

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: 122

Amount of time spent: **4:NaN**

Comparison Results

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

Facility Results

Xhora CHC	3:48
Nozuko Clinic	4:31
Butterworth Gateway Clinic	4:41
Nqamakwe CHC	4:44
Willowvale CHC	5:01
Idutywa Village CHC	5:47

Earliest Patient Arrival Time

Patient Responses: 120

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

Xhora CHC	6:20
Butterworth Gateway Clinic	5:56
Willowvale CHC	5:47
Nozuko Clinic	5:45
Nqamakwe CHC	5:28
Idutywa Village CHC	5:24

How Safe is the Facility to Wait Before it Opens?

Patient Responses: 20

Very Unsafe:	35%
Unsafe:	25%
Neither Safe or Unsafe:	0%
Safe:	10%
Very Safe:	25%
Dont know:	5%

District Score*

2.63

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

Willowvale CHC	5.00
Xhora CHC	5.00
Butterworth Gateway Clinic	2.38
Nozuko Clinic	2.00

Are the Queues at the Facility Long?

Patient Responses: 120

Yes:	92%
No:	7%
Dont know:	2%

District Score*

92%

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

Xhora CHC	79%
Butterworth Gateway Clinic	83%
Nozuko Clinic	91%
Idutywa Village CHC	95%
Nqamakwe CHC	100%
Willowvale CHC	100%

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: 122

District Score* **1.08**

Comparison Results

National Average:	1.02
Province Average:	0.82
Best District Result:	1.43
Worst District Result:	0.12

* 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

Xhora CHC	1.17
Idutywa Village CHC	1.12
Butterworth Gateway Clinic	1.11
Nozuko Clinic	1.09
Willowvale CHC	1.06
Nqamakwe CHC	0.95

Always: 22%
 Sometimes: 54%
 Never: 15%
 Dont know: 9%

Are Staff Friendly and Professional?

Patient Responses: 122

District Score* **1.68**

Comparison Results

National Average:	1.46
Province Average:	1.42
Best District Result:	1.81
Worst District Result:	1.05

* 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

Idutywa Village CHC	1.90
Xhora CHC	1.79
Willowvale CHC	1.74
Nozuko Clinic	1.70
Nqamakwe CHC	1.57
Butterworth Gateway Clinic	1.37

Yes: 70%
 Sometimes: 27%
 Never: 2%
 Dont know: 0%

Which Cadres are Understaffed?

Facility Responses: 6

Facility Results

	Doctor	Professional nurse	Enrolled nurse	Enrolled nurse assistant	Pharmacist	Assistant pharmacist	Lab technician	Lay counselors	Linkage officers	Data capturer	Security guard	Cleaner	General assistant
Idutywa Village CHC	1	1	1		1	1	1			1	1	1	
Butterworth Gateway Clinic	1	1	1		1	1							1
Nozuko Clinic	1				1	1			1		1	1	
Nqamakwe CHC		1	1		1			1					
Willowvale CHC		1	1										
Xhora CHC	1	1	1	1		1		1		1	1	1	1

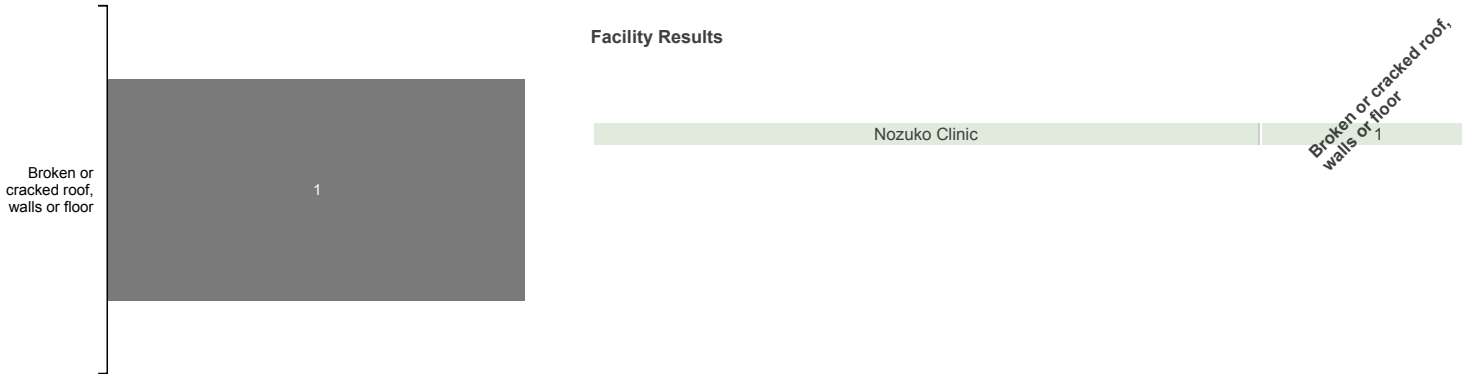
Clinic Conditions

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:

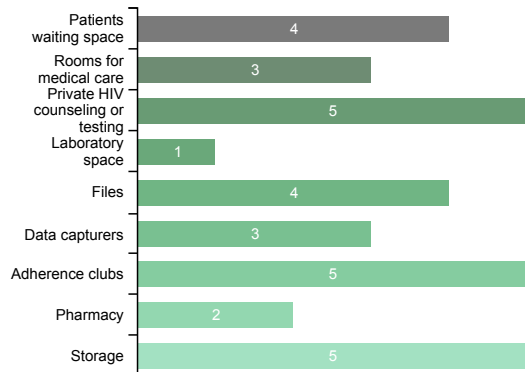
Total Observations:1

Facility Results



What do you need more space for?

Facility Responses:6



Facility Results

	Patients waiting space	Rooms for medical care	Private HIV counseling or testing	Laboratory space	Files	Data capturers	Adherence clubs	Pharmacy	Storage
Xhora CHC	1		1		1	1	1	1	1
Idutywa Village CHC	1		1	1	1		1		1
Nozuko Clinic	1		1		1	1	1		1
Nqamakwe CHC	1	1			1	1	1		
Willowvale CHC		1	1				1	1	1
Butterworth Gateway Clinic		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

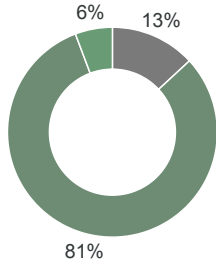
Stockouts and shortages of ARVs, TB medicines, contraceptives and other medicines cause disruption, confusion, cost, and can detrimentally affect treatment adherence. Where stockouts and shortages are revealed through monitoring — especially where people are sent home empty handed — these need to be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

Any Patients left without the Medicine due to Shortage

Patient Responses: 122

Facility Results

Yes:	13%
No:	81%
Dont know:	6%



District Score*

14%

Comparison Results

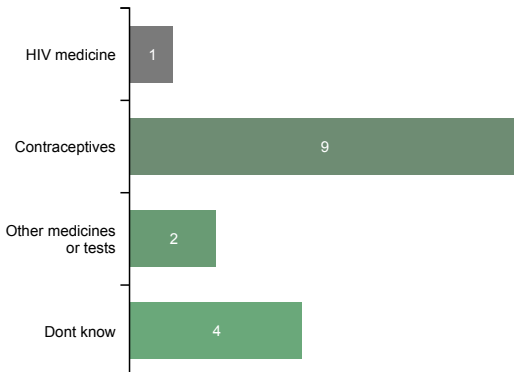
National Average:	15%
Province Average:	17%
Best District Result:	0%
Worst District Result:	82%

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

Xhora CHC	0%
Nozuko Clinic	5%
Idutywa Village CHC	10%
Nqamakwe CHC	15%
Butterworth Gateway Clinic	26%
Willowvale CHC	28%

Patient Reports of Medicine Shortage(s)

Patient Responses: 16



Facility Results

Facility	HIV medicine	Contraceptives	Other medicines or tests	Dont know
Butterworth Gateway Clinic	1	2		2
Idutywa Village CHC		1	1	
Nqamakwe CHC		1	1	1
Nozuko Clinic		1		
Willowvale CHC		4		1

Contraception shortage(s)

Patient Responses: 9



Facility Results

Facility	Injection
Butterworth Gateway Clinic	2
Idutywa Village CHC	1
Nozuko Clinic	1
Nqamakwe CHC	1
Willowvale CHC	4

HIV medication shortage(s)

Patient Responses: 1



Facility Results

Facility	Other
Butterworth 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: 91

1 week:	0%
2 weeks:	0%
3 weeks:	0%
1 month:	10%
2 months:	78%
3 months:	12%
6 months:	0%
Dont know:	0%

District Score* **2.02**

Comparison Results

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

* 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

Nqamakwe CHC	2.13
Idutywa Village CHC	2.07
Butterworth Gateway Clinic	2.00
Nozuko Clinic	2.00
Willowvale CHC	2.00
Xhora CHC	1.93

When Patients Miss a Visit to Collect ARVs:

Patient Responses: 82

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
Willowvale CHC	5	6		1	4
Butterworth Gateway Clinic	4	6			5
Idutywa Village CHC	6	5	1		4
Nozuko Clinic	5	7			9
Nqamakwe CHC	5	3	1		7
Xhora CHC	3	3			9

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

Patient Responses: 82

Facility Results

	Staff are Welcoming Back	Staff Reprimand You	Staff Counsel you on Adherence	Staff Ask Why you Missed Appt	Don't Know
Xhora CHC	1	2		2	10
Butterworth Gateway Clinic	5	3	3	3	5
Nqamakwe CHC	2	1	2	3	7
Nozuko Clinic	5	1	1	4	9
Willowvale CHC	4	1	1	5	6
Idutywa Village CHC	5	1	6	4	4

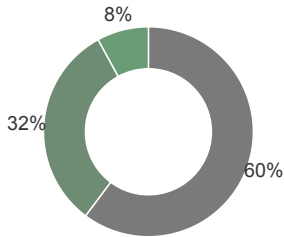
Adherence Clubs

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: 88

Yes:	60%
No:	32%
Dont know:	8%



District Score* **65%**

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.**

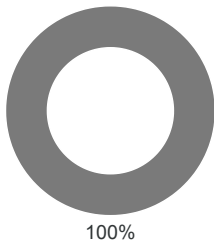
Facility Results

Idutywa Village CHC	100%
Nozuko Clinic	73%
Nqamakwe CHC	64%
Willowvale CHC	57%
Xhora CHC	56%
Butterworth Gateway Clinic	40%

Does the Adherence Club make HIV medicine pick up faster?

Total Responses: 6

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%

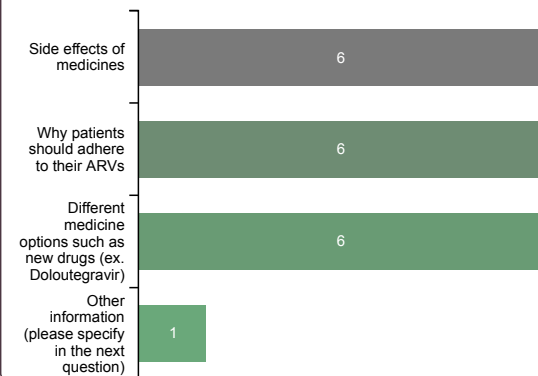
* Percent of survey responses responding undefined (excluding "Don't Know"). **HIGHER scores are better.**

Facility Results

Idutywa Village CHC	100%
Nqamakwe CHC	100%
Xhora CHC	100%

Information provided by the Adherence Club

Total Responses: 6

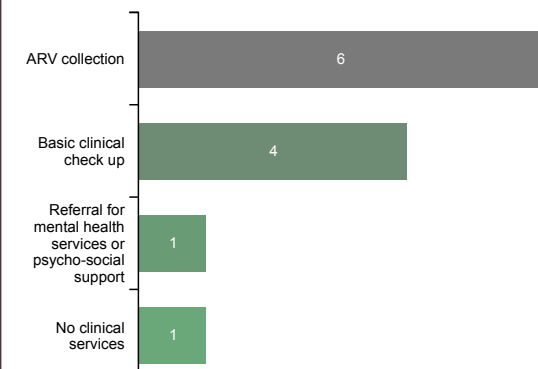


Facility Results

	Side effects of medicines	Why patients should adhere to their ARVs	Different medicine options such as new drugs (ex. Doloutegravir)	Other information (please specify in the next question)
Nqamakwe CHC	1	1	1	
Xhora CHC	1	1	1	
Idutywa Village CHC	4	4	4	1

What clinical services are offered at an adherence club meeting?

Total Responses: 6



Facility Results

	ARV collection	Basic clinical check up	Referral for mental health services or psycho-social support	No clinical services
Xhora CHC	1			
Nqamakwe CHC	1	1		
Idutywa Village CHC	4	3	1	1

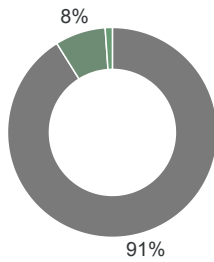
Access to Viral Load Testing / Information

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: 90

Yes:	91%
No:	8%
Dont know:	1%



District Score* **91%**

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

Idutywa Village CHC	100%
Nozuko Clinic	94%
Nqamakwe CHC	93%
Willowvale CHC	93%
Xhora CHC	93%
Butterworth Gateway Clinic	73%

Did a Health Worker Explain the Viral Load Test Result?

Patient Responses: 82

Yes:	90%
No:	10%
Dont know:	0%



District Score* **90%**

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.**

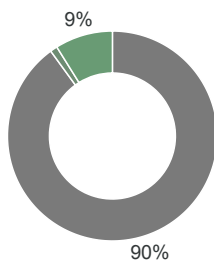
Facility Results

Nqamakwe CHC	100%
Idutywa Village CHC	93%
Willowvale CHC	93%
Nozuko Clinic	87%
Xhora CHC	85%
Butterworth Gateway Clinic	82%

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

Patient Responses: 90

Yes:	90%
No:	1%
Dont know:	9%



District Score* **0.90**

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.**

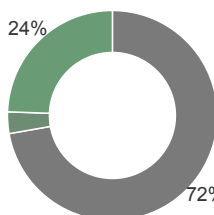
Facility Results

Willowvale CHC	1.00
Nozuko Clinic	0.94
Idutywa Village CHC	0.93
Xhora CHC	0.87
Butterworth Gateway Clinic	0.86
Nqamakwe CHC	0.80

Treatment Literacy: Do Patients Understand Viral Load and Transmission?

Patient Responses: 90

Yes:	72%
No:	3%
Dont know:	24%



District Score* **0.72**

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

Willowvale CHC	0.93
Xhora CHC	0.87
Nozuko Clinic	0.81
Idutywa Village CHC	0.67
Nqamakwe CHC	0.53
Butterworth Gateway Clinic	0.50

Index Testing

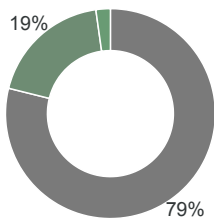
Index testing (aka Assisted Partner Notification Services or Contact Tracing) can help identify PLHIV earlier, get them access treatment to protect their health and interrupt onward transmission of HIV. However, if implemented poorly, index testing can cause harm to individuals, undermine their rights 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: 90

Yes:	79%
No:	19%
Dont know:	2%



District Score* **80%**

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.**

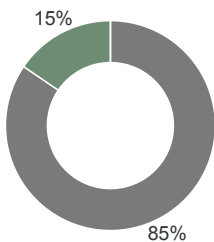
Facility Results

Idutywa Village CHC	100%
Nqamakwe CHC	86%
Nozuko Clinic	81%
Willowvale CHC	73%
Xhora CHC	73%
Butterworth Gateway Clinic	67%

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

Patient Responses: 71

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



District Score* **85%**

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.**

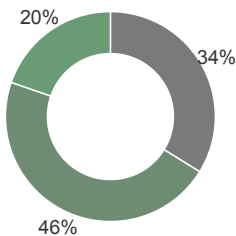
Facility Results

Idutywa Village CHC	100%
Nozuko Clinic	92%
Butterworth Gateway Clinic	90%
Nqamakwe CHC	83%
Xhora CHC	73%
Willowvale CHC	64%

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

Patient Responses: 71

Yes:	34%
No:	46%
Dont know:	20%



District Score* **42%**

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.**

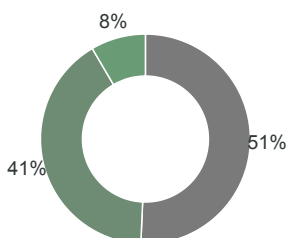
Facility Results

Idutywa Village CHC	56%
Nqamakwe CHC	56%
Butterworth Gateway Clinic	40%
Xhora CHC	40%
Willowvale CHC	33%
Nozuko Clinic	30%

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

Patient Responses: 71

Yes:	51%
No:	41%
Dont know:	8%



District Score* **55%**

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

Butterworth Gateway Clinic	90%
Nozuko Clinic	62%
Xhora CHC	60%
Idutywa Village CHC	45%
Nqamakwe CHC	45%
Willowvale CHC	30%

TB Infection Control

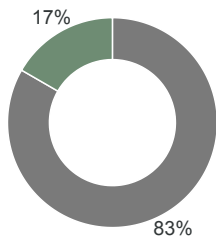
Six simple interventions are at the heart of how clinics can be part of turning the tide on TB infection — a disease that still kills close to 60,000 people a year in South Africa, according to the World Health Organization (WHO). By following a checklist of good practice, clinics can be safer for patients 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:6

Yes:	83%
No:	17%



District Score* **83%**

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.**

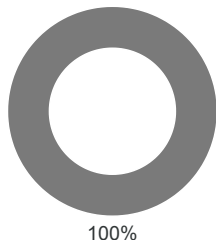
Facility Results

Butterworth Gateway Clinic	100%
Idutywa Village CHC	100%
Nqamakwe CHC	100%
Willowvale CHC	100%
Xhora CHC	100%
Nozuko Clinic	0%

Were the Facility Windows Open?

Total Observations:6

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

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.**

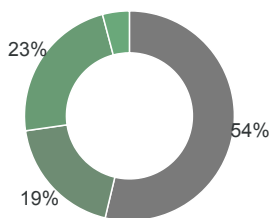
Facility Results

Butterworth Gateway Clinic	100%
Idutywa Village CHC	100%
Nozuko Clinic	100%
Nqamakwe CHC	100%
Willowvale CHC	100%
Xhora CHC	100%

Are people being asked for TB symptoms?

Patient Responses: 121

Yes:	54%
Only sometimes:	19%
No:	23%
Dont know:	4%



District Score* **56%**

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.**

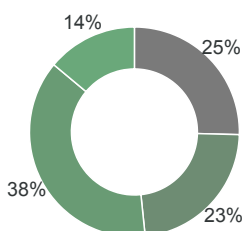
Facility Results

Xhora CHC	72%
Idutywa Village CHC	70%
Willowvale CHC	63%
Nozuko Clinic	57%
Nqamakwe CHC	45%
Butterworth Gateway Clinic	26%

Are people who are coughing in a separate room?

Patient Responses: 122

Yes:	25%
Only sometimes:	23%
No:	38%
Dont know:	14%



District Score* **30%**

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

Willowvale CHC	44%
Xhora CHC	41%
Idutywa Village CHC	39%
Nqamakwe CHC	33%
Nozuko Clinic	11%
Butterworth Gateway Clinic	6%