

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: 227

Amount of time spent: **5:NaN**

Comparison Results

National Average:	4:58
Province Average:	5:25
Best District Result:	3:36
Worst District Result:	7:55

Facility Results

Amadiba Clinic	3:56
Isikelo Clinic	4:07
Mount Ayliff Gateway Clinic	4:23
Tabankulu CHC	4:41
Matatiele Community Clinic	5:12
Maluti CHC	5:39
Mount Frere Gateway Clinic	6:29
Imizizi Clinic	6:47
St Patrick's Gateway Clinic	8:15

Earliest Patient Arrival Time

Patient Responses: 233

Earliest arrival time: **5:NaN**

Comparison Results

National Average:	5:26
Province Average:	5:31
Best District Result:	7:54
Worst District Result:	4:18

Facility Results

Matatiele Community Clinic	5:59
Mount Ayliff Gateway Clinic	5:49
Amadiba Clinic	5:47
Mount Frere Gateway Clinic	5:45
Maluti CHC	5:35
Isikelo Clinic	5:22
Tabankulu CHC	5:15
Imizizi Clinic	4:15
St Patrick's Gateway Clinic	4:15

How Safe is the Facility to Wait Before it Opens?

Patient Responses: 159

Very Unsafe:	47%
Unsafe:	4%
Neither Safe or Unsafe:	9%
Safe:	7%
Very Safe:	31%
Dont know:	2%

District Score*

2.71

Comparison Results

National Average:	2.92
Province Average:	2.24
Best District Result:	4.54
Worst District Result:	1.00

* 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

Matatiele Community Clinic	4.13
Tabankulu CHC	3.17
Mount Ayliff Gateway Clinic	3.11
Maluti CHC	2.82
St Patrick's Gateway Clinic	2.63
Mount Frere Gateway Clinic	2.62
Isikelo Clinic	2.36
Imizizi Clinic	2.33
Amadiba Clinic	1.24

Are the Queues at the Facility Long?

Patient Responses: 233

Yes:	85%
No:	15%
Dont know:	0%

District Score*

84%

Comparison Results

National Average:	81%
Province Average:	86%
Best District Result:	46%
Worst District Result:	100%

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

Facility Results

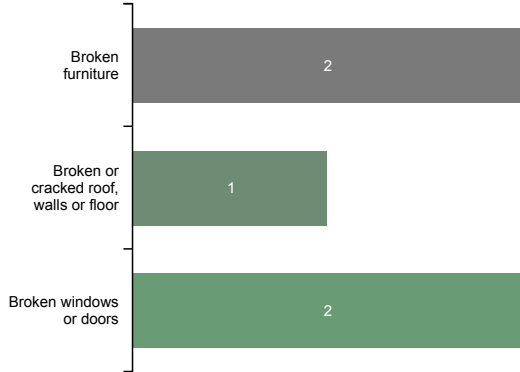
Maluti CHC	67%
Tabankulu CHC	77%
Mount Frere Gateway Clinic	78%
Matatiele Community Clinic	79%
Isikelo Clinic	81%
Mount Ayliff Gateway Clinic	86%
St Patrick's Gateway Clinic	96%
Amadiba Clinic	100%
Imizizi Clinic	100%

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:5

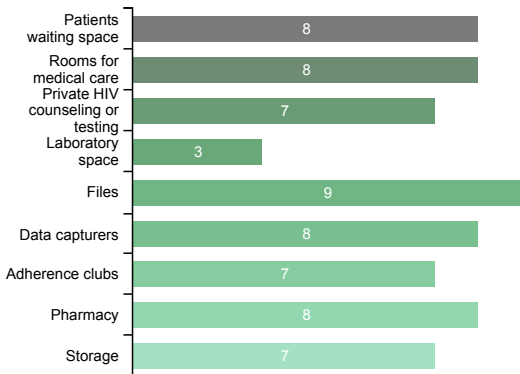


Facility Results

Facility	Broken furniture	Broken or cracked roof, walls or floor	Broken windows or doors
Mount Ayliff Gateway Clinic	1	1	
Amadiba Clinic			1
Isikelo Clinic			1
Mount Frere Gateway Clinic	1		

What do you need more space for?

Facility Responses:9

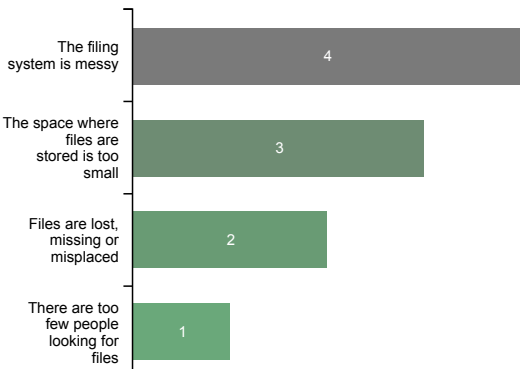


Facility Results

Facility	Patients waiting space	Rooms for medical care	Private HIV counseling or testing, laboratory space	Files	Data capturers	Adherence clubs	Pharmacy	Storage
Amadiba Clinic	1	1	1	1	1	1	1	1
Isikelo Clinic	1	1	1		1	1	1	1
Maluti CHC	1	1	1		1	1	1	1
Mount Ayliff Gateway Clinic	1	1	1	1	1	1	1	1
St Patrick's Gateway Clinic	1	1	1	1	1	1	1	1
Imizizi Clinic	1	1	1	1	1	1	1	
Matatiele Community Clinic	1	1	1	1		1	1	
Tabankulu CHC	1	1	1	1	1		1	1
Mount Frere Gateway Clinic				1	1			1

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

Total Observations:4



Facility Results

Facility	The filing system is messy	The space where files are stored is too small	Files are lost, missing or misplaced	There are too few people looking for files
Amadiba Clinic	1	1	1	
Isikelo Clinic	1	1		1
Maluti CHC	1	1	1	
Mount Ayliff Gateway Clinic	1			



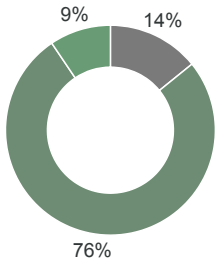
Access to Medicines and Shortages/Stockouts

Stockouts and shortages of ARVs, TB medicines, contraceptives and other medicines cause disruption, confusion, cost, and can detrimentally affect treatment adherence. Where stockouts and shortages are revealed through monitoring — especially where people are sent home empty handed — these need to be urgently addressed.

Any Patients left without the Medicine due to Shortage

Patient Responses: 233

Yes:	14%
No:	76%
Don't know:	9%



District Score*

15%

Comparison Results

National Average:	15%
Province Average:	17%
Best District Result:	0%
Worst District Result:	82%

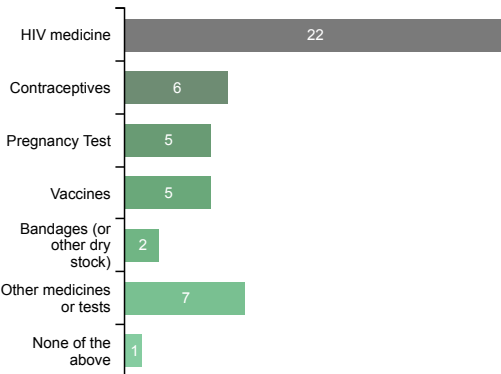
* Percent of survey responses responding undefined (excluding "Don't Know"). LOWER scores are better.

Facility Results

Imizizi Clinic	0%
Isikelo Clinic	0%
Amadiba Clinic	5%
Mount Frere Gateway Clinic	16%
Matatiele Community Clinic	19%
Maluti CHC	22%
St Patrick's Gateway Clinic	22%
Mount Ayliff Gateway Clinic	23%
Tabankulu CHC	28%

Patient Reports of Medicine Shortage(s)

Patient Responses: 33

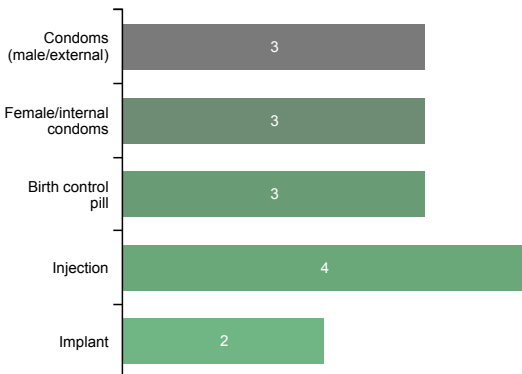


Facility Results

	HIV medicine	Contraceptives	Pregnancy Test	Vaccines	Bandages (or other dry stock)	Other medicines or tests	None of the above
Tabankulu CHC	6	3	2	3	2		1
Matatiele Community Clinic	1	2	3	2			
Mount Ayliff Gateway Clinic	1	1				4	
Mount Frere Gateway Clinic	4					1	
St Patrick's Gateway Clinic	5					1	
Amadiba Clinic						1	
Maluti CHC	5						

Contraception shortage(s)

Patient Responses: 5

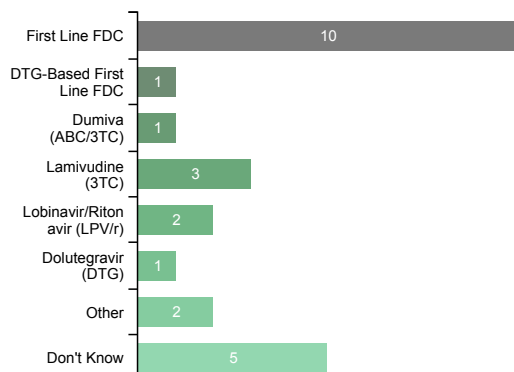


Facility Results

	Condoms (male/external)	Female/internal condoms	Birth control pill	Injection	Implant
Tabankulu CHC	3	3	2	3	2
Matatiele Community Clinic			1		
Mount Ayliff Gateway Clinic				1	

HIV medication shortage(s)

Patient Responses: 21



Facility Results

	First Line FDC	DTG-Based First Line FDC	Dumiva (ABC/3TC)	Lamivudine (3TC)	Lobinavir/Ritonavir (LPV/r)	Dolutegravir (DTG)	Other	Don't Know
Maluti CHC	2	1		2	1		1	
St Patrick's Gateway Clinic	3		1	1		1		1
Tabankulu CHC					1		1	3
Matatiele Community Clinic	1							
Mount Ayliff Gateway Clinic	1							
Mount Frere Gateway Clinic	3							1

ARV Collection and Access

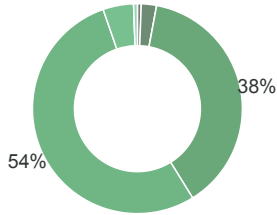
Currently many people in South Africa who could benefit from HIV treatment are not, with many people who are living with HIV not on treatment – either never having known their HIV status, or having started on treatment then disengaged from care. To ensure we get more people to start and importantly stay 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?

Patient Responses: 170

Facility Results

1 week:	1%
2 weeks:	2%
3 weeks:	0%
1 month:	38%
2 months:	54%
3 months:	5%
6 months:	0%
Dont know:	1%



District Score*

1.62

Comparison Results

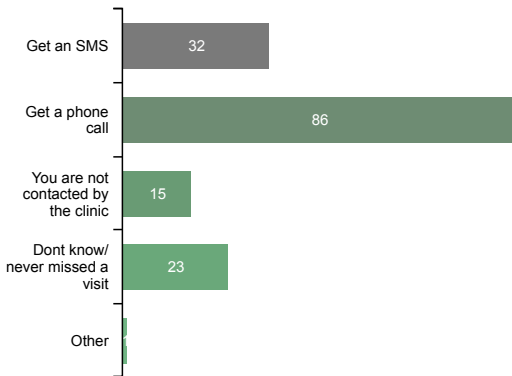
National Average:	2.03
Province Average:	1.86
Best District Result:	2.39
Worst District Result:	1.56

Mount Ayliff Gateway Clinic	2.11
Mount Frere Gateway Clinic	1.70
Maluti CHC	1.67
Amadiba Clinic	1.63
Tabankulu CHC	1.63
Matatiele Community Clinic	1.59
Isikelo Clinic	1.57
Imizizi Clinic	1.41
St Patrick's Gateway Clinic	1.32

* Scores based on average point value of each response with a maximum score of 6 and a minimum score of 0. **HIGHER scores are better.**

When Patients Miss a Visit to Collect ARVs:

Patient Responses: 138

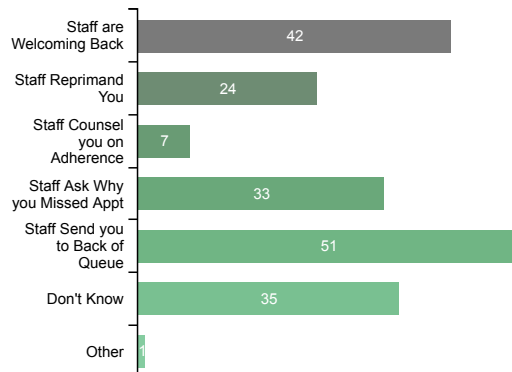


Facility Results

	Get an SMS	Get a phone call	You are not contacted by the clinic	Dont know/never missed a visit	Other
Matatiele Community Clinic	2	4	7	1	
Mount Frere Gateway Clinic	3	2	3	2	
Imizizi Clinic	1	7	2	7	
St Patrick's Gateway Clinic	5	14	2	3	
Maluti CHC	1	9	1	6	
Amadiba Clinic	8	15			
Isikelo Clinic	1	17		2	1
Mount Ayliff Gateway Clinic	6	9		1	
Tabankulu CHC	5	9		1	

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

Patient Responses: 138



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
Mount Ayliff Gateway Clinic	1			1	9	2	
St Patrick's Gateway Clinic	3	11	2	3	15	2	
Imizizi Clinic	2	4	1		2	10	
Matatiele Community Clinic	4		1	2	9	2	
Mount Frere Gateway Clinic	3				3	3	
Maluti CHC	4			3	6	6	
Tabankulu CHC	3	3		4	3	4	
Isikelo Clinic	10	1	1	6	4	6	1
Amadiba Clinic	12	5	2	14			

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: 168

Yes:	35%
No:	54%
Don't know:	12%

District Score* **39%**

Comparison Results

National Average:	35%
Province Average:	35%
Best District Result:	91%
Worst District Result:	1%

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

Facility Results

Mount Ayliff Gateway Clinic	69%
Imizizi Clinic	53%
Matatiele Community Clinic	50%
Isikelo Clinic	47%
Maluti CHC	47%
St Patrick's Gateway Clinic	29%
Mount Frere Gateway Clinic	20%
Tabankulu CHC	18%
Amadiba Clinic	13%

Does the Adherence Club make HIV medicine pick up faster?

Total Responses: 2

Yes:	100%
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District Score* **100%**

Comparison Results

National Average:	94%
Province Average:	98%
Best District Result:	100%
Worst District Result:	0%

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

Facility Results

Isikelo Clinic	100%
Mount Frere Gateway Clinic	100%

Information provided by the Adherence Club

Total Responses: 2

Why patients should adhere to their ARVs	1
Different medicine options such as new drugs (ex. Doloutegravir)	1
No information provided	1

Facility Results

	Why patients should adhere to their ARVs	Different medicine options such as new drugs (ex. Doloutegravir)	No information provided
Mount Frere Gateway Clinic			
Isikelo Clinic	1		1

What clinical services are offered at an adherence club meeting?

Total Responses: 2

ARV collection	2
Basic clinical check up	1

Facility Results

	ARV collection	Basic clinical check up
Isikelo Clinic	1	
Mount Frere Gateway Clinic	1	1

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: 171

Yes:	85%
No:	13%
Dont know:	2%

District Score* **86%**

Comparison Results

National Average:	94%
Province Average:	91%
Best District Result:	100%
Worst District Result:	71%

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

Facility Results

Mount Frere Gateway Clinic	95%
Mount Ayliff Gateway Clinic	94%
Tabankulu CHC	94%
Maluti CHC	90%
Matatiele Community Clinic	89%
Isikelo Clinic	86%
Amadiba Clinic	81%
Imizizi Clinic	76%
St Patrick's Gateway Clinic	74%

Did a Health Worker Explain the Viral Load Test Result?

Patient Responses: 145

Yes:	52%
No:	46%
Dont know:	2%

District Score* **54%**

Comparison Results

National Average:	77%
Province Average:	72%
Best District Result:	98%
Worst District Result:	34%

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

Facility Results

Tabankulu CHC	73%
Matatiele Community Clinic	69%
Maluti CHC	59%
Isikelo Clinic	56%
Imizizi Clinic	54%
Mount Ayliff Gateway Clinic	47%
St Patrick's Gateway Clinic	47%
Mount Frere Gateway Clinic	41%
Amadiba Clinic	33%

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

Patient Responses: 169

Yes:	47%
No:	28%
Dont know:	25%

District Score* **0.47**

Comparison Results

National Average:	0.76
Province Average:	0.72
Best District Result:	0.98
Worst District Result:	0.19

* 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

Matatiele Community Clinic	0.78
Tabankulu CHC	0.69
Mount Frere Gateway Clinic	0.55
Maluti CHC	0.50
Imizizi Clinic	0.41
Mount Ayliff Gateway Clinic	0.39
Isikelo Clinic	0.38
St Patrick's Gateway Clinic	0.35
Amadiba Clinic	0.25

Treatment Literacy: Do Patients Understand Viral Load and Transmission?

Patient Responses: 168

Yes:	43%
No:	30%
Dont know:	26%

District Score* **0.43**

Comparison Results

National Average:	0.56
Province Average:	0.57
Best District Result:	0.94
Worst District Result:	0.10

* 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

Matatiele Community Clinic	0.89
Tabankulu CHC	0.75
Mount Frere Gateway Clinic	0.47
Maluti CHC	0.40
St Patrick's Gateway Clinic	0.39
Imizizi Clinic	0.35
Mount Ayliff Gateway Clinic	0.33
Isikelo Clinic	0.29
Amadiba Clinic	0.06

Index Testing

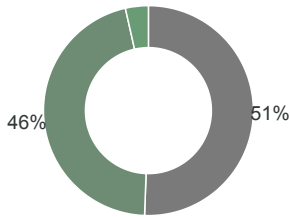
Index testing (aka Assisted Partner Notification Services or Contact Tracing) can help identify PLHIV earlier, get them access treatment to protect their health and interrupt onward transmission of HIV. However, if implemented poorly, index testing can cause harm to individuals, undermine their rights 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: 170

Yes:	51%
No:	46%
Dont know:	4%



District Score* **52%**

Comparison Results

National Average:	64%
Province Average:	65%
Best District Result:	97%
Worst District Result:	7%

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

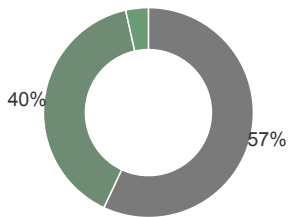
Facility Results

Tabankulu CHC	71%
Amadiba Clinic	69%
Isikelo Clinic	62%
Mount Frere Gateway Clinic	58%
Maluti CHC	55%
St Patrick's Gateway Clinic	50%
Mount Ayliff Gateway Clinic	44%
Imizizi Clinic	35%
Matatiele Community Clinic	28%

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

Patient Responses: 86

Yes:	57%
No:	40%
Dont know:	3%



District Score* **59%**

Comparison Results

National Average:	72%
Province Average:	62%
Best District Result:	100%
Worst District Result:	0%

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

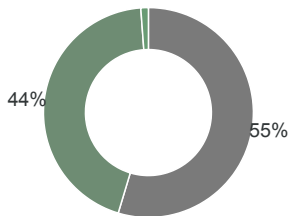
Facility Results

Imizizi Clinic	80%
Amadiba Clinic	70%
St Patrick's Gateway Clinic	70%
Isikelo Clinic	69%
Mount Ayliff Gateway Clinic	63%
Maluti CHC	55%
Tabankulu CHC	50%
Matatiele Community Clinic	40%
Mount Frere Gateway Clinic	36%

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

Patient Responses: 86

Yes:	55%
No:	44%
Dont know:	1%



District Score* **55%**

Comparison Results

National Average:	64%
Province Average:	39%
Best District Result:	100%
Worst District Result:	12%

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

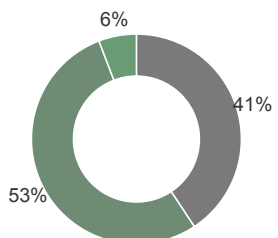
Facility Results

Isikelo Clinic	92%
Amadiba Clinic	91%
St Patrick's Gateway Clinic	82%
Imizizi Clinic	50%
Mount Frere Gateway Clinic	45%
Tabankulu CHC	40%
Mount Ayliff Gateway Clinic	25%
Matatiele Community Clinic	20%
Maluti CHC	10%

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

Patient Responses: 86

Yes:	41%
No:	53%
Dont know:	6%



District Score* **43%**

Comparison Results

National Average:	60%
Province Average:	47%
Best District Result:	96%
Worst District Result:	0%

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

Facility Results

Imizizi Clinic	83%
St Patrick's Gateway Clinic	55%
Amadiba Clinic	50%
Mount Ayliff Gateway Clinic	50%
Isikelo Clinic	46%
Tabankulu CHC	38%
Maluti CHC	30%
Mount Frere Gateway Clinic	27%
Matatiele Community Clinic	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: 9

Yes:	22%
No:	78%

District Score* **22%**

Comparison Results

National Average:	48%
Province Average:	39%
Best District Result:	100%
Worst District Result:	0%

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

Facility Results

Matatiele Community Clinic	100%
Mount Ayliff Gateway Clinic	50%
Amadiba Clinic	0%
Imizizi Clinic	0%
Isikelo Clinic	0%
Maluti CHC	0%
Mount Frere Gateway Clinic	0%
Tabankulu CHC	0%

Were the Facility Windows Open?

Total Observations: 9

Yes:	89%
No:	11%

District Score* **89%**

Comparison Results

National Average:	92%
Province Average:	82%
Best District Result:	100%
Worst District Result:	43%

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

Facility Results

Amadiba Clinic	100%
Imizizi Clinic	100%
Isikelo Clinic	100%
Maluti CHC	100%
Matatiele Community Clinic	100%
Mount Frere Gateway Clinic	100%
Tabankulu CHC	100%
Mount Ayliff Gateway Clinic	50%

Are people being asked for TB symptoms?

Patient Responses: 232

Yes:	47%
Only sometimes:	9%
No:	33%
Dont know:	11%

District Score* **51%**

Comparison Results

National Average:	54%
Province Average:	36%
Best District Result:	81%
Worst District Result:	8%

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

Facility Results

Amadiba Clinic	76%
Isikelo Clinic	76%
Imizizi Clinic	68%
Maluti CHC	58%
St Patrick's Gateway Clinic	52%
Mount Ayliff Gateway Clinic	44%
Matatiele Community Clinic	43%
Tabankulu CHC	28%
Mount Frere Gateway Clinic	26%

Are people who are coughing in a separate room?

Patient Responses: 233

Yes:	33%
Only sometimes:	11%
No:	42%
Dont know:	15%

District Score* **38%**

Comparison Results

National Average:	39%
Province Average:	28%
Best District Result:	71%
Worst District Result:	8%

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

Facility Results

Mount Ayliff Gateway Clinic	83%
Imizizi Clinic	63%
Maluti CHC	57%
Isikelo Clinic	43%
St Patrick's Gateway Clinic	33%
Mount Frere Gateway Clinic	28%
Matatiele Community Clinic	24%
Amadiba Clinic	18%
Tabankulu CHC	9%