

## Facility Hours and Waiting Times

Often public healthcare users experience long waiting times — spending hours at each visit to the clinic. This simply does not work well for most people, particularly working people and those in school. Having people living with HIV spend an extended time at a clinic, simply to collect ART refills, increases the risk of that person disengaging from care.

### Time Patients Spend at the Facility?

Patient Responses:  
1,198

Amount of time spent:

**4:45**

#### Facility Results (5 Best/Worst)

Tembelihle Clinic	2:41
Ntapane Clinic	2:46
Amadiba Clinic	3:10
Flagstaff Clinic	3:12
Tabankulu CHC	3:15
.....	--
Thanduxolo Clinic	6:57
N.U.11 Clinic	7:15
Motherwell CHC	7:25
Stanford Terrace Clinic	7:25
Qumbu CHC	7:32

#### Comparison Results

National Average:	4:15
Best Provincial Result:	3:29
Worst Provincial Result:	5:56

### Earliest Patient Arrival Time

Patient Responses:  
1,234

Earliest arrival time

**5:50**

#### Facility Results (5 Best/Worst)

Tabankulu CHC	6:35
Central Clinic (East London)	6:33
Ntapane Clinic	6:24
Mount Ayliff Gateway Clinic	6:23
Ngangelizwe CHC	6:22
.....	--
Motherwell CHC	5:07
Civic Centre Clinic (Mthatha)	5:03
N.U.11 Clinic	5:01
Nontyatambo CHC	5:00
Thanduxolo Clinic	4:58

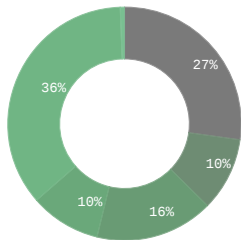
#### Comparison Results

National Average:	5:47
Best Provincial Result:	6:21
Worst Provincial Result:	5:15

### How Safe is the Facility to Wait Before it Opens?

Patient Responses: 500

Very Unsafe:	27%
Unsafe:	10%
Neither Safe or Unsafe:	16%
Safe:	10%
Very Safe:	36%
Dont know:	1%



Provincial Score\* **3.17**

#### Comparison Results

National Average:	3.14
Best Provincial Result:	3.5
Worst Provincial Result:	1.8

\* Scores based on average of all survey responses with a maximum score of 5 and a minimum score of 1. **HIGHER scores are better.**

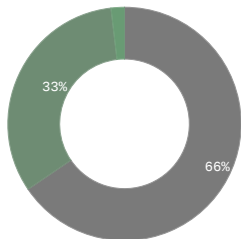
#### Facility Results (5 Best/Worst)

Thanduxolo Clinic	5.0
Motherwell CHC	5.0
Tembelihle Clinic	5.0
Port St Johns CHC	5.0
N.U.11 Clinic	4.93
.....	--
Flagstaff Clinic	1.33
Philani NU 1 Clinic	1.33
Amadiba Clinic	1.33
St Patrick's Gateway Clinic	1.27
Zanempilo Clinic (East London)	1.25

### Are the Queues at the Facility Long?

Patient Responses:  
1,235

Yes:	66%
No:	33%
Dont know:	2%



Provincial Score\* **67%**

#### Comparison Results

National Average:	66%
Best Provincial Result:	61%
Worst Provincial Result:	72%

\* Percent of survey responses responding "Yes" (excluding "Don't Know") **LOWER scores are better.**

#### Facility Results (5 Best/Worst)

Holy Cross Gateway Clinic	19
Tembelihle Clinic	20
Central Clinic (East London)	32
Philani Clinic (Queenstown)	33
Butterworth Gateway Clinic	33
.....	--
Ngangelizwe CHC	97
Motherwell CHC	100
Amadiba Clinic	100
Imizizi Clinic	100
Thanduxolo Clinic	100

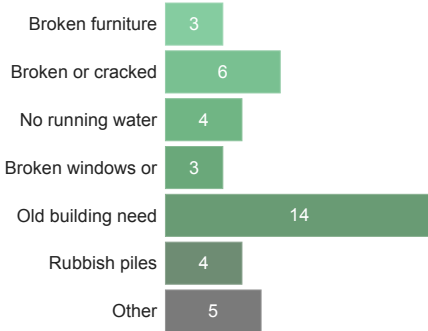


## Clinic Conditions

In some cases, clinics monitored through Ritshidze are found to be in a bad condition, with buildings that are dirty or in disrepair, and toilets that are either dysfunctional, unclean or without soap or toilet paper. At other times clinics are too small to meet the needs of patients and more space is required for people to wait, or to provide medical care, or for filing systems or storage. It is important that clinics have enough space and are maintained in a good condition to provide a clean, safe and effective environment to meet the needs of both patients and staff.

### Concerns with the Condition of Building:

Total Observations: 24

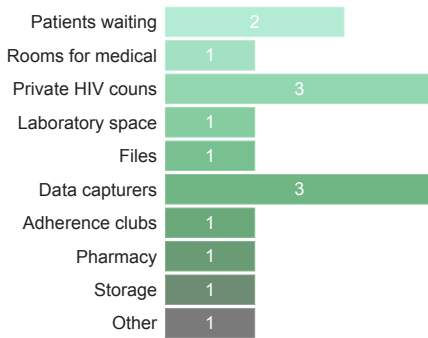


#### Facility Results

	Broken furniture	Broken or cracked roof, walls or floor	No running water at facility	Broken windows or doors	Old building needs renovation	Rubbish piles	Other
Nozuko Clinic			1.0		1.0	1.0	
Philani Clinic (Queenstown)		1.0		1.0	1.0		
Mqanduli CHC		1.0			1.0	1.0	
Nomzamo CHC		1.0		1.0	1.0		
Amadiba Clinic	1.0				1.0		
Central Clinic (East London)	1.0		1.0				
St Patrick's Gateway Clinic					1.0	1.0	
Qumbu CHC		1.0	1.0				
Greenfields Clinic	1.0				1.0		
Imizizi Clinic			1.0		1.0		

### What do you need more space for?

Facility Responses: 3

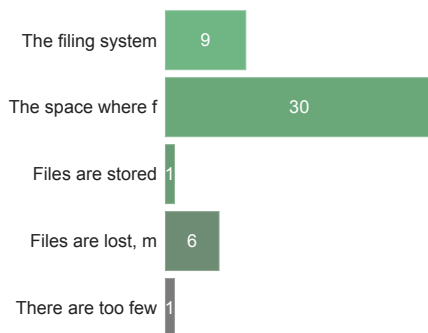


#### Facility Results

	Patients waiting space	Rooms for medical care	Private HIV or counseling or testing laboratory space	Files	Data capturers	Adherence clubs	Pharmacy	Storage	Other
Thanduxolo Clinic	1.0	1.0	1.0	1.0	1.0	1.0	1.0	1.0	
Motherwell CHC			1.0		1.0				1.0
N.U.11 Clinic	1.0		1.0		1.0				

### What is in bad condition? Please select all that apply:

Total Observations: 30



#### Facility Results

	The filing system is messy	The space where files are stored is too small	Files are stored where patients can access them	Files are lost, missing or misplaced	There are too few people looking for files
Maluti CHC	3.0	3.0	1.0	1.0	
Imizizi Clinic	1.0	1.0		1.0	
St Patrick's Gateway Clinic	1.0	1.0		1.0	
Motherwell CHC	1.0	2.0		1.0	
Amadiba Clinic		1.0		1.0	
Ntapane Clinic		1.0			1.0
Civic Centre Clinic (Mthatha)	1.0	1.0			
Isikelo Clinic	1.0	1.0			
St Elizabeth's Gateway Clinic		1.0		1.0	
Nozuko Clinic	1.0	1.0			

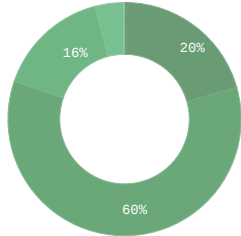


## ARV Collection and Access

Currently many people in South Africa who could benefit from HIV treatment are not, with many people who are living with HIV not on treatment – either never having known their HIV status, or having started on treatment then disengaged from care. To ensure we get more people to start and importantly stay on treatment, it is critical to ensure that ARV collection is as quick and easy as possible. As such efforts should be made to support PLHIV with suppressed viral loads to receive extended ARV refills and be enrolled in a repeat prescription strategy (including external/internal pick up points or adherence clubs).

### Length of HIV medicine refill?

1 week:	0%
2 weeks:	0%
1 month:	20%
2 months:	60%
3 months:	16%
6 months:	4%
Dont know:	0%



**Provincial Score\*** **2.11**

### Comparison Results

National Average:	2.26
Best Provincial Result:	2.43
Worst Provincial Result:	1.79

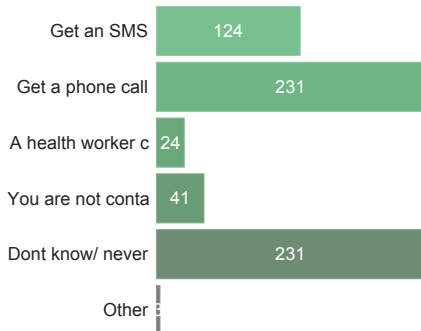
\* Scores based on average point value of each response with a maximum score of 6 and a minimum score of 0.25. **HIGHER scores are better.**

### Facility Results (5 Best/Worst)

Motherwell CHC	4.31
N.U.11 Clinic	4.06
Thanduxolo Clinic	3.6
Nontyatambo CHC	2.74
Central Clinic (East London)	2.6
.....	--
Gompo C Jabavu Clinic	1.68
St Elizabeth's Gateway Clinic	1.63
Lusikisiki Village Clinic (Qaukeni)	1.62
Flagstaff Clinic	1.47
Port St Johns CHC	1.41

### When Patients Miss a Visit to Collect ARVs:

Patient Responses: 599

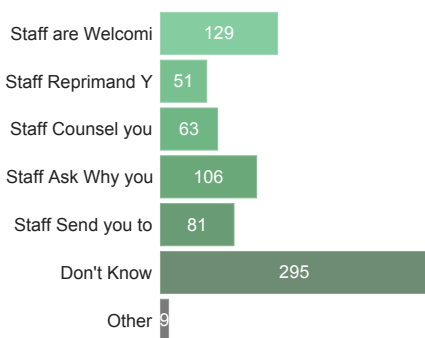


### Facility Results

	Get an SMS	Get a phone call	A health worker comes to your house	You are not contacted by the clinic	Dont know/ never missed a visit	Other
Stanford Terrace Clinic	2.0	2.0		6.0	3.0	
Gompo C Jabavu Clinic	1.0	2.0		4.0	5.0	
Philani NU 1 Clinic		2.0		3.0	9.0	1.0
Empilweni Gompo CHC		2.0		2.0	9.0	
Motherwell CHC		1.0	3.0	4.0	7.0	
Thanduxolo Clinic			7.0	3.0	5.0	
Mount Ayliff Gateway Clinic		3.0		1.0	3.0	
Mount Frere Gateway Clinic	3.0	3.0		2.0	1.0	
Ngangelizwe CHC	3.0	6.0		3.0	3.0	
Nozuko Clinic		3.0		1.0	5.0	1.0

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

Patient Responses: 597



### Facility Results

	Staff are Welcoming Back	Staff Reprimand You	Staff Counsel You on Adherence	Staff Ask Why you Missed Appt	Staff Send you to Back of Queue	Don't Know	Other
Empilweni Gompo CHC		3.0			1.0	9.0	1.0
Grey Gateway Clinic	1.0				3.0	8.0	
Port St Johns CHC		1.0		5.0	12.0	10.0	
Gompo C Jabavu Clinic		4.0	2.0	1.0	3.0	5.0	
Lusikisiki Village Clinic (Qaukeni)				2.0	4.0	8.0	
Thanduxolo Clinic		7.0	2.0	2.0	1.0	5.0	4.0
Willowvale CHC	2.0	2.0			2.0	12.0	
St Patrick's Gateway Clinic	2.0	5.0	3.0	1.0	5.0	5.0	
Matatiele Community Clinic	1.0	1.0		2.0	4.0	3.0	
Maluti CHC	4.0	2.0		1.0	6.0	3.0	

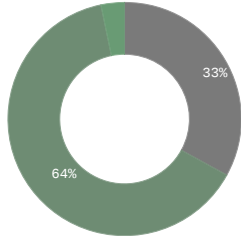
## Adherence Clubs

Adherence clubs should simplify and adapt HIV services to both serve the needs of people living with HIV better and reduce unnecessary burdens on the health system. Adherence clubs provide space to get much-needed treatment literacy information and support PLHIV to remain adherent to treatment. Yet currently many adherence clubs have been suspended due to the COVID-19 pandemic. This suspension means our sample size for adherence club member responses is at times very low.

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

Patient Responses: 922

Yes: 33%  
No: 64%  
Dont know: 3%



**Provincial Score\*** **34%**

#### Comparison Results

National Average: 41%  
Best Provincial Result: 84%  
Worst Provincial Result: 15%

\* Percent of survey responses responding "Yes" (excluding "Don't Know") **HIGHER scores are better.**

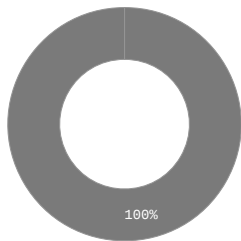
#### Facility Results (5 Best/Worst)

Philani Clinic (Queenstown)	100
Port St Johns CHC	95
Tembelihle Clinic	82
Nomzamo CHC	71
Xhora CHC	65
.....	--
Luyolo NU 9 Clinic	0
Greenfields Clinic	0
Gompo C Jabavu Clinic	0
Fezeka NU 3 Clinic	0
Thanduxolo Clinic	0

### Does the Adherence Club make HIV medicine pick up faster?

Total Responses: 8

Yes: 100%



**Provincial Score\*** **100%**

#### Comparison Results

National Average: 93%  
Best Provincial Result: 100%  
Worst Provincial Result: 0%

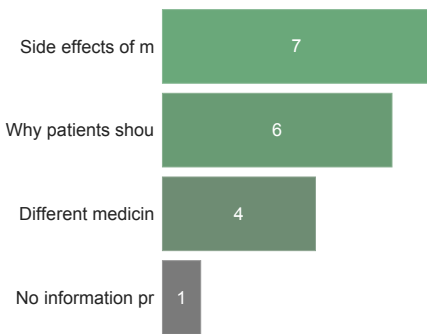
\* Percent of survey responses responding "Yes" (excluding "Don't Know") **HIGHER scores are better.**

#### Facility Results

Nomzamo CHC	100
Philani Clinic (Queenstown)	100
Tembelihle Clinic	100
Flagstaff Clinic	100
Holy Cross Gateway Clinic	100
Port St Johns CHC	100
St Elizabeth's Gateway Clinic	100

### Information provided by the Adherence Club

Total Responses: 8

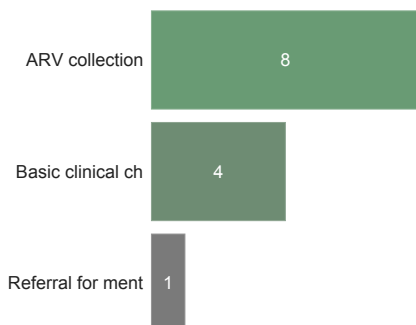


#### Facility Results

	Side effects of medicines	Why patients should adhere to their ARVs	Different medicine options such as new drugs (ex. Dolutegravir)	No information provided
Holy Cross Gateway Clinic				1.0
Nomzamo CHC	1.0	1.0		
Port St Johns CHC	1.0	1.0		
Flagstaff Clinic	2.0	1.0	1.0	
Philani Clinic (Queenstown)	1.0	1.0	1.0	
St Elizabeth's Gateway Clinic	1.0	1.0	1.0	
Tembelihle Clinic	1.0	1.0	1.0	

### What clinical services are offered at an adherence club meeting?

Total Responses: 8



#### Facility Results

	ARV collection	Basic clinical check up	Referral for mental health services or psycho-social support
Holy Cross Gateway Clinic	1.0		
Philani Clinic (Queenstown)	1.0		
Port St Johns CHC	1.0		
Tembelihle Clinic	1.0		
Flagstaff Clinic	2.0	2.0	
Nomzamo CHC	1.0	1.0	
St Elizabeth's Gateway Clinic	1.0	1.0	1.0

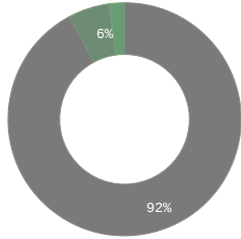
## Access to Viral Load Testing / Information

Treatment and viral load literacy improves linkage rates and ART continuity as people living with HIV understand the importance of starting and remaining on treatment effectively. By becoming as informed as possible, PLHIV are empowered to take control of their own health and sex lives. However, sometimes PLHIV report that healthcare workers do not explain the results of viral load test results and at times PLHIV do not understand the benefits of having an undetectable viral load.

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

Patient Responses: 933

Yes:	92%
No:	6%
Dont know:	2%



**Provincial Score\*** **94%**

#### Comparison Results

National Average:	95%
Best Provincial Result:	98%
Worst Provincial Result:	87%

\* Percent of survey responses responding "Yes" (excluding "Don't Know") **HIGHER scores are better.**

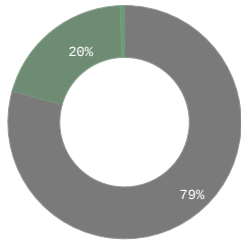
#### Facility Results (5 Best/Worst)

Central Clinic (East London)	100
Ngcobo CHC	100
N.U.11 Clinic	100
Matatiele Community Clinic	100
Ngangelizwe CHC	100
.....	--
Qumbu CHC	82
Civic Centre Clinic (Mthatha)	81
Mount Frere Gateway Clinic	81
Isikelo Clinic	80
Motherwell CHC	75

### Did a Health Worker Explain the Viral Load Test Result?

Patient Responses: 860

Yes:	79%
No:	20%
Dont know:	1%



**Provincial Score\*** **80%**

#### Comparison Results

National Average:	86%
Best Provincial Result:	93%
Worst Provincial Result:	76%

\* Percent of survey responses responding "Yes" (excluding "Don't Know") **HIGHER scores are better.**

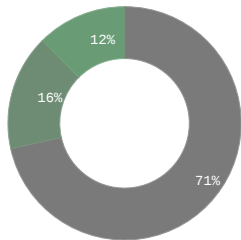
#### Facility Results (5 Best/Worst)

Central Clinic (East London)	100
Ngcobo CHC	100
Gompo C Jabavu Clinic	100
Greenfields Clinic	100
Grey Gateway Clinic	100
.....	--
St Elizabeth's Gateway Clinic	50
Lusikisiki Village Clinic (Qaukeni)	47
N.U.11 Clinic	44
Thanduxolo Clinic	33
Mount Frere Gateway Clinic	25

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

Patient Responses: 933

Yes:	71%
No:	16%
Dont know:	12%



**Provincial Score\*** **0.71**

#### Comparison Results

National Average:	0.82
Best Provincial Result:	0.89
Worst Provincial Result:	0.71

\* Scores based on average point value of each response with a maximum score of 1 and a minimum score of 0. **HIGHER scores are better.**

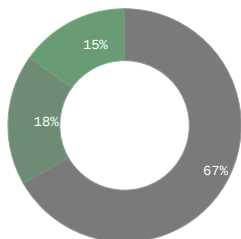
#### Facility Results (5 Best/Worst)

Central Clinic (East London)	1.0
Ngcobo CHC	1.0
N.U.11 Clinic	1.0
Mount Ayliff Gateway Clinic	1.0
Grey Gateway Clinic	1.0
.....	--
Nqamakwe CHC	0.35
Qumbu CHC	0.34
Civic Centre Clinic (Mthatha)	0.33
Idutywa Village CHC	0.3
Butterworth Gateway Clinic	0.16

### Treatment Literacy: Do Patients Understand Viral Load and Transmission?

Patient Responses: 931

Yes:	67%
No:	18%
Dont know:	15%



**Provincial Score\*** **0.67**

#### Comparison Results

National Average:	0.74
Best Provincial Result:	0.8
Worst Provincial Result:	0.52

\* Scores based on average point value of each response with a maximum score of 1 and a minimum score of 0. **HIGHER scores are better.**

#### Facility Results (5 Best/Worst)

Central Clinic (East London)	1.0
Grey Gateway Clinic	1.0
Nontyatambo CHC	1.0
Tembelihle Clinic	1.0
Philani Clinic (Queenstown)	1.0
.....	--
Nqamakwe CHC	0.35
Mqanduli CHC	0.33
Idutywa Village CHC	0.26
Civic Centre Clinic (Mthatha)	0.24
Butterworth Gateway Clinic	0.16



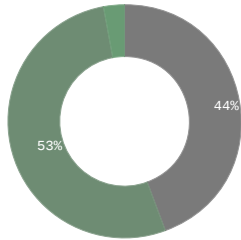
## Index Testing

Index testing (aka Assisted Partner Notification Services or Contact Tracing) can help identify PLHIV earlier, get them access treatment to protect their health and interrupt onward transmission of HIV. However, if implemented poorly, index testing can cause harm to individuals, undermine their rights to consent, privacy, and confidentiality, it erodes trust in healthcare providers, and can put individuals at risk of violence. This is extremely important in the context of South Africa with a well-documented epidemic of gender-based violence. HIV diagnosis increases the risk of intimate partner violence (IPV). Improperly conducted or pressured participation in index testing exacerbates these risks. In order to be conducted safely, index testing must always be voluntary and there must always be screening to assess the risk of IPV. Where violence or risk of violence is reported, those partners should never be contacted. Instead people should be offered IPV services on site or by referral. Adverse-event monitoring systems must be in place to ensure clients are supported if they do experience any harms.

### Have Patients been Asked to Participate in Index Testing?

Patient Responses: 930

Yes:	44%
No:	53%
Dont know:	3%



**Provincial Score\*** **45%**

#### Comparison Results

National Average:	66%
Best Provincial Result:	78%
Worst Provincial Result:	23%

\* Percent of survey responses responding "Yes" (excluding "Don't Know") **HIGHER scores are better.**

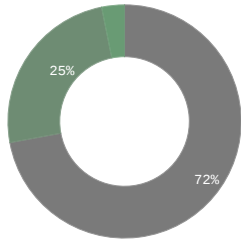
#### Facility Results (5 Best/Worst)

Tembelihle Clinic	100
Philani Clinic (Queenstown)	100
Matatiele Community Clinic	93
Isikelo Clinic	80
Nomzamo CHC	73
.....	--
Grey Gateway Clinic	7
Lusikisiki Village Clinic (Qaukeni)	6
Duncan Village CHC	6
N.U.11 Clinic	0
Thanduxolo Clinic	0

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

Patient Responses: 412

Yes:	72%
No:	25%
Dont know:	3%



**Provincial Score\*** **74%**

#### Comparison Results

National Average:	81%
Best Provincial Result:	90%
Worst Provincial Result:	68%

\* Percent of survey responses responding "Yes" (excluding "Don't Know") **HIGHER scores are better.**

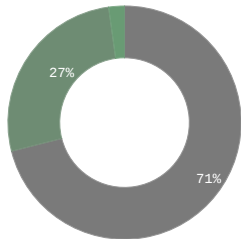
#### Facility Results (5 Best/Worst)

Central Clinic (East London)	100
Zanempilo Clinic (East London)	100
Tembelihle Clinic	100
Philani Clinic (Queenstown)	100
Nomzamo CHC	100
.....	--
Lusikisiki Village Clinic (Qaukeni)	0
Holy Cross Gateway Clinic	0
Mount Frere Gateway Clinic	0
Tabankulu CHC	0
Motherwell CHC	0

### Did the healthcare worker ask you about your risk of gender-based violence from your partner(s)?

Patient Responses: 411

Yes:	71%
No:	27%
Dont know:	2%



**Provincial Score\*** **72%**

#### Comparison Results

National Average:	79%
Best Provincial Result:	89%
Worst Provincial Result:	62%

\* Percent of survey responses responding "Yes" (excluding "Don't Know") **HIGHER scores are better.**

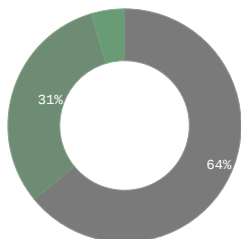
#### Facility Results (5 Best/Worst)

Central Clinic (East London)	100
Imizizi Clinic	100
Philani Clinic (Queenstown)	100
Nomzamo CHC	100
Xhora CHC	100
.....	--
Mount Ayliff Gateway Clinic	0
Mount Frere Gateway Clinic	0
Grey Gateway Clinic	0
Tabankulu CHC	0
Motherwell CHC	0

### Did the healthcare worker provide you with information on available gender-based violence services?

Patient Responses: 412

Yes:	64%
No:	31%
Dont know:	5%



**Provincial Score\*** **67%**

#### Comparison Results

National Average:	74%
Best Provincial Result:	88%
Worst Provincial Result:	59%

\* Percent of survey responses responding "Yes" (excluding "Don't Know") **HIGHER scores are better.**

#### Facility Results (5 Best/Worst)

Central Clinic (East London)	100
Zanempilo Clinic (East London)	100
Isikelo Clinic	100
Tembelihle Clinic	100
Philani Clinic (Queenstown)	100
.....	--
Holy Cross Gateway Clinic	0
Lusikisiki Village Clinic (Qaukeni)	0
St Elizabeth's Gateway Clinic	0
Port St Johns CHC	0
Motherwell CHC	0



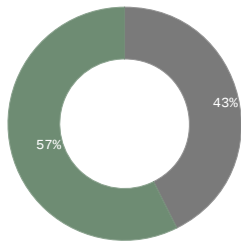
## TB Infection Control

Six simple interventions are at the heart of how clinics can be part of turning the tide on TB infection — a disease that still kills close to 60,000 people a year in South Africa, according to the World Health Organization (WHO). By following a checklist of good practice, clinics can be safer for patients and staff. The six measures are: ensuring enough room and space for patients to wait without overcrowding; keeping windows open; ensuring there are TB information posters prominently displayed; reducing clinic waiting times to less than an average of an hour and 15 minutes; screening all arriving patients for TB symptoms; and separating patients who are coughing on arrival at the clinic. Previously there was a seventh item on the checklist. It was for people who are coughing to be given a mask to wear on arrival. However, since the onset of COVID-19, everyone has to by law be wearing a mask in a public place such as a clinic.

### Enough room in the waiting area?

Total Observations: 54

Yes: 43%  
No: 57%



**Provincial Score\*** **43%**

#### Comparison Results

National Average: 47%  
Best Provincial Result: 65%  
Worst Provincial Result: 13%

\* Percent of survey responses responding "Yes" (excluding "Don't Know") **HIGHER scores are better.**

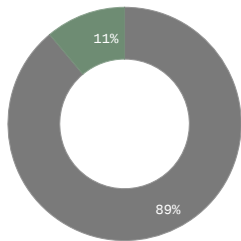
#### Facility Results (5 Best/Worst)

Lusikisiki Village Clinic (Qaukeni)	100
Idutywa Village CHC	100
Duncan Village CHC	100
Flagstaff Clinic	100
Tembelihle Clinic	100
.....	--
Holy Cross Gateway Clinic	0
Mhlakulo CHC	0
Mqanduli CHC	0
Mthatha Gateway Clinic	0
Thanduxolo Clinic	0

### Were the Facility Windows Open?

Total Observations: 54

Yes: 89%  
No: 11%



**Provincial Score\*** **89%**

#### Comparison Results

National Average: 95%  
Best Provincial Result: 98%  
Worst Provincial Result: 82%

\* Percent of survey responses responding "Yes" (excluding "Don't Know") **HIGHER scores are better.**

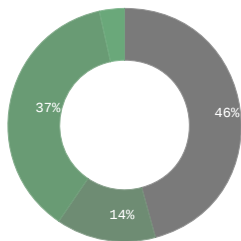
#### Facility Results (5 Best/Worst)

Lusikisiki Village Clinic (Qaukeni)	100
Duncan Village CHC	100
Mqanduli CHC	100
Mthatha Gateway Clinic	100
Ngangelizwe CHC	100
.....	--
Maluti CHC	50
Nontyatambo CHC	0
Luyolo NU 9 Clinic	0
Empilweni Gompo CHC	0
Central Clinic (East London)	0

### Are people being asked for TB symptoms?

Patient Responses: 1,238

Yes: 46%  
Only sometimes: 14%  
No: 37%  
Dont know: 3%



**Provincial Score\*** **47%**

#### Comparison Results

National Average: 64%  
Best Provincial Result: 85%  
Worst Provincial Result: 37%

\* Percent of survey responses responding "Yes" (excluding "Don't Know") **HIGHER scores are better.**

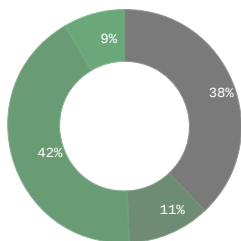
#### Facility Results (5 Best/Worst)

Ngcobo CHC	100
Imizizi Clinic	100
Tembelihle Clinic	100
Philani Clinic (Queenstown)	100
Nomzamo CHC	100
.....	--
Duncan Village CHC	0
Nontyatambo CHC	0
Grey Gateway Clinic	0
Greenfields Clinic	0
Central Clinic (East London)	0

### Are people who are coughing in a separate room?

Patient Responses: 1,238

Yes: 38%  
Only sometimes: 11%  
No: 42%  
Dont know: 9%



**Provincial Score\*** **41%**

#### Comparison Results

National Average: 56%  
Best Provincial Result: 77%  
Worst Provincial Result: 17%

\* Percent of survey responses responding "Yes" (excluding "Don't Know") **HIGHER scores are better.**

#### Facility Results (5 Best/Worst)

Tembelihle Clinic	100
Ngcobo CHC	100
Philani Clinic (Queenstown)	100
Nomzamo CHC	100
Imizizi Clinic	95
.....	--
Philani NU 1 Clinic	0
Nontyatambo CHC	0
Grey Gateway Clinic	0
Greenfields Clinic	0
Holy Cross Gateway Clinic	0