

Qualitative Exploration of Men's Opinion on the Features of Male-Friendly Primary Health Services in Kelantan, Malaysia

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Objectives: This study explores men's opinions on the features of male-friendly primary health services in Kelantan, Malaysia.

Methods: A qualitative study using in-depth interviews was conducted among 15 men from six primary health clinics in Kelantan, Malaysia. The participants were selected using a maximum variation sampling method. An interview guide was used, and the interviews were audio-recorded. The finding was transcribed verbatim and analysed using thematic analysis techniques.

Results: The age of the participants ranged from 31 to 70 years old. Their opinions on how male-friendly primary health services should be were explained under four themes: (i) meeting the men's needs in primary health services, (ii) approaching men through effective health promotion strategies, (iii) standards of a healthcare provider from men's viewpoint, and (iv) a comfortable physical environment for men. The participants view that health services should be efficient by providing short waiting times and high-quality services, including men's health services. In addition, the health promotion approaches and styles should consider local men's culture and interests and be appropriately implemented. Besides that, they expected a standard of healthcare provider's characteristics, including commitment to work, admirable attitudes and behaviour, and professional work practices. They also expected the health clinics to have a comfortable environment to wait, discuss with the doctors, and be equipped with visitor-friendly amenities.

Conclusion: Understanding the men's opinions on the features of male-friendly primary health services would give clear and accurate information about their needs and demands in relation to this service. In addition, the identified themes and features may guide the improvement of the services and men's engagement in the future.

Keywords: Opinions, Male-friendly, Primary health, Qualitative

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