

SESAM - LGBTI+

Focus groups facilitation guide

Process: questions and focus group facilitation

Number of expected participants: 5-12

Duration: 2 hours

2 Sesam LGBTI+ team members facilitators. A facilitator takes notes to identify who is speaking.

General guidelines for facilitators:

- Introduce the research ethic framework: confidentiality and anonymity. Respect of the view of other participants.
- Explain that the content of each focus groups will be translated and analyzed and compared to other focus groups
- Be attentive to the interactions between participants, their disagreements.

Step of the focus group:

1. Introductory tour (and expectations) of each participant and presentation of SESAM-LGBTI+ study (10 min).
2. Questions (1h10):
 - What is your personal experience with LGBTI+ health services?
 - Where have you been and how did you hear about these services?
 - How easy was access (financial, geographic, disability, availability)?
 - What fears or hesitations did you have before consulting them?
 - How was the reception?
 - How were the appointments/consultations with the service providers?

- Did they meet your expectations?
 - What ideas would you have for improving this offer?
 - What does LGBTI+ community health mean to you?
 - Does it add value?
 - Did the service providers belong to the LGBTI+ community?
Does it matter?
3. Collective activity (sub-groups, 2-3): Imagine the ideal service for LGBTI+ people: give it a name and a slogan on a poster, a sentence that explains what we do there, and a small story of a lived experience (atmosphere, posture...) = 25 min + 15 min of presentation by group, summarize the common points.
 4. Conclusion and feedback from participants + Quick anonymous questionnaire at the end: socio-demographic characteristics, and satisfaction with the FG.