that."
- Encourage alternative points of view: "Does anyone feel differently?" or "What are some other points of view?"

Note-taking: In addition to a moderator or facilitator, you'll need someone else to take notes. A note taker must be very skilled in capturing what participants actually say, as well as summarizing when appropriate.

Resources: Conducting the discussion group doesn't have to be expensive, complicated or time-consuming. The greatest resource you'll invest will be staff time to plan for, conduct and follow up on what you learn from the group. Additional resources include paper and pens for the note taker(s), (or a laptop computer if you have one), possibly a tape recorder and tapes, a comfortable private space, preferably in a neutral location, and some simple incentives, such as food and soft drinks.

Key Terms: reproductive health services include birth control; pregnancy tests, giving out condoms; STD/HIV testing, treatment and counseling; and physical exams.

Female Clients Input: Male Services in Title X Clinics

Introduction

(Moderator: you may want to read the sentences in quotations as they are written)

- Introduction of moderator and note taker
- Welcome and thank the participants
- Objective of the meeting: *“Since our clinic will be offering/improving reproductive health services to men, we are interested in hearing your suggestions and recommendations on how to effectively conduct outreach and in-reach to promote male services.”*
- Confidentiality: *“Everything we talk about today is confidential and will not be discussed outside of this meeting. No one’s name will appear in any written summaries we will prepare from the information you provide. We will be talking for approximately one hour. If there is any part of the discussion you do not wish to participate in, you do not have to. If there is anything you say that you would prefer not be used in written summaries, please let me know and I will make sure to exclude that information.”*
- Optional: Tape recorder: *“The opinion of each one of you is very important to us. We will be taking notes; however, it will not be possible to take notes of everything that is said. Therefore, we have brought a tape recorder so that we won’t miss any part of the conversation. Is it alright with you if we use the tape recorder?”*

If they say “yes,” turn on tape recorder and re-state *“you have given us permission to record this conversation, right?”*

Female Clients

Ask probing questions about:

Male Service

Probe:

- What is your opinion about men coming to this clinic to use reproductive health services? What are pros and cons?

Male partners, male family members or male friends

Probe:

- What experiences have you had around your male partners, male family members or male friends using reproductive health services in this clinic?
- Have you referred any of your male partners, family members or male friends to this clinic? If yes, for what services?
- What do you think it would take for you to invite your male partners, male family members or male friends to come here for reproductive health services?

Experiences

Probe:

- What have been your experiences regarding the services you have used at this clinic (staff, confidentiality, etc.)?
- What has worked well; what has not worked well?

Action Plan

Probe:

- What needs to be changed to enhance male reproductive health services in this clinic?
- How can we promote male services in this community?

Thank the group for their participation and ideas

FEMALE CLIENTS' INPUT: MALE SERVICES IN TITLE X CLINICS DISCUSSION RESULTS

INSTRUCTIONS

The facilitator and note-taker should complete one results page for each discussion with clinic female clients.

Date Completed: _____ / _____ / _____

Clinic female clients: _____

Moderator: _____

Observer/note taker: _____

FINDINGS

List below the most significant findings (Ah-ha moments) from this group discussion. Include both positive and critical comments without identifying any speakers.

IDEAS

List below the ideas offered for improvement.