

Perceptions of emergency care in Kenyan communities lacking access to formalised emergency medical systems: qualitative study

Focus Group Script

1. I'd like to start the discussion by asking, what is a medical emergency?
2. Thank you for your ideas. A medical emergency is any life-threatening condition requiring rapid, immediate care. Now I'd like to talk about any medical emergencies that you have witnessed in the past (for instance breathing problems, chest pain, trauma, birth complications). By show of hands, how many of you have witnessed a medical emergency in the past? How many of you have witnessed more than 3?
3. Would someone like to start by describing a medical emergency they have witnessed or experienced? (Remember a medical emergency is any condition that requires immediate life-saving intervention)
4. Thank you all for sharing your experiences so far. Are there any other types of medical emergencies that you see in your community?
5. By show of hands – who would help someone during a medical emergency? By show of hands – who has helped someone during a medical emergency?
6. Why would you help, or why would you not help, someone having a medical emergency?
7. If you said that you have or would help during a medical emergency – how would you help?
8. What do you think could make you and other people more likely to help?
9. What are barriers or challenges that you encounter when you are trying to access emergency care?
10. What are factors that make it easier for you to access emergency care?
11. What changes could you recommend to improve your access to emergency care?
12. Is there anything else you would like to add?

Appendix 1: Focus group participants

Province	Total Focus Groups	Rural Participants	Urban Participants	Total Participants
Coast	8	30	30	60
Eastern	8	32	35	67
North Eastern	8	37	33	70
Central	8	40	36	76
Nairobi ^a	6	8 / 22 slum	17	47
Nyanza	6	20	22	42
Rift Valley	8	42	40	82
Western	7	44	40	84
	59			528

^a Detailed breakdown of Nairobi participants:

Rural: 8 participants from Ruai

Slum: 7 participants from Kangemi, 7 participants from Mathari, 8 participants from Kibera

Urban: 8 upper-middle class participants from the University of Nairobi, 9 middle class participants from Muthaiga