

## SESAM - LGBTI+

### Interview guide

#### Instructions for the interviewer:

- At the beginning of the interview: presentation of the research and the ethical framework (anonymity, confidentiality)
- Presentation of the research.
- Your name will be anonymized, as well as the name of the service
- Signature of consent to participate in the research.
  
- Initial question: Could you tell us how you came to work in this structure?
  
- At the end of the interview: contacts for future interviews?
  
- After the interview: write a summary sheet and include in it the picture of the network drawing (or the Zoom screen shot) and the contacts given by the person.

Issues	Questions
<b>Career</b>	<ul style="list-style-type: none"> <li>• Could you introduce yourself? Age, social origin, education, professional background, activist background</li> <li>• How did you come to work here? Why did you choose to work in an LGBTI+ health service? Could you describe your current position?</li> </ul>
<b>Health service background</b>	<ul style="list-style-type: none"> <li>• Could you tell us more about the structure and its evolutions since its creation? Its status, its functioning, its financing, its main actions, the team and the organization of the work, the internal training</li> </ul>
<b>Public</b>	<ul style="list-style-type: none"> <li>• Could you describe your target public (have these definitions changed over time?)</li> <li>• What are the social characteristics of your public?</li> <li>• What are their needs (specific needs of L/G/B/T/I + ; Different from the general population)?</li> </ul>
<b>Access to care</b>	<ul style="list-style-type: none"> <li>• How do people access your structure? (What about non-French speakers, isolated or remote people, without medical coverage?)</li> </ul>
<b>Care</b>	<ul style="list-style-type: none"> <li>• What is the care or support relationship you put in place? Would you define it as safe/friendly? If so, what is your definition of LGBT-friendly? How do you train on it?</li> </ul>
<b>Communication</b>	<ul style="list-style-type: none"> <li>• How do you promote yourself to the LGBT public? (Communication adapted to the target audience)</li> </ul>
<b>Evaluation</b>	<ul style="list-style-type: none"> <li>• How do you collect feedback from users?</li> <li>• In your opinion, what are the issues/challenges/difficulties facing the facility?</li> <li>• How do you think the facility should evolve in the future?</li> </ul>
<b>Community health services</b>	<ul style="list-style-type: none"> <li>• Would you define your service as community-based? If so, what definition? What inspirations (international)? What are the difficulties in defending this approach (universalism...)?</li> <li>• Do you recruit professionals from the LGBT community? How are users included in the decision making process?</li> </ul>
<b>LGBTI+ health field</b>	<ul style="list-style-type: none"> <li>• What are the other LGBT health structures in your territory? (+In France?) What are their funds?</li> <li>• What partnerships have you developed (network)? LGBT associations, GP, hospitals...</li> <li>• What are the conflicts and tensions in this field? What needs to be improved?</li> </ul>
<b>Network drawing</b>	<ul style="list-style-type: none"> <li>• Could you draw the actors you are connected with in the field of LGBT health?</li> <li>• Could you describe what you are drawing?</li> <li>• (once drawn): How have these connections changed since the facility was created/since you came to the facility?</li> </ul>
<b>Contacts</b>	<ul style="list-style-type: none"> <li>• Would you be willing to give us the contact information of the members of your network so that we can contact them for our research?</li> </ul>