

Additional file 5 – Reasons for not waiting for STI test results, or for changing intention, by clinic

	Clinic A	Clinic B	Clinic C	Clinic D	Clinic E	Overall
Total number of participants	115	133	133	48	195	624
Responded to questions about waiting for results, n (%)	74 (64)	77 (58)	76 (58)	40 (83)	125 (64)	392 (63)
“Are you planning to wait for your results today?”						
Yes	48 (65)	7 (9)	65 (86)	35 (88)	20 (16)	175 (45)
No	26 (35)	70 (91)	11 (15)	5 (13)	105 (84)	217 (55)
“What is your main reason why you are not intending to wait today?”	Clinic A (n=26) n (%)	Clinic B (n=70) n (%)	Clinic C (n=11) n (%)	Clinic D (n=5) n (%)	Clinic E (n=105) n (%)	Overall (n=217) n (%)
Have to get back to my kids/family	5 (19)	13 (19)	3 (27)	2 (40)	43 (41)	66 (30)
Have to get to work/school	8 (31)	18 (26)	5 (46)	1 (20)	28 (27)	60 (28)
Hungry	5 (19)	12 (17)	0	1 (20)	11 (11)	29 (13)
Want to go to the shop	0	9 (13)	1 (9)	0	16 (15)	26 (12)
Not feeling well	2 (8)	8 (11)	0	0	1 (1)	11 (5)
No time/going somewhere	0	5 (7)	1 (9)	0	2 (2)	8 (4)
Load shedding	3 (12)	2 (3)	0	0	0	5 (2)
Referred to hospital	1 (4)	1 (1)	0	0	2 (2)	4 (2)
Too hot	0	2 (3)	0	0	0	2 (1)
Boring	0	0	0	0	2 (2)	2 (1)
Transport availability	0	0	1 (9)	0	0	1 (1)
No space to wait	1 (4)	0	0	0	0	1 (1)
Didn't come alone to the clinic	0	0	0	1 (20)	0	1 (1)
Tired	1 (4)	0	0	0	0	1 (1)
“What would make you change your mind?”	Clinic A (n=26) n (%)	Clinic B (n=70) n (%)	Clinic C (n=11) n (%)	Clinic D (n=5) n (%)	Clinic E (n=105) n (%)	Overall (n=217) n (%)
Nothing	20 (77)	28 (40)	11 (100%)	3 (60)	95 (91)	157 (72)
If I did not have other commitments/not be in a hurry	2 (8)	23 (33)	0	0	1 (1)	26 (12)
Food	3 (12)	10 (14)	0	1 (20)	9 (9)	23 (11)
If I had someone looking after the kids	0	5 (7)	0	1 (20)	0	6 (3)
If I can feel better	0	3 (4)	0	0	0	3 (1)

Comfortable waiting space	1 (4)	1 (1)	0	0	0	2 (1)
“What made you change your mind about waiting for the results?”	Clinic A (n=1), n (%)	Clinic B (n=0), n (%)	Clinic C (n=1), n (%)	Clinic D (n=2), n (%)	Clinic E (n=7), n (%)	Overall (n=11) n (%)
Waiting for other clinic procedures (for example medication)	1 (100)	0	0	0	6 (86)	7 (64)
Education about importance of waiting by the nurse	0	0	1 (100)	2 (100)	0	3 (27)
Returned to clinic after being called	0	0	0	0	1 (14)	1 (9)