

Facility Hours and Waiting Times

Facility is Open 24 Hours

No

Open Time M-F:	7:15
Open Time Sat:	NA
Average stop time:	15:58
NDoH May 2019 Circular: "Facilities must be open from 5.00 - 19.00, as well as 8.00 - 16.00 on Saturdays."	

Time Patients Spend at the Facility? Patient Responses: 37

Amount of time spent: **6:47**

This ranks:

- 360 of 396 Facilities Nationally (Bottom Quarter)
- 34 of 47 Facilities in the Province (Bottom Half)
- 8 of 14 Facilities in the District (Bottom Half)

Earliest Patient Arrival Time Patient Responses: 38

Earliest arrival time **5:12**

This ranks:

- 280 of 396 Facilities Nationally (Bottom Half)
- 36 of 47 Facilities in the Province (Bottom Quarter)
- 9 of 14 Facilities in the District (Bottom Half)

Are the Queues at the Facility Long? Patient Responses: 38

100% of patients report long queues

There is not enough staff

Staff take long breaks (for tea, lunch etc.)

There are too many patients to serve

It takes too long to find files, the filing system is messy, files are lost

Other reason

Please specify the other reasons why the queues are long

<input checked="" type="checkbox"/> Poor service	<input checked="" type="checkbox"/> delay in services	<input checked="" type="checkbox"/> it takes too long to find files, and their service is slow.
<input checked="" type="checkbox"/> nurses are not active enough when they reach the clinic.	<input checked="" type="checkbox"/> process slowly	<input checked="" type="checkbox"/> service is very slow due to this pandemic.
<input checked="" type="checkbox"/> slow service especially at registration.	<input checked="" type="checkbox"/> slow services	<input checked="" type="checkbox"/> starting late
<input checked="" type="checkbox"/> the nurses are too slow.	<input checked="" type="checkbox"/> they are too slow, their processes are delaying.	<input checked="" type="checkbox"/> they are too slow.
<input checked="" type="checkbox"/> they take their time in finding the files.	<input checked="" type="checkbox"/> they take too long to start and when they do start they are very slow.	<input checked="" type="checkbox"/> too many patients to serve.
<input checked="" type="checkbox"/> too slow and the line is one so everyone goes through the some process.		

How Safe is the Facility to Wait Before it Opens? Patient Responses: 34

Very Unsafe:	38%
Unsafe:	21%
Neither Safe or Unsafe:	35%
Safe:	0%
Very Safe:	6%
Don't know:	0%

This ranks:

- 249 of 335 Facilities Nationally (Bottom Half)
- 28 of 44 Facilities in the Province (Bottom Half)
- 9 of 14 Facilities in the District (Bottom Half)

Facility Staff

Are there Enough Staff at the Facility? Patient Responses: 38

Always:	34%
Sometimes:	26%
Never:	34%
Don't know:	5%

This ranks:

- 243 of 396 Facilities Nationally (Bottom Half)
- 21 of 47 Facilities in the Province (Top Half)
- 9 of 14 Facilities in the District (Bottom Half)

Are Staff Friendly and Professional? Patient Responses: 38

Yes:	61%
Sometimes:	39%

This ranks:

- 194 of 396 Facilities Nationally (Top Half)
- 19 of 47 Facilities in the Province (Top Half)
- 3 of 14 Facilities in the District (Top Quarter)

Facility Manager: Does the Facility have Enough Staff? Facility Responses: 1

No

Which Cadres are Understaffed?

<input type="checkbox"/> Doctor	<input checked="" type="checkbox"/> Professional nurse	<input type="checkbox"/> Enrolled nurse
<input type="checkbox"/> Enrolled nurse assistant	<input checked="" type="checkbox"/> Pharmacist	<input type="checkbox"/> Assistant pharmacist
<input type="checkbox"/> Lab technician	<input type="checkbox"/> Lay counselors	<input type="checkbox"/> Linkage officers
<input type="checkbox"/> Adherence club facilitators	<input checked="" type="checkbox"/> Data capturer	<input type="checkbox"/> Security guard
<input checked="" type="checkbox"/> Cleaner	<input type="checkbox"/> General assistant	<input type="checkbox"/> No cadre is understaffed
<input type="checkbox"/> Don't know	<input type="checkbox"/> Prefer not to answer	

Clinic Conditions

What is the Condition of the Building?

Total Observations: 2

Building condition was: **Good**

<input type="checkbox"/> Broken furniture	<input type="checkbox"/> Broken windows or doors	<input type="checkbox"/> Broken roof or walls
<input type="checkbox"/> Other	<input type="checkbox"/> Don't know	

What is the Condition of the Toilets?

Total Observations: 2

Toilet condition was: **Bad/Good**

<input type="checkbox"/> No soap	<input type="checkbox"/> No water	<input type="checkbox"/> No toilet paper
<input checked="" type="checkbox"/> No light	<input checked="" type="checkbox"/> Dirty	<input type="checkbox"/> Blocked
<input type="checkbox"/> Broken	<input type="checkbox"/> Out of order	<input type="checkbox"/> Don't Know

How Clean is the Facility

Patient Responses: 38

Very Dirty:	3%
Dirty:	3%
Neither Clean or 11% Dirty:	11%
Clean:	47%
Very Clean:	37%
Don't know:	0%

This ranks:

- 175 of 396 Facilities Nationally (Top Half)
- 15 of 47 Facilities in the Province (Top Half)
- 6 of 14 Facilities in the District (Top Half)

Facility Manager: Is there enough space in the facility to meet patient's needs?

Facility Responses: 1

No, we require something additional

<input checked="" type="checkbox"/> Patients waiting space	<input checked="" type="checkbox"/> Rooms for medical care	<input checked="" type="checkbox"/> Private HIV counseling or testing
<input checked="" type="checkbox"/> Laboratory space	<input checked="" type="checkbox"/> Files	<input checked="" type="checkbox"/> Data captureurs
<input checked="" type="checkbox"/> Adherence clubs	<input checked="" type="checkbox"/> Pharmacy	<input checked="" type="checkbox"/> Storage
<input type="checkbox"/> Other	<input type="checkbox"/> Don't know	<input type="checkbox"/> Prefer not to answer

Access to Medicines and Shortages/Stockouts

Patient Reports of Medicine Shortage(s)

Patient Responses: 5

HIV medicine:	20%
Other medicines 20% or tests:	20%

Any Patients left without the Medicine due to Shortage

Patient Responses: 38

Yes:	13%
No:	87%

Patient Reports of Medicine Shortage(s)

Patient Reports of Medicine Shortage(s)

<input checked="" type="checkbox"/> HIV medicine	<input type="checkbox"/> PrEP	<input type="checkbox"/> TB medicine
<input type="checkbox"/> Contraceptives	<input type="checkbox"/> Pregnancy Test	<input type="checkbox"/> Vaccines
<input type="checkbox"/> Bandages (or other dry stock)	<input checked="" type="checkbox"/> Other medicines or tests	<input type="checkbox"/> None of the above
<input type="checkbox"/> Don't know	<input type="checkbox"/> Prefer not to answer	

Contraception shortage(s)

<input type="checkbox"/> Condoms (male/external)	<input type="checkbox"/> Female/internal condoms	<input type="checkbox"/> Birth control pill
<input type="checkbox"/> Injection	<input type="checkbox"/> Implant	<input type="checkbox"/> IUD (interuterine device)
<input type="checkbox"/> Other	<input type="checkbox"/> Don't know	<input type="checkbox"/> Prefer not to answer

HIV medication shortage(s)

<input checked="" type="checkbox"/> First Line FDC	<input type="checkbox"/> DTG-Based First Line FDC	<input type="checkbox"/> Dumiva (ABC/3TC)
<input type="checkbox"/> Lamivudine (3TC)	<input type="checkbox"/> Emtricitabine (FTC)	<input type="checkbox"/> Abacavir (ABC)
<input type="checkbox"/> Zidovudine (AZT)	<input type="checkbox"/> Lobinavir/Ritonavir (LPV/r)	<input type="checkbox"/> Atazanavir/Ritonavir (ATV/r)
<input type="checkbox"/> Dolutegravir (DTG)	<input type="checkbox"/> Nevirapine (NVP)	<input type="checkbox"/> Other
<input type="checkbox"/> Don't Know	<input type="checkbox"/> Prefer not to answer	<input type="checkbox"/> EFV-Based First Line FDC

Facility Staff Reports of Medicine Shortage(s)

Facility Staff Reports of Medicine Shortage(s)

<input type="checkbox"/> HIV medicine	<input type="checkbox"/> PrEP	<input type="checkbox"/> TB medicine
<input checked="" type="checkbox"/> Contraceptives	<input type="checkbox"/> Pregnancy Test	<input type="checkbox"/> Vaccines
<input checked="" type="checkbox"/> Bandages (or other dry stock)	<input checked="" type="checkbox"/> Other medicines or diagnostic tests	<input type="checkbox"/> None of the above
<input type="checkbox"/> Don't know	<input type="checkbox"/> Prefer not to answer	

Facility Staff: Contraception Shortage(s)

<input type="checkbox"/> Condoms (male/external)	<input checked="" type="checkbox"/> Female/internal condoms	<input type="checkbox"/> Birth control pill
<input checked="" type="checkbox"/> Injection	<input type="checkbox"/> Implant	<input checked="" type="checkbox"/> IUD (interuterine device)
<input type="checkbox"/> Other	<input type="checkbox"/> Don't know	<input type="checkbox"/> Prefer not to answer

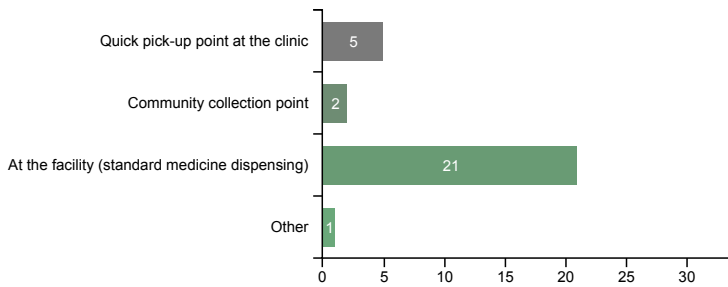
HIV medication shortage(s)

<input type="checkbox"/> First Line FDC	<input type="checkbox"/> DTG-Based First Line FDC	<input type="checkbox"/> Dumiva (ABC/3TC)
<input type="checkbox"/> Lamivudine (3TC)	<input type="checkbox"/> Emtricitabine (FTC)	<input type="checkbox"/> Abacavir (ABC)
<input type="checkbox"/> Zidovudine (AZT)	<input type="checkbox"/> Lobinavir/Ritonavir (LPV/r)	<input type="checkbox"/> Atazanavir/Ritonavir (ATV/r)
<input type="checkbox"/> Nevirapine (NVP)	<input type="checkbox"/> Other	<input type="checkbox"/> Don't Know
<input type="checkbox"/> Prefer not to answer	<input type="checkbox"/> EFV-Based First Line FDC	<input type="checkbox"/> Dolutegravir (DTG)

ARV Collection and Access

Where do you Collect ARVs?

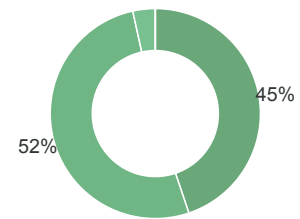
Patient Responses: 29



Length of HIV medicine refill?

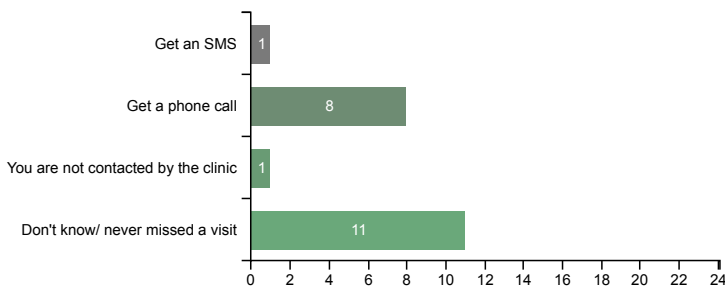
Patient Responses: 29

1 week:	0%
2 weeks:	0%
3 weeks:	0%
1 month:	45%
2 months:	52%
3 months:	3%
6 months:	0%
Don't know:	0%



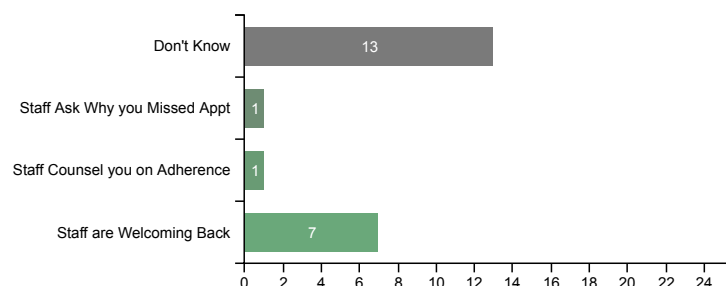
When Patients Miss a Visit to Collect ARVs:

Patient Responses: 21



When a patient misses a visit, what happens the next time the patients comes to collect ARVs?

Patient Responses: 22



Would Patients Like to Collect ARVs Closer to Home?

Patient Responses: 29

83% of patients say they would like to collect ARVs closer to home

This ranks:

- 343 of 395 Facilities Nationally (Bottom Quarter)
- 39 of 47 Facilities in the Province (Bottom Quarter)
- 14 of 14 Facilities in the District (Bottom Quarter)

Adherence Clubs

If Not in an Adherence Club Already, Are you Aware of Them at this Facility?

Patient Responses: 29

28% of patients are aware of facility adherence clubs

Does the Adherence Club make HIV medicine pick up faster?

Total Responses: 1

100% of patients say yes

Is there peer support from PLHIV in the club?

Total Responses: 1

100% of patients say yes

Does the Adherence Club provide information about the importance of taking your HIV medicine?

Total Responses: 1

100% of patients say yes

Number of Adherence Clubs at the Facility

Total Adherence Clubs at Facility:	32
• Facility-Based Clubs:	16
• Community-Based Clubs:	16
Number of Adherence Club Facilitators:	NA
Number of Adherence Club Nurses:	NA
Adherence Clubs per Facilitator:	NA

This ranks:

No Ranking Data Available

Topics Covered in the Adherence Club

No Data for this Indicator

Access to Viral Load Testing / Information

Do Patients Know Their Viral Load?

Patient Responses: 29

52% of patients know their viral load

This ranks:

- 349 of 395 Facilities Nationally (Bottom Quarter)
- 37 of 47 Facilities in the Province (Bottom Quarter)
- 9 of 14 Facilities in the District (Bottom Half)

Have Patients had a Viral Load Test in the Past Year?

Patient Responses: 29

97% of patients report having a viral load test

This ranks:

- 269 of 395 Facilities Nationally (Bottom Half)
- 28 of 47 Facilities in the Province (Bottom Half)
- 9 of 14 Facilities in the District (Bottom Half)

Did a Health Worker Explain the Viral Load Test Result?

Patient Responses: 28

73% of patients report viral load was explained

This ranks:

- 303 of 395 Facilities Nationally (Bottom Quarter)
- 32 of 47 Facilities in the Province (Bottom Half)
- 8 of 14 Facilities in the District (Bottom Half)

Treatment Literacy: Do Patients Understand Viral Load and their Health?

Patient Responses: 29

52% of patients understand an undetectable viral load means ARVs are working

This ranks:

- 363 of 395 Facilities Nationally (Bottom Quarter)
- 44 of 47 Facilities in the Province (Bottom Quarter)
- 11 of 14 Facilities in the District (Bottom Quarter)

Treatment Literacy: Do Patients Understand Viral Load and Transmission?

Patient Responses: 29

41% of patients understand an undetectable viral load means a person cannot transmit HIV

This ranks:

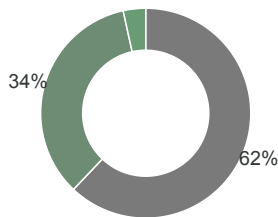
- 319 of 395 Facilities Nationally (Bottom Quarter)
- 40 of 47 Facilities in the Province (Bottom Quarter)
- 9 of 14 Facilities in the District (Bottom Half)

Confidentiality and Privacy

Have Patients been Asked to Participate in Index Testing?

Patient Responses: 29

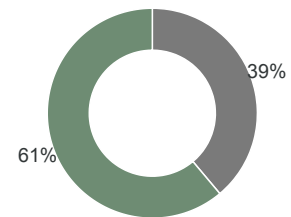
Yes:	62%
No:	34%
Don't know:	3%



Did a Health Worker Tell You You can Refuse to Participate in Index Testing?

Patient Responses: 18

Yes:	39%
No:	61%



This ranks:

- 321 of 376 Facilities Nationally (Bottom Quarter)
- 34 of 46 Facilities in the Province (Bottom Half)
- 7 of 14 Facilities in the District (Bottom Half)

Do Patients Feel this Facility Keep People's HIV Status Confidential and Private?

Patient Responses: 29

100% of patients think the facility keeps people's HIV status confidential and private

This ranks:

- 1 of 395 Facilities Nationally (Top Quarter)
- 1 of 47 Facilities in the Province (Top Quarter)
- 1 of 14 Facilities in the District (Top Quarter)

Psycho-Social Support for PLHIV

Is Psycho-Social Counseling Available for PLHIV?

Patient Responses: 29

100% of patients report counseling is available

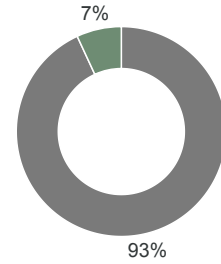
This ranks:

- 1 of 395 Facilities Nationally (Top Quarter)
- 1 of 47 Facilities in the Province (Top Quarter)
- 1 of 14 Facilities in the District (Top Quarter)

Is Psycho-Social Counseling Available for PLHIV?

Patient Responses: 29

Yes: 93%
Don't know: 7%



PrEP and DTG-Related Contraceptive Access

What patients are offered PrEP? Select all that apply

<input type="checkbox"/> Adolescent girls/young women	<input type="checkbox"/> All women	<input type="checkbox"/> Men who have sex with men
<input type="checkbox"/> Sex workers	<input type="checkbox"/> People who inject drugs	<input checked="" type="checkbox"/> Anyone who is sexually active
<input type="checkbox"/> Other	<input type="checkbox"/> Don't know	<input type="checkbox"/> Prefer not to answer

Are Women Who are On or Switching to Dolutegravir-Based Regimens Offered Contraception?

Facility Responses: 1

Yes

COVID-19 Disruptions

Is the clinic currently open during the COVID-19 crisis?

Yes the clinic is open, and patients can enter the facility

Is the clinic faced with any of the following issues because of the COVID-19 crisis?

<input type="checkbox"/> There is no physical distancing inside the clinic grounds	<input type="checkbox"/> There is no physical distancing outside the gates of the clinic	<input type="checkbox"/> There is no access to soap and water
<input type="checkbox"/> There is no access to hand sanitiser	<input type="checkbox"/> Health workers are not wearing masks	<input type="checkbox"/> Health workers are not wearing masks properly
<input type="checkbox"/> Chronic patients are not entering the facility — they wait for medicines outside the gates	<input type="checkbox"/> The facility is not screening people for COVID-19 symptoms	<input type="checkbox"/> Clinical staff in the facility do not have enough PPE (masks, sanitiser)
<input type="checkbox"/> Non-clinical staff in the facility do not have enough PPE (masks, sanitiser)	<input type="checkbox"/> CHWs/CCGs do not have enough PPE (masks, sanitiser)	<input type="checkbox"/> Other
<input checked="" type="checkbox"/> None of the above	<input type="checkbox"/> There is no access to hand sanitiser	

Have you had any of the following issues getting healthcare because of the COVID-19 crisis?

<input type="checkbox"/> I couldn't get transportation to the clinic when I needed it	<input type="checkbox"/> The clinic wasn't open when I needed it	<input type="checkbox"/> The clinic didn't have the medicine that I needed
<input type="checkbox"/> The queue at the clinic was longer than usual	<input type="checkbox"/> There were less staff working than usual	<input type="checkbox"/> The clinic not providing the service I needed
<input type="checkbox"/> There is no physical distancing at the clinic putting me at risk of getting COVID-19	<input type="checkbox"/> There is no access to soap and water at the clinic	<input type="checkbox"/> There is no access to hand sanitiser at the clinic
<input type="checkbox"/> Other	<input checked="" type="checkbox"/> None of the above	

Facility Manager: Have you had any of the following issues at your clinic because of the COVID-19 crisis?

<input type="checkbox"/> We are experiencing more stockouts or shortages of medicines than usual	<input type="checkbox"/> We are experiencing more shortages of personal protective equipment for staff than usual	<input type="checkbox"/> We can only serve patients at the gate—patients do not enter the facility
<input type="checkbox"/> We have more restricted hours of operation than usual	<input type="checkbox"/> We have higher patient wait times than usual	<input type="checkbox"/> We are operating with fewer staff than usual
<input type="checkbox"/> The clinic has been completely closed for a period of time	<input type="checkbox"/> We can serve less patients than usual	<input checked="" type="checkbox"/> None of the above
<input type="checkbox"/> Other		



Civic Centre Clinic (Mthatha) Monitoring Report

Eastern Cape - OR Tambo: 2021 Q3

TB Infection Control

Details	Green = 0 No	Yellow = 1-2 No	Red = 2+ No	Clinic Result: RED
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Enough room in the waiting area?

Most recent observation:

No

Of 438 Facility Observations:

- Yes: 208
- No: 228
- Don't know: 2

Time Patients Spend at the Facility?

Amount of time spent: (pass requires less than 1:15).

No: 6:47

This ranks:

- 360 of 396 Facilities Nationally (Bottom Quarter)
- 34 of 47 Facilities in the Province (Bottom Half)
- 8 of 14 Facilities in the District (Bottom Half)

Were the Facility Windows Open?

Most recent observation:

Yes

Of 438 Facility Observations:

- Yes: 421
- No: 17

Are people being asked for TB symptoms?

50% of patients report:Yes

Yes

This ranks:

- 251 of 396 Facilities Nationally (Bottom Half)
- 20 of 47 Facilities in the Province (Top Half)
- 3 of 14 Facilities in the District (Top Quarter)

Are people who are coughing in a separate room?

34% of patients report:Yes

No

This ranks:

- 239 of 396 Facilities Nationally (Bottom Half)
- 26 of 47 Facilities in the Province (Bottom Half)
- 3 of 14 Facilities in the District (Top Quarter)

Are there posters telling patient to cover mouth when coughing/sneezing?

Most recent observation:

Yes

Of 438 Facility Observations:

- Yes: 402
- No: 36