

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: 175

Amount of time spent: **3:20**

Comparison Results

National Average:	4:12
Province Average:	5:34
Best District Result:	1:52
Worst District Result:	7:32

Facility Results

Amadiba Clinic	1:43
Tabankulu CHC	1:44
Mount Ayliff Gateway Clinic	2:45
Isikelo Clinic	3:19
St Patrick's Gateway Clinic	3:22
Maluti CHC	3:44
Matatiele Community Clinic	3:44
Imizizi Clinic	4:21
Mount Frere Gateway Clinic	4:33

Earliest Patient Arrival Time

Patient Responses: 175

Earliest arrival time: **5:43**

Comparison Results

National Average:	5:51
Province Average:	5:53
Best District Result:	7:07
Worst District Result:	4:17

Facility Results

Amadiba Clinic	6:34
Tabankulu CHC	6:04
Maluti CHC	5:57
Matatiele Community Clinic	5:57
Mount Ayliff Gateway Clinic	5:52
Isikelo Clinic	5:49
Mount Frere Gateway Clinic	5:34
St Patrick's Gateway Clinic	5:07
Imizizi Clinic	4:26

How Safe is the Facility to Wait Before it Opens?

Patient Responses: 89

Very Unsafe:	58%
Unsafe:	16%
Neither Safe or Unsafe:	10%
Safe:	6%
Very Safe:	9%
Don't know:	1%

District Score*

1.90

Comparison Results

National Average:	2.18
Province Average:	2.67
Best District Result:	4.77
Worst District Result:	1.81

* 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

Mount Ayliff Gateway Clinic	2.80
Matatiele Community Clinic	2.56
Tabankulu CHC	2.50
Maluti CHC	2.38
Isikelo Clinic	2.25
Amadiba Clinic	2.00
Mount Frere Gateway Clinic	1.38
St Patrick's Gateway Clinic	1.09
Imizizi Clinic	1.07

Are the Queues at the Facility Long?

Patient Responses: 179

Yes:	75%
No:	22%
Don't know:	3%

District Score*

78%

Comparison Results

National Average:	68%
Province Average:	76%
Best District Result:	13%
Worst District Result:	97%

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

Facility Results

Tabankulu CHC	6%
Mount Ayliff Gateway Clinic	65%
Matatiele Community Clinic	80%
Isikelo Clinic	85%
Amadiba Clinic	87%
Maluti CHC	88%
Imizizi Clinic	94%
Mount Frere Gateway Clinic	94%
St Patrick's Gateway Clinic	95%

Facility Staff

Human resource shortages are a major issue in South Africa. Ensuring access to quality healthcare services and ensuring everyone living with HIV and TB gets access to treatment and care depends largely on having enough qualified and committed staff. However, often there are not enough open positions to employ the health workers we need. These shortages lead to long waiting times, longer hospital stays, higher numbers of deaths, and increased pressure on the few staff in place.

Are there Enough Staff at the Facility?

Patient Responses: 179

District Score* 0.86

Comparison Results

National Average:	1.10
Province Average:	1.02
Best District Result:	1.89
Worst District Result:	0.26

* Scores based on average point value of each response with a maximum score of 2 and a minimum score of 0. **HIGHER scores are better.**

Facility Results

Tabankulu CHC	1.88
Maluti CHC	1.09
Mount Ayliff Gateway Clinic	0.94
Matatiele Community Clinic	0.85
Imizizi Clinic	0.78
St Patrick's Gateway Clinic	0.74
Isikelo Clinic	0.60
Amadiba Clinic	0.40
Mount Frere Gateway Clinic	0.39

Always: 25%
Sometimes: 34%
Never: 39%
Don't know: 3%

Are Staff Friendly and Professional?

Patient Responses: 179

District Score* 1.51

Comparison Results

National Average:	1.46
Province Average:	1.51
Best District Result:	1.98
Worst District Result:	0.94

* Scores based on average point value of each response with a maximum score of 2 and a minimum score of 0. **HIGHER scores are better.**

Facility Results

Tabankulu CHC	1.89
Amadiba Clinic	1.80
St Patrick's Gateway Clinic	1.56
Isikelo Clinic	1.55
Mount Ayliff Gateway Clinic	1.50
Maluti CHC	1.44
Mount Frere Gateway Clinic	1.41
Matatiele Community Clinic	1.38
Imizizi Clinic	1.22

Yes: 56%
Sometimes: 37%
Never: 6%
Don't know: 2%

Which Cadres are Understaffed?

Facility Responses: 8

Doctor	7
Professional nurse	6
Enrolled nurse	8
Enrolled nurse assistant	5
Pharmacist	6
Assistant pharmacist	7
Lab technician	4
Lay counselors	5
Linkage officers	5
Adherence club facilitators	4
Data capturer	3
Security guard	4
Cleaner	4
General assistant	4

Facility Results

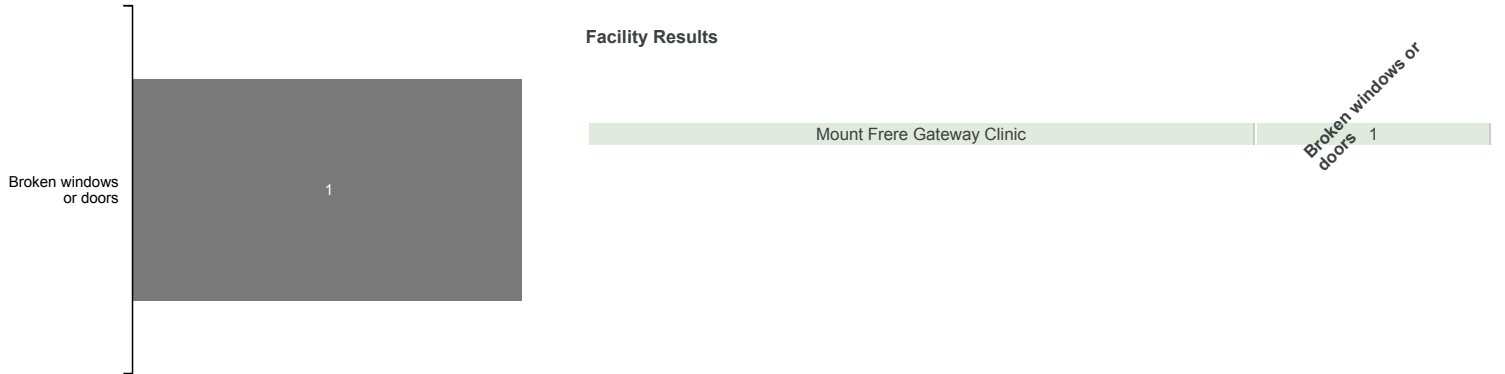
	Doctor	Professional nurse	Enrolled nurse	Enrolled nurse assistant	Pharmacist	Assistant pharmacist	Lab technician	Lay counselors	Linkage officers	Adherence club facilitators	Data capturer	Security guard	Cleaner	General assistant
St Patrick's Gateway Clinic	1	1	1	1	1	1	1	1	1					
Mount Frere Gateway Clinic		1	1			1		1				1		1
Isikelo Clinic	1		1		1	1				1				
Matatiele Community Clinic	1		1										1	1
Mount Ayliff Gateway Clinic	1	1	1	1	1	1	1	1	1	1	1	1	1	1
Amadiba Clinic	1	1	1	1	1	1	1	1	1	1	1	1		
Imizizi Clinic	1	1	1	1	1	1	1		1	1		1	1	1
Tabankulu CHC	1	1	1	1	1	1		1	1		1		1	

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.

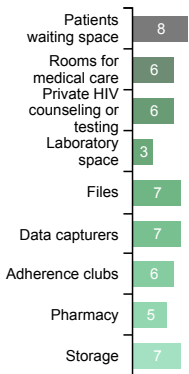
Concerns with the Condition of Building:

Total Observations:1



What do you need more space for?

Facility Responses:8



Facility Results

	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	1
Maluti CHC	1	1	1	1	1	1	1	1	1
Imizizi Clinic	1	1	1	1	1	1	1	1	1
Isikelo Clinic	1	1	1		1	1	1	1	1
Mount Ayliff Gateway Clinic	1	1			1	1	1	1	1
Mount Frere Gateway Clinic	1	1	1		1	1			1
St Patrick's Gateway Clinic	1		1				1	1	
Tabankulu CHC	1				1	1			1

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

No Data

Facility Results

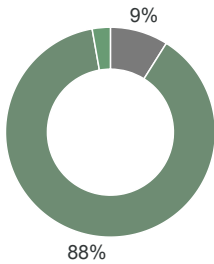
No Data

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

Yes: 9%
No: 88%
Don't know: 3%



District Score*

9%

Comparison Results

National Average: 41%
Province Average: 12%
Best District Result: 0%
Worst District Result: 59%

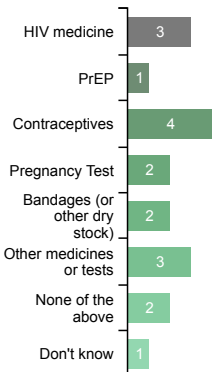
* Percent of survey responses responding Yes (excluding "Don't Know"). LOWER scores are better.

Facility Results

Amadiba Clinic	0%
Isikelo Clinic	0%
St Patrick's Gateway Clinic	5%
Imizizi Clinic	6%
Mount Frere Gateway Clinic	6%
Tabankulu CHC	6%
Mount Ayliff Gateway Clinic	6%
Maluti CHC	21%
Matatiele Community Clinic	22%

Patient Reports of Medicine Shortage(s)

Patient Responses: 15

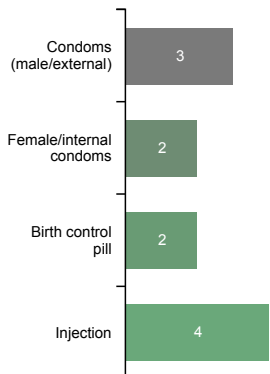


Facility Results

	HIV medicine	PrEP	Contraceptives	Pregnancy Test	Bandages (or other dry stock)	Other medicines or tests	None of the above	Don't know
Maluti CHC	1		1	1	1	1		1
Matatiele Community Clinic	1	1	3	1	1			
Imizizi Clinic						1		
Mount Ayliff Gateway Clinic							1	
Mount Frere Gateway Clinic						1		
St Patrick's Gateway Clinic	1							
Tabankulu CHC							1	

Contraception shortage(s)

Patient Responses: 4

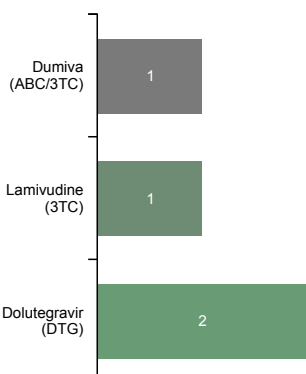


Facility Results

	Condoms (male/external)	Female/internal condoms	Birth control pill	Injection
Maluti CHC	1	1	1	1
Matatiele Community Clinic	2	1	1	3

HIV medication shortage(s)

Patient Responses: 3



Facility Results

	Dumiva (ABC/3TC)	Lamivudine (3TC)	Dolutegravir (DTG)
Maluti CHC		1	1
Matatiele Community Clinic			1
St Patrick's Gateway Clinic	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: 163

1 week:	1%
2 weeks:	0%
3 weeks:	1%
1 month:	29%
2 months:	51%
3 months:	18%
6 months:	0%
Don't know:	0%

District Score*

1.87

Comparison Results

National Average: 1.54
 Province Average: 1.95
 Best District Result: 2.95
 Worst District Result: 1.43

* 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.**

Facility Results

Mount Frere Gateway Clinic	2.17
Maluti CHC	2.11
Amadiba Clinic	2.00
St Patrick's Gateway Clinic	1.95
Isikelo Clinic	1.94
Imizizi Clinic	1.76
Tabankulu CHC	1.69
Matatiele Community Clinic	1.67
Mount Ayliff Gateway Clinic	1.38

When Patients Miss a Visit to Collect ARVs:

Patient Responses: 137

Facility Results

	Get an SMS	Get a phone call	You are not contacted by the clinic	Don't know/never missed a visit
Imizizi Clinic	8	10	4	
Maluti CHC	7	7	1	10
Amadiba Clinic	9	12		3
Isikelo Clinic	9	11		2
Matatiele Community Clinic	3	10		7
Mount Ayliff Gateway Clinic	5	7		2
Mount Frere Gateway Clinic	4	4		2
St Patrick's Gateway Clinic	13	13		3
Tabankulu CHC		3		7

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

Patient Responses: 137

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	Other	Don't Know
Mount Frere Gateway Clinic	1				6		1
Matatiele Community Clinic	1			2	9	2	10
Imizizi Clinic	2	1	1	3	15		1
Mount Ayliff Gateway Clinic	2	4	3	3	3	2	2
Maluti CHC	4		1	4	7	3	7
St Patrick's Gateway Clinic	4	5	1	4	2		7
Tabankulu CHC	1			1	1		7
Amadiba Clinic	8	2		1	2		12
Isikelo Clinic	11		1		1		2

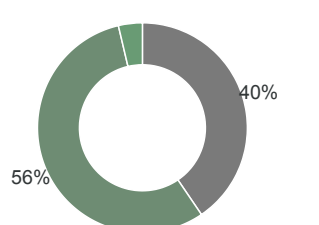
Adherence Clubs

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: 163

Yes:	40%
No:	56%
Don't know:	4%



District Score* **42%**

Comparison Results

National Average:	51%
Province Average:	33%
Best District Result:	93%
Worst District Result:	1%

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

Facility Results

Imizizi Clinic	65%
Isikelo Clinic	65%
Mount Ayliff Gateway Clinic	54%
St Patrick's Gateway Clinic	53%
Matatiele Community Clinic	45%
Mount Frere Gateway Clinic	29%
Amadiba Clinic	27%
Tabankulu CHC	24%
Maluti CHC	23%

Does the Adherence Club make HIV medicine pick up faster?

District Score* **NA**

Comparison Results

National Average:	89%
Province Average:	93%
Best District Result:	100%
Worst District Result:	0%

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

Facility Results

Information provided by the Adherence Club

No Data

Facility Results

No Data

What clinical services are offered at an adherence club meeting?

No Data

Facility Results

No Data

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: 163

Yes:	92%
No:	7%
Don't know:	1%

District Score* **93%**

Comparison Results

National Average:	96%
Province Average:	96%
Best District Result:	100%
Worst District Result:	78%

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

Facility Results

Amadiba Clinic	100%
Tabankulu CHC	100%
Isikelo Clinic	94%
Imizizi Clinic	94%
Mount Ayliff Gateway Clinic	93%
Maluti CHC	92%
Matatiele Community Clinic	89%
St Patrick's Gateway Clinic	89%
Mount Frere Gateway Clinic	89%

Did a Health Worker Explain the Viral Load Test Result?

Patient Responses: 150

Yes:	76%
No:	24%
Don't know:	0%

District Score* **76%**

Comparison Results

National Average:	80%
Province Average:	80%
Best District Result:	100%
Worst District Result:	57%

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

Facility Results

Amadiba Clinic	100%
Isikelo Clinic	94%
Matatiele Community Clinic	82%
St Patrick's Gateway Clinic	82%
Maluti CHC	82%
Tabankulu CHC	76%
Mount Ayliff Gateway Clinic	62%
Imizizi Clinic	50%
Mount Frere Gateway Clinic	50%

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

Patient Responses: 162

Yes:	75%
No:	13%
Don't know:	12%

District Score* **0.75**

Comparison Results

National Average:	0.94
Province Average:	0.78
Best District Result:	1.00
Worst District Result:	0.65

* 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

Isikelo Clinic	0.94
Amadiba Clinic	0.93
Mount Ayliff Gateway Clinic	0.86
Tabankulu CHC	0.76
Maluti CHC	0.74
Mount Frere Gateway Clinic	0.72
Matatiele Community Clinic	0.67
St Patrick's Gateway Clinic	0.63
Imizizi Clinic	0.53

Treatment Literacy: Do Patients Understand Viral Load and Transmission?

Patient Responses: 163

Yes:	69%
No:	13%
Don't know:	17%

District Score* **0.69**

Comparison Results

National Average:	0.65
Province Average:	0.66
Best District Result:	1.00
Worst District Result:	0.28

* 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

Isikelo Clinic	0.94
Amadiba Clinic	0.93
Tabankulu CHC	0.76
Mount Frere Gateway Clinic	0.72
Mount Ayliff Gateway Clinic	0.71
Maluti CHC	0.67
St Patrick's Gateway Clinic	0.58
Imizizi Clinic	0.53
Matatiele Community Clinic	0.48

Index Testing

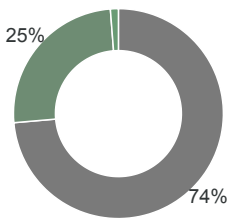
Index testing (aka Assisted Partner Notification Services or Contact Tracing) can help identify PLHIV earlier, get them access treatment to protect their health and interrupt onward transmission of HIV. However, if implemented poorly, index testing can cause harm to individuals, undermine their rights 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: 163

Yes:	74%
No:	25%
Don't know:	1%



District Score* **75%**

Comparison Results

National Average:	69%
Province Average:	65%
Best District Result:	100%
Worst District Result:	0%

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

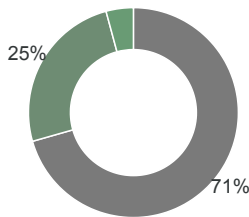
Facility Results

Amadiba Clinic	100%
Mount Frere Gateway Clinic	88%
Matatiele Community Clinic	86%
Maluti CHC	79%
St Patrick's Gateway Clinic	78%
Mount Ayliff Gateway Clinic	71%
Tabankulu CHC	71%
Isikelo Clinic	61%
Imizizi Clinic	35%

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

Patient Responses: 119

Yes:	71%
No:	25%
Don't know:	4%



District Score* **73%**

Comparison Results

National Average:	92%
Province Average:	66%
Best District Result:	100%
Worst District Result:	37%

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

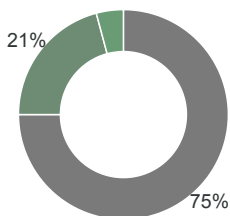
Facility Results

Imizizi Clinic	100%
Isikelo Clinic	100%
Maluti CHC	94%
Amadiba Clinic	93%
St Patrick's Gateway Clinic	79%
Mount Frere Gateway Clinic	75%
Matatiele Community Clinic	61%
Mount Ayliff Gateway Clinic	56%
Tabankulu CHC	0%

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

Patient Responses: 120

Yes:	75%
No:	21%
Don't know:	4%



District Score* **78%**

Comparison Results

National Average:	89%
Province Average:	72%
Best District Result:	100%
Worst District Result:	0%

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

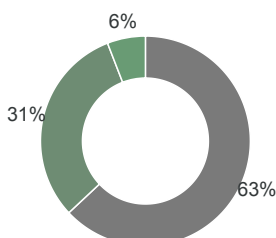
Facility Results

Amadiba Clinic	100%
Imizizi Clinic	100%
Isikelo Clinic	100%
Maluti CHC	89%
St Patrick's Gateway Clinic	86%
Mount Frere Gateway Clinic	75%
Matatiele Community Clinic	71%
Mount Ayliff Gateway Clinic	67%
Tabankulu CHC	17%

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

Patient Responses: 119

Yes:	63%
No:	31%
Don't know:	6%



District Score* **66%**

Comparison Results

National Average:	91%
Province Average:	64%
Best District Result:	100%
Worst District Result:	8%

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

Facility Results

Imizizi Clinic	100%
Isikelo Clinic	91%
Amadiba Clinic	87%
Maluti CHC	83%
Mount Frere Gateway Clinic	67%
St Patrick's Gateway Clinic	64%
Mount Ayliff Gateway Clinic	56%
Matatiele Community Clinic	47%
Tabankulu CHC	9%

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: 11

Yes:	55%
No:	45%
Don't know:	0%

District Score* **55%**

Comparison Results

National Average:	57%
Province Average:	39%
Best District Result:	100%
Worst District Result:	0%

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

Facility Results	
Maluti CHC	100%
Matatiele Community Clinic	100%
Mount Ayliff Gateway Clinic	100%
Tabankulu CHC	100%
Amadiba Clinic	0%
Imizizi Clinic	0%
Isikelo Clinic	0%
Mount Frere Gateway Clinic	0%
St Patrick's Gateway Clinic	0%

Were the Facility Windows Open?

Total Observations: 11

Yes:	82%
No:	18%
Don't know:	0%

District Score* **82%**

Comparison Results

National Average:	100%
Province Average:	96%
Best District Result:	100%
Worst District Result:	79%

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

Facility Results	
Amadiba Clinic	100%
Imizizi Clinic	100%
Matatiele Community Clinic	100%
Mount Ayliff Gateway Clinic	100%
Mount Frere Gateway Clinic	100%
St Patrick's Gateway Clinic	100%
Tabankulu CHC	100%
Isikelo Clinic	0%
Maluti CHC	0%

Are people being asked for TB symptoms?

Patient Responses: 178

Yes:	44%
Only sometimes:	24%
No:	25%
Don't know:	8%

District Score* **47%**

Comparison Results

National Average:	31%
Province Average:	50%
Best District Result:	100%
Worst District Result:	12%

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

Facility Results	
Isikelo Clinic	70%
Tabankulu CHC	64%
Imizizi Clinic	56%
Mount Ayliff Gateway Clinic	50%
Maluti CHC	48%
Mount Frere Gateway Clinic	47%
St Patrick's Gateway Clinic	44%
Amadiba Clinic	27%
Matatiele Community Clinic	25%

Are people who are coughing in a separate room?

Patient Responses: 179

Yes:	42%
Only sometimes:	22%
No:	22%
Don't know:	14%

District Score* **49%**

Comparison Results

National Average:	26%
Province Average:	45%
Best District Result:	100%
Worst District Result:	9%

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

Facility Results	
Isikelo Clinic	75%
Tabankulu CHC	71%
Imizizi Clinic	63%
St Patrick's Gateway Clinic	63%
Mount Ayliff Gateway Clinic	50%
Mount Frere Gateway Clinic	50%
Amadiba Clinic	29%
Matatiele Community Clinic	26%
Maluti CHC	22%