SUPPLEMENTARY FILE 2 – TOPIC GUIDES

Excerpts of interviews and focus group discussions themes

1. Health providers interviews
   a) Let’s now talk about patient self-management for chronic conditions
      ▪ In your opinion, how would you describe self-management when referring to patients with chronic conditions
      ▪ How can patients with chronic conditions be supported to take care of themselves
   b) Let’s look at patients with chronic conditions and their needs
      ▪ What do you consider as important needs for such patients to help manage their condition
      ▪ Are there any difficulties meeting these needs and why is that the case?
   c) How is the health-facility and personnel equipped to provide services for patients presenting with different chronic conditions (what is working or not working well). I will now discuss with you specific issues of interest. For instance:
      ▪ Communication and productive interaction with patients
      ▪ Level of skills and training of health personnel (both professional and lay volunteers)
      ▪ Use of guidelines and treatment protocols
      ▪ Availability of medical technologies
      ▪ Financing of health services
      ▪ Referral system
      ▪ Health records
   d) Let’s now talk about people or groups at the community level. Who else in the community helps/assists with supporting patients with their chronic conditions. For instance:
      ▪ Family caregivers or guardians? What are their roles?
      ▪ Peer patients/expert patients
      ▪ Patient support groups
      ▪ Community-based organizations

2. In-depth interviews (Patients and HIV expert patients)

Access to health care and patient-provider interactions
   a) From which health facility does the patient access care/medical treatment?
   b) In your opinion, what is the state of services provided at this facility:
      ▪ If ok, what is liked?
      ▪ If not ok, what are the concerns?
   c) I would like to learn more about patients interactions with health workers when they visit the health facility in relation to their chronic condition:
      ▪ Who accompanies the patient when they need to go to the facility?
      ▪ During the visit, do they get to ask questions or discuss with the doctor about patient’s condition?
      - If yes, what is discussed
- If no, why don’t they ask questions
  - During the visit, what advise/information does the doctor provide [probe for medication, diet, keeping healthy, managing symptoms, side effects, anything else]
  - Do they receive information or advise of where else they can get support for patient’s condition(s) if not available at the health facility? Explain reasons?

**Self-management and health promoting behaviour**

a) Is the patient currently taking any medicines? If no, why aren’t they taking medicines?
   - Any problems taking or remembering to take their drugs?
b) Does the patient’s condition affect their diet/choice of diet? Explain?
c) Does the patient’s condition affect their work/ability to perform daily chores?
d) Does the patient experience any other challenges living and managing the conditions they have? Explain?
e) How does the patient deal or manage with the issues raised above?

**Community-based caregivers support**

a) Let’s first look at family caregivers or guardians. Who is currently supporting or assisting the patient manage their chronic condition?
   - What forms of support do they provide?
   - In your opinion, how is their capacity(s) to provide care and support to meet the patients’ needs and how can they be supported?
b) Peer patients/expert patients
   - what activities or forms of support do they offer to members?
   - Are these groups of value or benefit to patients? Why/why not?
c) Patient support groups
   - What activities or forms of support do they offer to members?
   - Are these groups of value or benefit to patients? Why/why not?
   - Any particular challenges facing these groups?
d) Community-based organizations [mention name]
   - What activities or forms of support do they offer that target patients with chronic conditions?
   - Are these groups of value or benefit to patients? Why/why not?
   - Any particular challenges facing these groups?

3. **Patient focus group discussion themes**

**Self-management and health promoting behaviour**

a) What are the things that they do to keep them stay ‘healthy’ or reduce complications from their conditions?
b) At home, what activities/things do they do to help minimize the symptoms related to their conditions?
c) What advise/information about your condition(s) and treatment do you find difficult to follow/adhere to (could probe for instance medication, diet, exercise, smoking, taking alcohol etc)
d) Why do you consider/find these to be difficult to observe or adhere to?
e) For the advice about modifying health behavior (e.g. diet, exercise, smoking, taking alcohol etc), what encourages them to make these changes

**Communication and Interaction with health providers**

a) What kind of information would they like to discuss with their health providers during their clinic visits
b) What encourages/motivates them to ask questions
c) What discourages them from asking questions

**Patient support groups**

a) How many are members of support groups?
   ▪ What motivated them to join these groups
b) How many are not members of support groups?
   ▪ What are the reasons for not joining?
c) Do they see any value of support groups?
d) We would like to know, what kind of information/knowledge and support do they get from support groups that is not offered at their health facilities
e) In future, how could these groups be set up (Here brainstorm with group for options e.g. same disease group/mixed; at the health facility or community)