



Civic Centre Clinic (Mthatha) Monitoring Report

Eastern Cape - OR Tambo: 2021 Q4

Facility Hours and Waiting Times

Facility is Open 24 Hours

No

Open Time M-F:	7:00
Open Time Sat:	NA
Average stop time:	16:16

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: 35

Amount of time spent: 6:01

This ranks:

- 260 of 292 Facilities Nationally (Bottom Quarter)
- 28 of 32 Facilities in the Province (Bottom Quarter)
- 11 of 14 Facilities in the District (Bottom Quarter)

Earliest Patient Arrival Time

Patient Responses: 35

Earliest arrival time: 5:03

This ranks:

- 255 of 292 Facilities Nationally (Bottom Quarter)
- 32 of 32 Facilities in the Province (Bottom Quarter)
- 14 of 14 Facilities in the District (Bottom Quarter)

Are the Queues at the Facility Long?

Patient Responses: 35

94%

of patients report long queues

There is not enough staff	16
Staff take long breaks (for tea, lunch)	18
There are too many patients	21
Long patient files, the filing system is messy, files are not sorted	22
Other reasons	6
Dont Know	4

Please specify the other reasons why the queues are long

Patient Responses: 6

<input checked="" type="checkbox"/> Service too slowly	<input checked="" type="checkbox"/> Service is too slowly No space	<input checked="" type="checkbox"/> slow service
<input checked="" type="checkbox"/> they are too slow.	<input checked="" type="checkbox"/> they are too slow	<input checked="" type="checkbox"/> They take time to save clients

How Safe is the Facility to Wait Before it Opens?

Patient Responses: 21

Very Unsafe:	62%
Unsafe:	19%
Neither Safe or Unsafe:	19%
Safe:	0%
Very Safe:	0%
Dont know:	0%

This ranks:

- 219 of 238 Facilities Nationally (Bottom Quarter)
- 24 of 28 Facilities in the Province (Bottom Quarter)
- 13 of 14 Facilities in the District (Bottom Quarter)

Facility Staff

Are there Enough Staff at the Facility?

Patient Responses: 35

Always:	29%
Sometimes:	31%
Never:	31%
Dont know:	9%

This ranks:

- 220 of 292 Facilities Nationally (Bottom Quarter)
- 22 of 32 Facilities in the Province (Bottom Half)
- 10 of 14 Facilities in the District (Bottom Half)

Are Staff Friendly and Professional?

Patient Responses: 35

Yes:	57%
Sometimes:	34%
Never:	9%

This ranks:

- 188 of 292 Facilities Nationally (Bottom Half)
- 17 of 32 Facilities in the Province (Bottom Half)
- 5 of 14 Facilities in the District (Top Half)

Facility Manager: Does the Facility have Enough Staff?

No Data for this Indicator

Which Cadres are Understaffed?

<input type="checkbox"/> Doctor	<input type="checkbox"/> Professional nurse	<input type="checkbox"/> Enrolled nurse
<input type="checkbox"/> Enrolled nurse assistant	<input 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 type="checkbox"/> Data capturer	<input type="checkbox"/> Security guard
<input type="checkbox"/> Cleaner	<input type="checkbox"/> General assistant	<input type="checkbox"/> No cadre is understaffed
<input type="checkbox"/> Dont know	<input type="checkbox"/> Prefer not to answer	

Clinic Conditions

What is the Condition of the Building?

Total Observations: 1

Building condition was: **Bad**

<input type="checkbox"/> No light /or lights not working in some areas of the facility	<input type="checkbox"/> Broken furniture	<input type="checkbox"/> Broken or cracked roof, walls or floor
<input type="checkbox"/> No running water at the facility	<input type="checkbox"/> Broken windows or doors	<input type="checkbox"/> Old building needs renovation
<input type="checkbox"/> Rubbish piles	<input checked="" type="checkbox"/> Other	

What is the Condition of the Toilets?

Total Observations: 1

Toilet condition was: **Bad**

<input checked="" type="checkbox"/> No soap	<input checked="" type="checkbox"/> No water at all	<input checked="" type="checkbox"/> No toilet paper
<input type="checkbox"/> No light	<input checked="" type="checkbox"/> Dirty	<input type="checkbox"/> Blocked
<input checked="" type="checkbox"/> Broken	<input type="checkbox"/> Out of order	<input type="checkbox"/> No running water

How Clean is the Facility

Patient Responses: 35

Very Dirty:	0%
Dirty:	0%
Neither Clean nor Dirty:	0%
Clean:	23%
Very Clean:	71%
Dont know:	6%

This ranks:

- 43 of 292 Facilities Nationally (Top Quarter)
- 2 of 32 Facilities in the Province (Top Quarter)
- 1 of 14 Facilities in the District (Top Quarter)

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

No Data for this Indicator

Access to Medicines and Shortages/Stockouts

Patient Reports of Medicine Shortage(s)

Patient Responses: 2

Contraceptives: 100%

100%

Any Patients left without the Medicine due to Shortage

Patient Responses: 34

Yes:	6%
No:	88%
Dont know:	6%

88%

Patient Reports of Medicine Shortage(s)

Patient 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 type="checkbox"/> Bandages (or other dry stock)	<input type="checkbox"/> Other medicines or tests	<input type="checkbox"/> None of the above
<input type="checkbox"/> Dont know	<input type="checkbox"/> Prefer not to answer	

Contraception shortage(s)

<input type="checkbox"/> Condoms (male/external)	<input type="checkbox"/> Female/internal condoms	<input checked="" type="checkbox"/> Birth control pill
<input checked="" type="checkbox"/> Injection	<input type="checkbox"/> Implant	<input type="checkbox"/> IUD (interuterine device)
<input type="checkbox"/> Other	<input type="checkbox"/> Dont 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"/> 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 type="checkbox"/> Contraceptives	<input type="checkbox"/> Pregnancy Test	<input type="checkbox"/> Vaccines
<input checked="" type="checkbox"/> Bandages (or other dry stock)	<input type="checkbox"/> Other medicines or diagnostic tests	<input type="checkbox"/> None of the above
<input type="checkbox"/> Dont know	<input type="checkbox"/> Prefer not to answer	

Facility Staff: 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)
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<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)



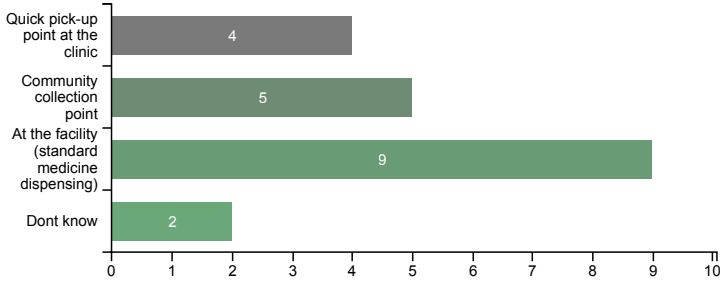
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ARV Collection and Access

Where do you Collect ARVs?

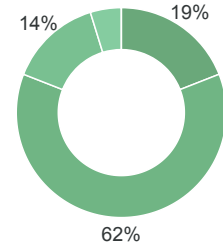
Patient Responses: 20



Length of HIV medicine refill?

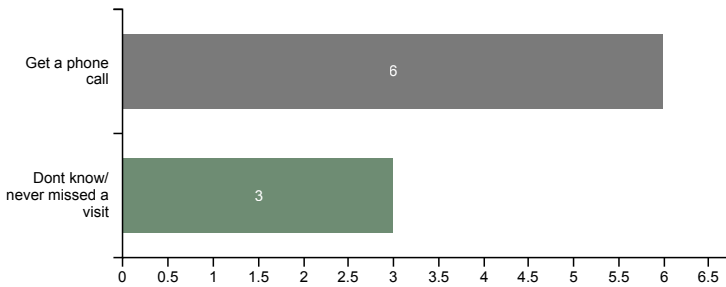
Patient Responses: 21

1 week:	0%
2 weeks:	0%
3 weeks:	0%
1 month:	19%
2 months:	62%
3 months:	14%
6 months:	5%
Dont know:	0%



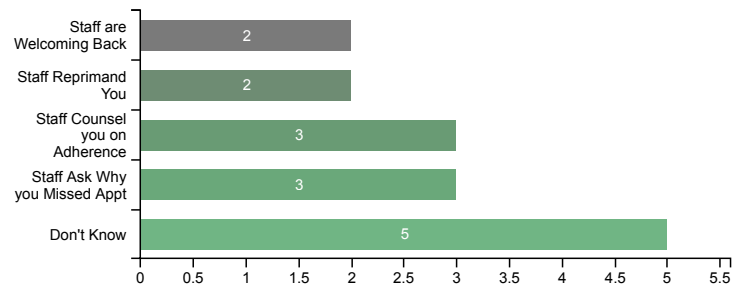
When Patients Miss a Visit to Collect ARVs:

Patient Responses: 9



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

Patient Responses: 9



Would Patients Like to Collect ARVs Closer to Home?

Patient Responses: 21

57% of patients say they would like to collect ARVs closer to home

This ranks:

- 167 of 288 Facilities Nationally (Bottom Half)
- 14 of 32 Facilities in the Province (Top Half)
- 8 of 14 Facilities in the District (Bottom Half)

Adherence Clubs

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

Patient Responses: 21

48% of patients are aware of facility adherence clubs

Does the Adherence Club make HIV medicine pick up faster?

No Data for this Indicator

Is there peer support from PLHIV in the club?

No Data for this Indicator

Adherence Club Staffing

Total Adherence Clubs at Facility:	15
• Facility-Based Clubs:	0
• Community-Based Clubs:	15
Number of Adherence Club Facilitators:	NA
Number of Adherence Club Nurses:	1
Adherence Clubs per Facilitator:	NA

This ranks:

No Ranking Data Available

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

No Data for this Indicator

Topics Covered in the Adherence Club

Total Responses: 1

<input checked="" type="checkbox"/> Side effects of medicines	<input checked="" type="checkbox"/> Why patients should adhere to their ARVs	<input checked="" type="checkbox"/> Different medicine options, such as new drugs (ex. Doloutegravir)
<input type="checkbox"/> Other	<input type="checkbox"/> None	<input type="checkbox"/> Dont know
<input type="checkbox"/> Prefer not to answer		

Access to Viral Load Testing / Information

Do Patients Know Their Viral Load?

Patient Responses: 21

52% of patients know their viral load

This ranks:

- 248 of 288 Facilities Nationally (Bottom Quarter)
- 31 of 32 Facilities in the Province (Bottom Quarter)
- 13 of 14 Facilities in the District (Bottom Quarter)

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

Patient Responses: 21

81% of patients report having a viral load test

This ranks:

- 270 of 288 Facilities Nationally (Bottom Quarter)
- 30 of 32 Facilities in the Province (Bottom Quarter)
- 14 of 14 Facilities in the District (Bottom Quarter)

Did a Health Worker Explain the Viral Load Test Result?

Patient Responses: 17

71% of patients report viral load was explained

This ranks:

- 224 of 287 Facilities Nationally (Bottom Quarter)
- 20 of 32 Facilities in the Province (Bottom Half)
- 9 of 14 Facilities in the District (Bottom Half)

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

Patient Responses: 21

33% of patients understand an undetectable viral load means ARVs are working

This ranks:

- 281 of 288 Facilities Nationally (Bottom Quarter)
- 32 of 32 Facilities in the Province (Bottom Quarter)
- 14 of 14 Facilities in the District (Bottom Quarter)

Treatment Literacy: Do Patients Understand Viral Load and Transmission?

Patient Responses: 21

24% of patients understand an undetectable viral load means a person cannot transmit HIV

This ranks:

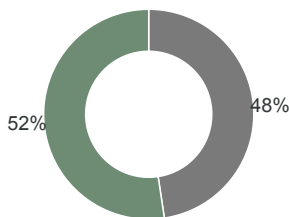
- 265 of 288 Facilities Nationally (Bottom Quarter)
- 32 of 32 Facilities in the Province (Bottom Quarter)
- 14 of 14 Facilities in the District (Bottom Quarter)

Confidentiality and Privacy

Have Patients been Asked to Participate in Index Testing?

Patient Responses: 21

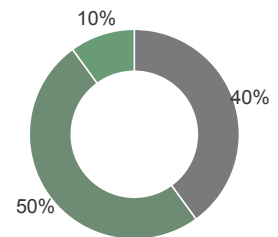
Yes:	48%
No:	52%



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

Patient Responses: 10

Yes:	40%
No:	50%
Dont know:	10%



This ranks:

- 223 of 268 Facilities Nationally (Bottom Quarter)
- 23 of 32 Facilities in the Province (Bottom Half)
- 8 of 14 Facilities in the District (Bottom Half)

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

Patient Responses: 21

89% of patients think the facility keeps people's HIV status confidential and private

This ranks:

- 235 of 287 Facilities Nationally (Bottom Quarter)
- 23 of 32 Facilities in the Province (Bottom Half)
- 7 of 14 Facilities in the District (Bottom Half)

Psycho-Social Support for PLHIV

Is Psycho-Social Counseling Available for PLHIV? Patient Responses: 21

68% of patients report counseling is available

This ranks:

- 258 of 288 Facilities Nationally (Bottom Quarter)
- 32 of 32 Facilities in the Province (Bottom Quarter)
- 14 of 14 Facilities in the District (Bottom Quarter)

Is Psycho-Social Counseling Available for PLHIV? Patient Responses: 21

Yes:	62%
No:	29%
Dont know:	10%

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 type="checkbox"/> Anyone who is sexually active
<input type="checkbox"/> Other	<input type="checkbox"/> Dont know	<input type="checkbox"/> Prefer not to answer

COVID-19 Disruptions

Is the clinic currently open during the COVID-19 crisis? Total Observations: 1

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? Total Observations: 1

<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? Patient Responses: 35

<input type="checkbox"/> I couldn't get transportation to the clinic when I needed it	<input checked="" 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 checked="" type="checkbox"/> There is no physical distancing at the clinic putting me at risk of getting COVID-19	<input checked="" 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 checked="" 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 type="checkbox"/> None of the above
<input type="checkbox"/> Other		



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TB Infection Control

Details Green = 0 No Yellow = 1-2 No Red = 2+ No Clinic Result: **RED**

Enough room in the waiting area?

Most Recent Observation **No**

Of 303 Facility Observations:
• No: 167
• Yes: 136

Time Spent in the Facility after Opening

(pass requires less than 1:15). **No: 5:52**

This ranks:
• 264 of 292 Facilities Nationally (Bottom Quarter)
• 30 of 32 Facilities in the Province (Bottom Quarter)
• 12 of 14 Facilities in the District (Bottom Quarter)

Were the Facility Windows Open?

Most Recent Observation **Yes**

Of 303 Facility Observations:
• Yes: 285
• No: 18

Are people being asked for TB symptoms?

53% of patients report:Yes **Yes**

This ranks:
• 175 of 292 Facilities Nationally (Bottom Half)
• 10 of 32 Facilities in the Province (Top Half)
• 5 of 14 Facilities in the District (Top Half)

Are people who are coughing in a separate room?

19% of patients report:Yes **No**

This ranks:
• 221 of 291 Facilities Nationally (Bottom Quarter)
• 21 of 32 Facilities in the Province (Bottom Half)
• 9 of 14 Facilities in the District (Bottom Half)