

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: 348

Amount of time spent:

4:23

Facility Results (5 Best/Worst)

Grace Mokgomo CHC	1:28
Potchefstroom Clinic	1:39
Jouberton CHC	2:10
Park Street Clinic	2:59
Unit 9 CHC	4:33
.....	--
Boitekong Clinic	6:01
Letlhabile CHC	6:27
Bapong CHC	6:41
Lonely Park Clinic	7:02
Tlhabane CHC	7:11

Comparison Results

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

Earliest Patient Arrival Time

Patient Responses: 348

Earliest arrival time

5:15

Facility Results (5 Best/Worst)

Potchefstroom Clinic	6:19
Park Street Clinic	6:09
Jouberton CHC	6:02
Grace Mokgomo CHC	5:54
Bapong CHC	5:20
.....	--
Bafokeng CHC	4:55
Mogwase CHC	4:48
Boitekong Clinic	4:39
Tlhabane CHC	3:53
Lonely Park Clinic	3:24

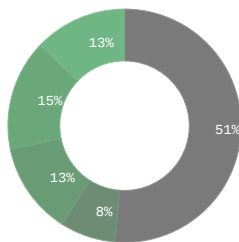
Comparison Results

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: 39

Very Unsafe:	51%
Unsafe:	8%
Neither Safe or Unsafe:	13%
Safe:	15%
Very Safe:	13%



Provincial Score* 2.31

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.**

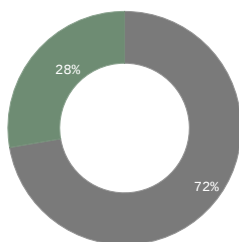
Facility Results

Letlhabile CHC	5.0
Potchefstroom Clinic	5.0
Park Street Clinic	4.0
Boitekong Clinic	3.1
Lonely Park Clinic	1.43

Are the Queues at the Facility Long?

Patient Responses: 354

Yes:	72%
No:	28%



Provincial Score* 72%

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)

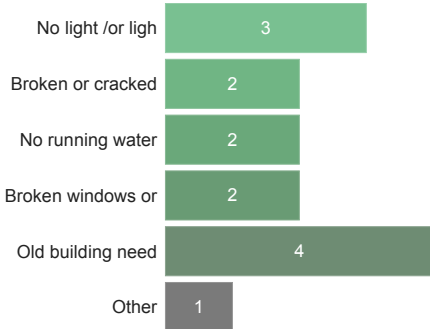
Potchefstroom Clinic	25
Jouberton CHC	42
Park Street Clinic	43
Grace Mokgomo CHC	46
Bapong CHC	74
.....	--
Letlhabile CHC	94
Bafokeng CHC	95
Unit 9 CHC	95
Tlhabane CHC	100
Montshioa Stadt CHC	100

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: 7



Facility Results

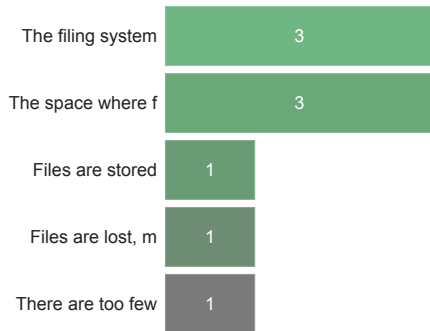
	No light /or lights not working in some areas of the facility	Broken or cracked roof, walls or floor	No running water at the facility	Broken windows or doors	Old building needs renovation	Other
Boitekong Clinic	1.0		1.0	1.0	1.0	
Hebron Clinic	1.0	1.0			1.0	
Lethabile CHC	1.0		1.0	1.0		
Unit 9 CHC		1.0			1.0	
Jouberton CHC					1.0	
Mogwase CHC						1.0

What do you need more space for?

Facility Responses: 0

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

Total Observations: 5



Facility Results

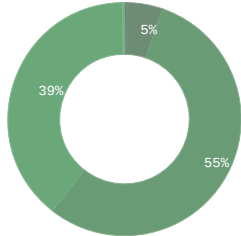
	The filing system is messy	The space where files are stored is too small	Files are stored where patients can access them	Files are lost, missing or misplaced	There are too few people looking for files
Hebron Clinic			1.0	1.0	1.0
Boitekong Clinic	2.0	1.0			
Potchefstroom Clinic	1.0	1.0			
Unit 9 CHC		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?

3 weeks:	0%
1 month:	5%
2 months:	55%
3 months:	39%
Dont know:	0%



Provincial Score* **2.34**

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.**

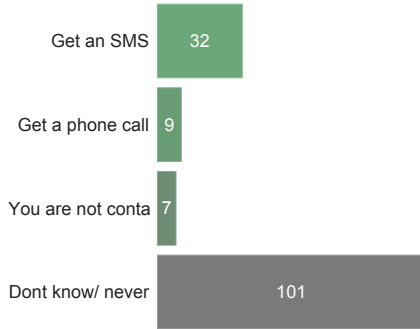
Patient Responses: 320

Facility Results (5 Best/Worst)

Grace Mokgomo CHC	3.0
Potchefstroom Clinic	2.95
Jouberton CHC	2.94
Park Street Clinic	2.52
Lethabile CHC	2.38
.....	--
Montshioa Stadt CHC	2.0
Unit 9 CHC	2.0
Lonely Park Clinic	1.87
Tlhabane CHC	1.81
Bapong CHC	1.8

When Patients Miss a Visit to Collect ARVs:

Patient Responses: 147



Facility Results

Facility	Get an SMS	Get a phone call	You are not contacted by the clinic	Dont know/ never missed a visit
Hebron Clinic			1.0	1.0
Bapong CHC		1.0	1.0	13.0
Jouberton CHC		2.0	1.0	16.0
Tlhabane CHC	3.0	3.0	2.0	7.0
Bafokeng CHC	7.0	1.0		12.0
Boitekong Clinic				5.0
Lethabile CHC	1.0	2.0		5.0
Mogwase CHC	11.0			4.0

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

Patient Responses: 146



Facility Results

Facility	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
Boitekong Clinic		7.0		2.0		5.0
Hebron Clinic		2.0		1.0		2.0
Tlhabane CHC	1.0	7.0		2.0	2.0	7.0
Bapong CHC		2.0	1.0	1.0		13.0
Bafokeng CHC	1.0	3.0		3.0		12.0
Jouberton CHC	1.0		3.0	1.0		16.0
Lethabile CHC	2.0					5.0
Mogwase CHC	3.0		5.0	3.0		4.0

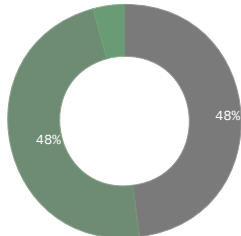
Adherence Clubs

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: 319

Yes:	48%
No:	48%
Dont know:	4%



Provincial Score* **50%**

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.**

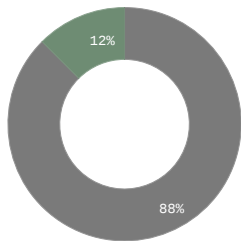
Facility Results (5 Best/Worst)

Jouberton CHC	94
Grace Mokgomo CHC	91
Potchefstroom Clinic	82
Park Street Clinic	67
Hebron Clinic	65
.....	--
Boitekong Clinic	18
Lonely Park Clinic	13
Bapong CHC	0
Lethabile CHC	0
Montshioa Stadt CHC	0

Does the Adherence Club make HIV medicine pick up faster?

Total Responses: 8

Yes:	88%
Dont know:	12%



Provincial Score* **88%**

Comparison Results

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

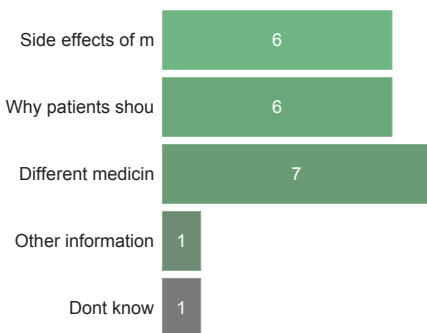
* Percent of survey responses responding "Yes" (excluding "Don't Know") **HIGHER scores are better.**

Facility Results

Bafokeng CHC	100
Boitekong Clinic	100
Lonely Park Clinic	100
Unit 9 CHC	100
Grace Mokgomo CHC	100
Park Street Clinic	100
Potchefstroom Clinic	100
Montshioa Stadt CHC	0

Information provided by the Adherence Club

Total Responses: 8

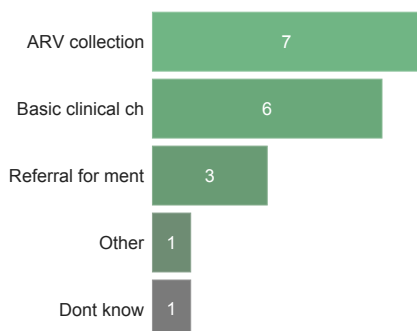


Facility Results

	Side effects of medicines	Why patients should adhere to their ARVs	Different medicine options such as new drugs (ex. Dolutegravir)	Other information (please specify in the next question)	Don't know
Bapong CHC					1.0
Lonely Park Clinic			1.0		
Bafokeng CHC	1.0	1.0	1.0		
Boitekong Clinic	1.0	1.0	1.0		
Park Street Clinic	1.0	1.0	1.0		
Potchefstroom Clinic	1.0	1.0	1.0		
Unit 9 CHC	1.0	1.0	1.0		
Grace Mokgomo CHC	1.0	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 psych-social support	Other	Don't know
Bapong CHC					1.0
Bafokeng CHC	1.0	1.0			
Grace Mokgomo CHC	1.0			1.0	
Lonely Park Clinic	1.0	1.0			
Unit 9 CHC	1.0	1.0			
Boitekong Clinic	1.0	1.0	1.0		
Park Street Clinic	1.0	1.0	1.0		
Potchefstroom Clinic	1.0	1.0	1.0		

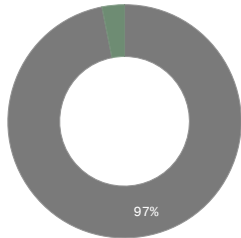
Access to Viral Load Testing / Information

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: 321

Yes:	97%
No:	3%



Provincial Score* **97%**

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.**

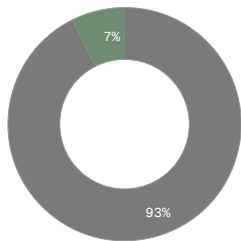
Facility Results (5 Best/Worst)

Bafokeng CHC	100
Boitekong Clinic	100
Mogwase CHC	100
Lonely Park Clinic	100
Montshioa Stadt CHC	100
.....	--
Potchefstroom Clinic	100
Hebron Clinic	95
Bapong CHC	87
Lethabile CHC	87
Tlhabane CHC	69

Did a Health Worker Explain the Viral Load Test Result?

Patient Responses: 311

Yes:	93%
No:	7%



Provincial Score* **93%**

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.**

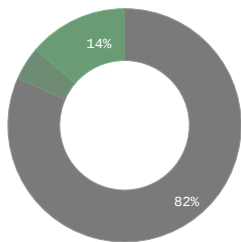
Facility Results (5 Best/Worst)

Bafokeng CHC	100
Bapong CHC	100
Boitekong Clinic	100
Mogwase CHC	100
Lonely Park Clinic	100
.....	--
Unit 9 CHC	98
Montshioa Stadt CHC	94
Hebron Clinic	61
Lethabile CHC	54
Tlhabane CHC	27

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

Patient Responses: 320

Yes:	82%
No:	5%
Dont know:	14%



Provincial Score* **0.82**

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.**

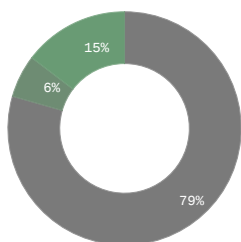
Facility Results (5 Best/Worst)

Lonely Park Clinic	1.0
Montshioa Stadt CHC	1.0
Unit 9 CHC	1.0
Grace Mokgomo CHC	1.0
Jouberton CHC	1.0
.....	--
Lethabile CHC	0.71
Tlhabane CHC	0.62
Mogwase CHC	0.33
Bafokeng CHC	0.05
Boitekong Clinic	0.0

Treatment Literacy: Do Patients Understand Viral Load and Transmission?

Patient Responses: 321

Yes:	79%
No:	6%
Dont know:	15%



Provincial Score* **0.79**

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)

Montshioa Stadt CHC	1.0
Unit 9 CHC	1.0
Grace Mokgomo CHC	1.0
Jouberton CHC	1.0
Park Street Clinic	1.0
.....	--
Hebron Clinic	0.58
Tlhabane CHC	0.56
Mogwase CHC	0.33
Bafokeng CHC	0.05
Boitekong Clinic	0.0

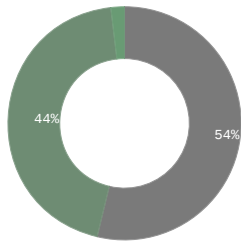
Index Testing

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: 318

Yes:	54%
No:	44%
Dont know:	2%



Provincial Score* **54%**

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.**

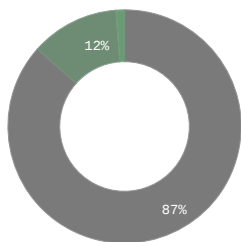
Facility Results (5 Best/Worst)

Grace Mokgomo CHC	100
Jouberton CHC	100
Park Street Clinic	100
Potchefstroom Clinic	100
Lethabile CHC	93
.....	--
Bapong CHC	7
Tlhabane CHC	6
Montshioa Stadt CHC	6
Lonely Park Clinic	4
Unit 9 CHC	4

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

Patient Responses: 171

Yes:	87%
No:	12%
Dont know:	1%



Provincial Score* **88%**

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.**

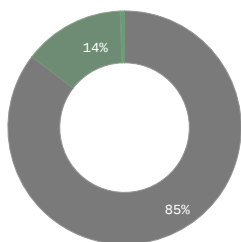
Facility Results (5 Best/Worst)

Bapong CHC	100
Hebron Clinic	100
Tlhabane CHC	100
Lonely Park Clinic	100
Grace Mokgomo CHC	100
.....	--
Bafokeng CHC	0
Boitekong Clinic	0
Mogwase CHC	0
Montshioa Stadt CHC	0
Unit 9 CHC	0

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

Patient Responses: 171

Yes:	85%
No:	14%
Dont know:	1%



Provincial Score* **86%**

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.**

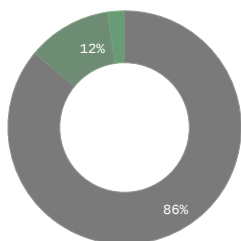
Facility Results (5 Best/Worst)

Grace Mokgomo CHC	100
Jouberton CHC	100
Park Street Clinic	100
Potchefstroom Clinic	100
Hebron Clinic	80
.....	--
Mogwase CHC	0
Tlhabane CHC	0
Lonely Park Clinic	0
Montshioa Stadt CHC	0
Unit 9 CHC	0

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

Patient Responses: 171

Yes:	86%
No:	12%
Dont know:	2%



Provincial Score* **88%**

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)

Lonely Park Clinic	100
Montshioa Stadt CHC	100
Unit 9 CHC	100
Grace Mokgomo CHC	100
Jouberton CHC	100
.....	--
Bafokeng CHC	0
Bapong CHC	0
Boitekong Clinic	0
Mogwase CHC	0
Tlhabane CHC	0

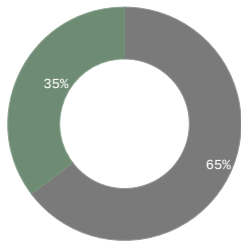
TB Infection Control

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: 17

Yes: 65%
No: 35%



Provincial Score* **65%**

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.**

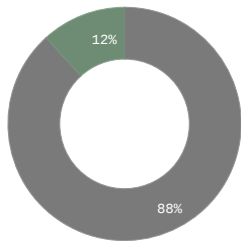
Facility Results (5 Best/Worst)

Bafokeng CHC	100
Bapong CHC	100
Letlhabile CHC	100
Mogwase CHC	100
Tlhabane CHC	100
.....	--
Lonely Park Clinic	67
Boitekong Clinic	0
Hebron Clinic	0
Montshioa Stadt CHC	0
Potchefstroom Clinic	0

Were the Facility Windows Open?

Total Observations: 17

Yes: 88%
No: 12%



Provincial Score* **88%**

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.**

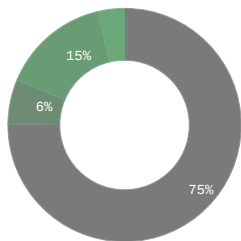
Facility Results (5 Best/Worst)

Bafokeng CHC	100
Hebron Clinic	100
Letlhabile CHC	100
Mogwase CHC	100
Tlhabane CHC	100
.....	--
Jouberton CHC	100
Park Street Clinic	100
Potchefstroom Clinic	100
Boitekong Clinic	50
Bapong CHC	0

Are people being asked for TB symptoms?

Patient Responses: 354

Yes: 75%
Only sometimes: 6%
No: 15%
Dont know: 4%



Provincial Score* **78%**

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.**

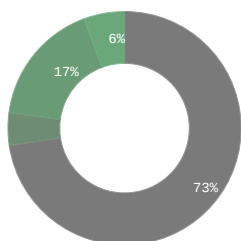
Facility Results (5 Best/Worst)

Montshioa Stadt CHC	100
Unit 9 CHC	100
Grace Mokgomo CHC	100
Potchefstroom Clinic	98
Jouberton CHC	97
.....	--
Letlhabile CHC	33
Tlhabane CHC	33
Mogwase CHC	28
Bapong CHC	10
Boitekong Clinic	0

Are people who are coughing in a separate room?

Patient Responses: 354

Yes: 73%
Only sometimes: 5%
No: 17%
Dont know: 6%



Provincial Score* **77%**

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)

Montshioa Stadt CHC	100
Unit 9 CHC	100
Grace Mokgomo CHC	100
Potchefstroom Clinic	100
Jouberton CHC	97
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Mogwase CHC	36
Tlhabane CHC	25
Letlhabile CHC	14
Bapong CHC	0
Boitekong Clinic	0