

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: 158

Amount of time spent: **5:55**

Comparison Results

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

Facility Results

Nqamakwe CHC	4:43
Xhora CHC	4:52
Butterworth Gateway Clinic	5:01
Idutywa Village CHC	5:42
Willowvale CHC	6:13
Nozuko Clinic	7:45

Earliest Patient Arrival Time

Patient Responses: 170

Earliest arrival time: **7:07**

Comparison Results

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

Facility Results

Xhora CHC	8:48
Nozuko Clinic	7:59
Idutywa Village CHC	6:20
Willowvale CHC	5:56
Butterworth Gateway Clinic	5:46
Nqamakwe CHC	5:36

How Safe is the Facility to Wait Before it Opens?

Patient Responses: 83

Very Unsafe:	14%
Unsafe:	7%
Neither Safe or Unsafe:	17%
Safe:	24%
Very Safe:	35%
Don't know:	2%

District Score*

3.59

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

Willowvale CHC	5.00
Idutywa Village CHC	4.00
Nozuko Clinic	4.00
Butterworth Gateway Clinic	3.10
Xhora CHC	3.05

Are the Queues at the Facility Long?

Patient Responses: 171

Yes:	65%
No:	32%
Don't know:	3%

District Score*

67%

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

Willowvale CHC	43%
Butterworth Gateway Clinic	57%
Nozuko Clinic	63%
Nqamakwe CHC	71%
Xhora CHC	78%
Idutywa Village CHC	84%

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: 171

Always:	33%
Sometimes:	49%
Never:	13%
Don't know:	5%

District Score* **1.21**

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

Nqamakwe CHC	1.80
Nozuko Clinic	1.38
Idutywa Village CHC	1.18
Willowvale CHC	1.17
Xhora CHC	1.00
Butterworth Gateway Clinic	0.95

Are Staff Friendly and Professional?

Patient Responses: 171

Yes:	68%
Sometimes:	25%
Never:	4%
Don't know:	4%

District Score* **1.66**

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

Nozuko Clinic	1.74
Butterworth Gateway Clinic	1.74
Nqamakwe CHC	1.73
Xhora CHC	1.73
Willowvale CHC	1.71
Idutywa Village CHC	1.25

Which Cadres are Understaffed?

Facility Responses: 7

Doctor	5
Professional nurse	7
Enrolled nurse	4
Enrolled nurse assistant	4
Pharmacist	3
Assistant pharmacist	4
Lab technician	1
Lay counselors	2
Linkage officers	3
Adherence club facilitators	2
Data capturer	5
Security guard	3
Cleaner	5
General assistant	2

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
Butterworth Gateway Clinic	2	2	2	1	2	2			1			1	1	
Willowvale CHC		1		1						1		1	1	
Idutywa Village CHC		1								1	1	1		
Xhora CHC	1	1								1		1		
Nozuko Clinic	1	1	1	1	1	1		1	1	1	1	1		
Nqamakwe CHC	1	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:

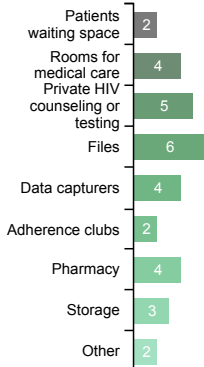
No Data

Facility Results

No Data

What do you need more space for?

Facility Responses:7

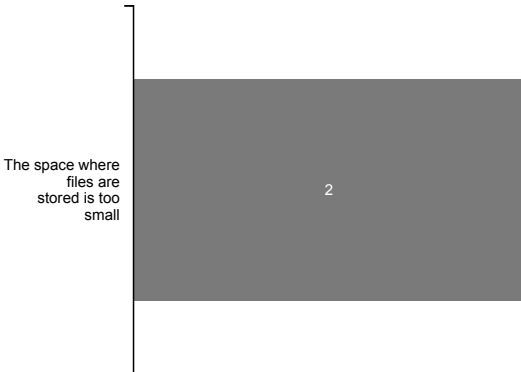


Facility Results

	Patients waiting space	Rooms for medical care	Private HIV counseling or testing	Files	Data capturers	Adherence clubs	Pharmacy	Storage	Other
Willowvale CHC		1	1	1	1		1	1	1
Butterworth Gateway Clinic		1	2	2	2			1	1
Nozuko Clinic	1		1	1	1	1	1		
Nqamakwe CHC	1	1	1			1		1	
Xhora CHC		1		1			1		
Idutywa Village CHC				1					

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

Total Observations:2



Facility Results

Facility	Count
Butterworth Gateway Clinic	1
Nqamakwe CHC	1

The space where files are stored is too small

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: 166

Yes: 10%

No: 82%

Don't know: 8%

District Score* **10%**

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

Willowvale CHC	0%
Butterworth Gateway Clinic	4%
Nozuko Clinic	5%
Nqamakwe CHC	13%
Idutywa Village CHC	18%
Xhora CHC	21%

Patient Reports of Medicine Shortage(s)

Patient Responses: 15

Facility Results

	HIV medicine	TB medicine	Contraceptives	Pregnancy Test	Other medicines or tests	None of the above	Don't know
Idutywa Village CHC	1	1		1	1		
Xhora CHC		1	3	2		1	1
Nqamakwe CHC	1						
Butterworth Gateway Clinic			1				
Nozuko Clinic			1				1

Contraception shortage(s)

Patient Responses: 4

Facility Results

	Injection	Don't know
Nozuko Clinic	1	
Xhora CHC	2	1

HIV medication shortage(s)

Patient Responses: 1

Facility Results

	DTG-Based First Line FDC
Nqamakwe CHC	1

ARV Collection and Access

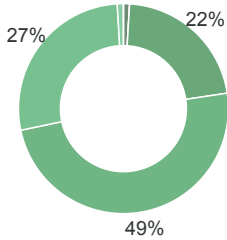
Currently many people in South Africa who could benefit from HIV treatment are not, with many people who are living with HIV not on treatment – either never having known their HIV status, or having started on treatment then disengaged from care. To ensure we get more people to start and importantly stay 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: 106

Facility Results

1 week:	0%
2 weeks:	1%
3 weeks:	0%
1 month:	22%
2 months:	49%
3 months:	27%
6 months:	1%
Don't know:	0%



District Score*

2.08

Comparison Results

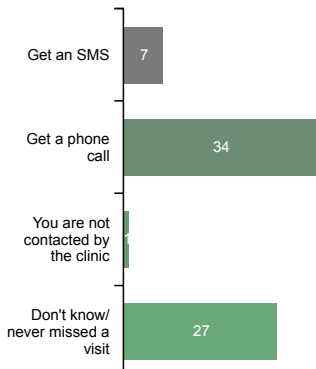
National Average:	1.54
Province Average:	1.95
Best District Result:	2.95
Worst District Result:	1.43

* 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.**

Xhora CHC	2.38
Nqamakwe CHC	2.27
Nozuko Clinic	2.08
Idutywa Village CHC	2.07
Willowvale CHC	2.06
Butterworth Gateway Clinic	1.56

When Patients Miss a Visit to Collect ARVs:

Patient Responses: 66

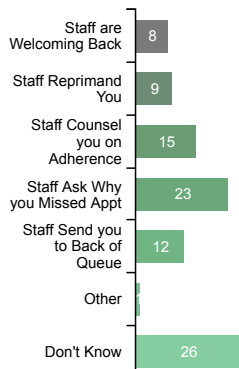


Facility Results

	Get an SMS	Get a phone call	You are not contacted by the clinic	Don't know/never missed a visit
Idutywa Village CHC		2	1	5
Butterworth Gateway Clinic	2	5		6
Nozuko Clinic	2	11		1
Nqamakwe CHC	1	6		4
Willowvale CHC		2		7
Xhora CHC	2	8		4

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

Patient Responses: 66



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
Nozuko Clinic	3	7	2	2		1	
Xhora CHC	1	1	4	7	7		4
Willowvale CHC			2	2	2		7
Nqamakwe CHC			4	5	3		4
Butterworth Gateway Clinic	4	1	2	4			6
Idutywa Village CHC			1	3			5

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: 102

Yes:	21%
No:	76%
Don't know:	3%

District Score* **21%**

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

Nqamakwe CHC	92%
Nozuko Clinic	17%
Idutywa Village CHC	14%
Butterworth Gateway Clinic	13%
Xhora CHC	10%
Willowvale CHC	0%

Does the Adherence Club make HIV medicine pick up faster?

Total Responses: 1

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

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

Nqamakwe CHC	100%
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Information provided by the Adherence Club

Total Responses: 1

Facility Results

Information Category	Nqamakwe CHC	Side effects of medicines	Why patients should adhere to their ARVs	Different medicine options such as new drugs (ex. Doloutegravir)
Side effects of medicines	1	1	1	1
Why patients should adhere to their ARVs	1			
Different medicine options such as new drugs (ex. Doloutegravir)	1			

What clinical services are offered at an adherence club meeting?

Total Responses: 1

Facility Results

Clinical Service	Nqamakwe CHC	ARV collection	Basic clinical check up
ARV collection	1	1	1
Basic clinical check up	1		

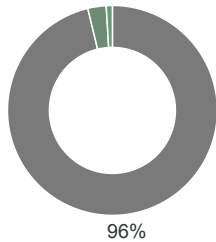
Access to Viral Load Testing / Information

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: 106

Yes:	96%
No:	3%
Don't know:	1%



96%

District Score* **97%**

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.**

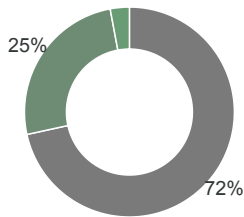
Facility Results

Butterworth Gateway Clinic	100%
Nozuko Clinic	100%
Nqamakwe CHC	100%
Xhora CHC	95%
Willowvale CHC	94%
Idutywa Village CHC	93%

Did a Health Worker Explain the Viral Load Test Result?

Patient Responses: 102

Yes:	72%
No:	25%
Don't know:	3%



72%

District Score* **74%**

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.**

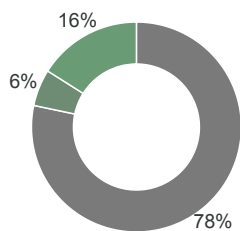
Facility Results

Xhora CHC	94%
Nqamakwe CHC	86%
Willowvale CHC	73%
Idutywa Village CHC	69%
Butterworth Gateway Clinic	63%
Nozuko Clinic	61%

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

Patient Responses: 106

Yes:	78%
No:	6%
Don't know:	16%



78%

District Score* **0.78**

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.**

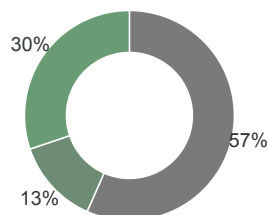
Facility Results

Nozuko Clinic	0.92
Xhora CHC	0.90
Willowvale CHC	0.88
Idutywa Village CHC	0.80
Butterworth Gateway Clinic	0.56
Nqamakwe CHC	0.53

Treatment Literacy: Do Patients Understand Viral Load and Transmission?

Patient Responses: 106

Yes:	57%
No:	13%
Don't know:	30%



57%

District Score* **0.57**

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

Xhora CHC	0.65
Willowvale CHC	0.63
Nozuko Clinic	0.58
Butterworth Gateway Clinic	0.56
Nqamakwe CHC	0.53
Idutywa Village CHC	0.40

Index Testing

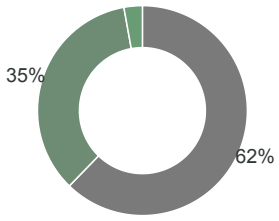
Index testing (aka Assisted Partner Notification Services or Contact Tracing) can help identify PLHIV earlier, get them access treatment to protect their health and interrupt onward transmission of HIV. However, if implemented poorly, index testing can cause harm to individuals, undermine their rights 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: 106

Yes:	62%
No:	35%
Don't know:	3%



District Score* **64%**

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.**

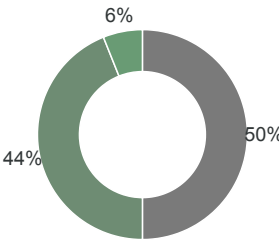
Facility Results

Xhora CHC	90%
Willowvale CHC	71%
Butterworth Gateway Clinic	63%
Nozuko Clinic	58%
Nqamakwe CHC	57%
Idutywa Village CHC	40%

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

Patient Responses: 66

Yes:	50%
No:	44%
Don't know:	6%



District Score* **53%**

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.**

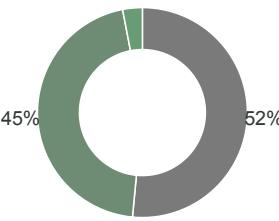
Facility Results

Butterworth Gateway Clinic	90%
Nqamakwe CHC	88%
Nozuko Clinic	79%
Xhora CHC	40%
Idutywa Village CHC	0%
Willowvale CHC	0%

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

Patient Responses: 66

Yes:	52%
No:	45%
Don't know:	3%



District Score* **53%**

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.**

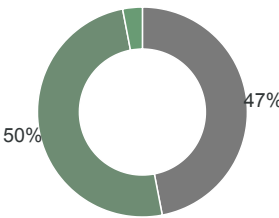
Facility Results

Nqamakwe CHC	88%
Butterworth Gateway Clinic	80%
Xhora CHC	59%
Nozuko Clinic	50%
Idutywa Village CHC	40%
Willowvale CHC	0%

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

Patient Responses: 66

Yes:	47%
No:	50%
Don't know:	3%



District Score* **48%**

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

Nqamakwe CHC	100%
Nozuko Clinic	71%
Butterworth Gateway Clinic	70%
Xhora CHC	35%
Idutywa Village CHC	0%
Willowvale CHC	0%

TB Infection Control

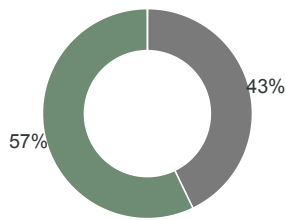
Six simple interventions are at the heart of how clinics can be part of turning the tide on TB infection — a disease that still kills close to 60,000 people a year in South Africa, according to the World Health Organization (WHO). By following a checklist of good practice, clinics can be safer for patients 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: 7

Yes:	43%
No:	57%
Don't know:	0%



District Score* **43%**

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.**

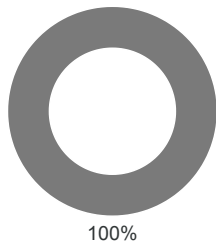
Facility Results

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

Were the Facility Windows Open?

Total Observations: 7

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

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.**

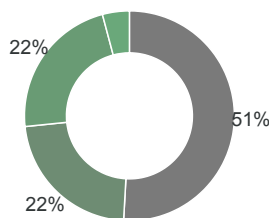
Facility Results

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

Are people being asked for TB symptoms?

Patient Responses: 169

Yes:	51%
Only sometimes:	22%
No:	22%
Don't know:	4%



District Score* **52%**

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.**

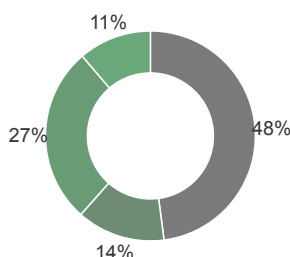
Facility Results

Butterworth Gateway Clinic	74%
Idutywa Village CHC	73%
Nqamakwe CHC	71%
Willowvale CHC	58%
Xhora CHC	51%
Nozuko Clinic	16%

Are people who are coughing in a separate room?

Patient Responses: 169

Yes:	48%
Only sometimes:	14%
No:	27%
Don't know:	11%



District Score* **53%**

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

Nqamakwe CHC	85%
Butterworth Gateway Clinic	70%
Willowvale CHC	57%
Idutywa Village CHC	52%
Xhora CHC	44%
Nozuko Clinic	39%