

## 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: 196

Amount of time spent:

**4:46**

#### Facility Results

Xhora CHC	3:27
Butterworth Gateway Clinic	3:44
Willowvale CHC	4:49
Nqamakwe CHC	5:00
Nozuko Clinic	5:06
Idutywa Village CHC	6:18

#### Comparison Results

National Average:	4:15
Provincial Average:	4:45
Best District Result:	2:00
Worst District Result:	7:13

### Earliest Patient Arrival Time

Patient Responses: 197

Earliest arrival time

**6:01**

#### Facility Results

Xhora CHC	6:15
Butterworth Gateway Clinic	6:10
Nqamakwe CHC	6:04
Nozuko Clinic	5:54
Idutywa Village CHC	5:51
Willowvale CHC	5:51

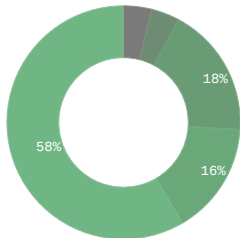
#### Comparison Results

National Average:	5:47
Provincial Average:	5:50
Best District Result:	7:09
Worst District Result:	4:39

### How Safe is the Facility to Wait Before it Opens?

Patient Responses: 77

Very Unsafe:	4%
Unsafe:	4%
Neither Safe or Unsafe:	18%
Safe:	16%
Very Safe:	58%



**District Score\***

**4.21**

#### Comparison Results

National Average:	3.14
Provincial Average:	3.17
Best District Result:	4.98
Worst District Result:	1.43

\* Scores based on average of all survey responses with a maximum score of 5 and a minimum score of 1. **HIGHER scores are better.**

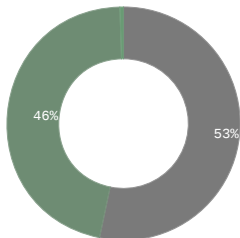
#### Facility Results

Idutywa Village CHC	4.89
Xhora CHC	4.67
Nozuko Clinic	4.29
Butterworth Gateway Clinic	4.22
Willowvale CHC	3.67
Nqamakwe CHC	3.5

### Are the Queues at the Facility Long?

Patient Responses: 197

Yes:	53%
No:	46%
Dont know:	1%



**District Score\***

**54%**

#### Comparison Results

National Average:	66%
Provincial Average:	67%
Best District Result:	33%
Worst District Result:	98%

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

#### Facility Results

Butterworth Gateway Clinic	33
Xhora CHC	47
Willowvale CHC	48
Nqamakwe CHC	50
Nozuko Clinic	57
Idutywa Village CHC	83

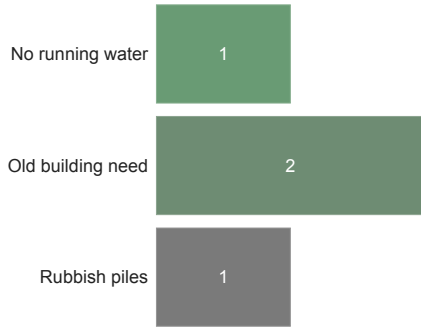


## Clinic Conditions

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: 2



#### Facility Results

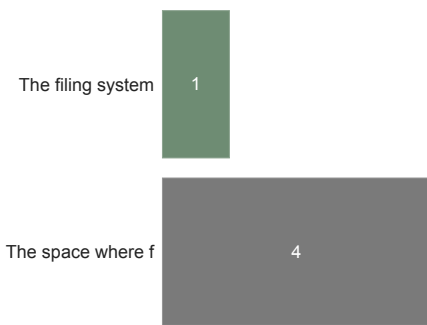
Facility	No running water at the facility	Old building needs renovation	Rubbish piles
Nozuko Clinic	1.0	1.0	1.0
Butterworth Gateway Clinic	0.0	0.0	0.0

### What do you need more space for?

Facility Responses: 0

### 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
Nozuko Clinic	1.0	1.0
Butterworth Gateway Clinic	0.0	1.0
Nqamakwe CHC	0.0	1.0
Xhora CHC	0.0	1.0

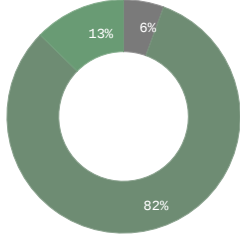
## Access to Medicines and Shortages/Stockouts

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: 197

Yes:	6%
No:	82%
Dont know:	13%



#### District Score\*

**6%**

#### Comparison Results

National Average:	11%
Provincial Average:	10%
Best District Result:	0%
Worst District Result:	50%

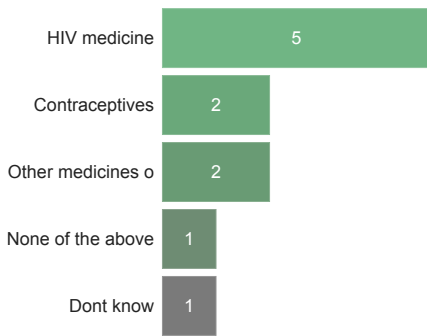
\* Percent of survey responses responding "Yes" (excluding "Don't Know") **LOWER scores are better.**

#### Facility Results

Willowvale CHC	0
Xhora CHC	4
Idutywa Village CHC	6
Nqamakwe CHC	6
Nozuko Clinic	8
Butterworth Gateway Clinic	15

### Patient Reports of Medicine Shortage(s)

Patient Responses: 11



#### Facility Results

	HIV medicine	Contraceptives	Other medicines or tests	None of the above	Dont know
Butterworth Gateway Clinic	2.0	2.0			
Idutywa Village CHC	1.0			1.0	
Nozuko Clinic	1.0		1.0		
Nqamakwe CHC			1.0		1.0
Xhora CHC	1.0				

### Contraception shortage(s)

Patient Responses: 2

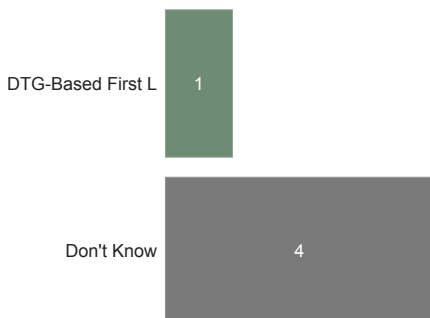


#### Facility Results

	Injection
Butterworth Gateway Clinic	2

### HIV medication shortage(s)

Patient Responses: 5



#### Facility Results

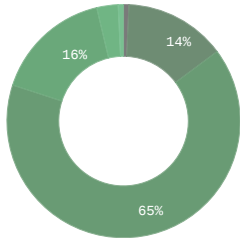
	DTG-Based First Line FDC	Don't Know
Butterworth Gateway Clinic	1.0	1.0
Idutywa Village CHC		1.0
Nozuko Clinic		1.0
Xhora CHC		1.0

## ARV Collection and Access

Currently many people in South Africa who could benefit from HIV treatment are not, with many people who are living with HIV not on treatment – either never having known their HIV status, or having started on treatment then disengaged from care. To ensure we get more people to start and importantly stay on treatment, it is critical to ensure that ARV collection is as quick and easy as possible. As such efforts should be made to support PLHIV with suppressed viral loads to receive extended ARV refills and be enrolled in a repeat prescription strategy (including external/internal pick up points or adherence clubs).

### Length of HIV medicine refill?

2 weeks:	1%
1 month:	14%
2 months:	65%
3 months:	16%
6 months:	3%
Dont know:	1%



Patient Responses: 135

**District Score\***

**2.13**

### Comparison Results

National Average:	2.26
Provincial Average:	2.11
Best District Result:	4.0
Worst District Result:	1.64

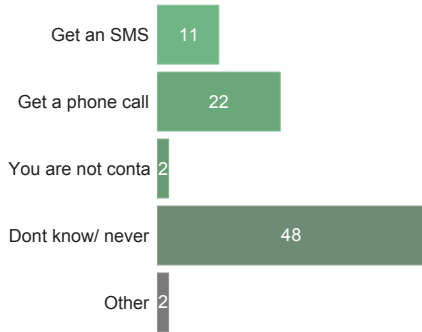
\* Scores based on average point value of each response with a maximum score of 6 and a minimum score of 0.25. **HIGHER scores are better.**

### Facility Results

Butterworth Gateway Clinic	2.37
Xhora CHC	2.23
Idutywa Village CHC	2.22
Nqamakwe CHC	2.18
Willowvale CHC	1.91
Nozuko Clinic	1.84

### When Patients Miss a Visit to Collect ARVs:

Patient Responses: 79

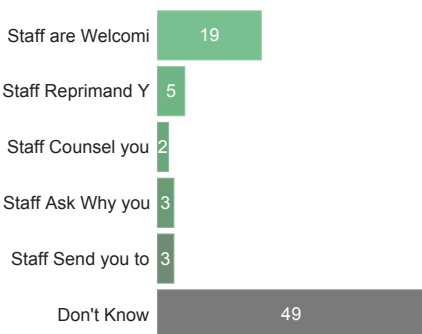


### Facility Results

	Get an SMS	Get a phone call	You are not contacted by the clinic	Dont know/ never missed a visit	Other
Nozuko Clinic		3.0	1.0	5.0	1.0
Butterworth Gateway Clinic	3.0	2.0	1.0	4.0	1.0
Idutywa Village CHC	1.0	3.0		14.0	
Nqamakwe CHC	3.0	5.0		4.0	
Willowvale CHC	3.0	6.0		12.0	
Xhora CHC	1.0	3.0		9.0	

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

Patient Responses: 78



### Facility Results

	Staff are Welcomed 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
Willowvale CHC	2.0	2.0			2.0	12.0
Nozuko Clinic	2.0	1.0	1.0	1.0	1.0	5.0
Idutywa Village CHC	2.0	1.0		1.0		14.0
Nqamakwe CHC	6.0	1.0	1.0	1.0		4.0
Butterworth Gateway Clinic	5.0					4.0
Xhora CHC	2.0					10.0

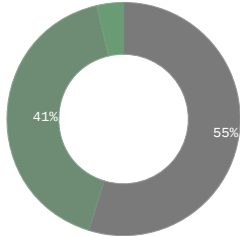
## Adherence Clubs

Adherence clubs should simplify and adapt HIV services to both serve the needs of people living with HIV better and reduce unnecessary burdens on the health system. Adherence clubs provide space to get much-needed treatment literacy information and support PLHIV to remain adherent to treatment. Yet currently many adherence clubs have been suspended due to the COVID-19 pandemic. This suspension means our sample size for adherence club member responses is at times very low.

### If Not in an Adherence Club Already, Are you Aware of Them at this Facility?

Patient Responses: 135

Yes:	55%
No:	41%
Dont know:	4%



**District Score\***

**56%**

#### Comparison Results

National Average:	41%
Provincial Average:	34%
Best District Result:	92%
Worst District Result:	0%

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

#### Facility Results

Xhora CHC	65
Idutywa Village CHC	63
Butterworth Gateway Clinic	61
Nozuko Clinic	61
Willowvale CHC	50
Nqamakwe CHC	41

### Does the Adherence Club make HIV medicine pick up faster?

Total Responses: 0

**District Score\***

**NA**

#### Comparison Results

National Average:	93%
Provincial Average:	100%
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

Total Responses: 0

### What clinical services are offered at an adherence club meeting?

Total Responses: 0

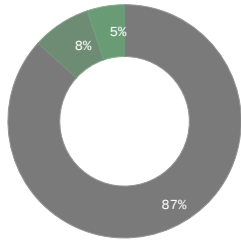
## Access to Viral Load Testing / Information

Treatment and viral load literacy improves linkage rates and ART continuity as people living with HIV understand the importance of starting and remaining on treatment effectively. By becoming as informed as possible, PLHIV are empowered to take control of their own health and sex lives. However, sometimes PLHIV report that healthcare workers do not explain the results of viral load test results and at times PLHIV do not understand the benefits of having an undetectable viral load.

### Have Patients had a Viral Load Test in the Past Year?

Patient Responses: 135

Yes:	87%
No:	8%
Dont know:	5%



**District Score\***

**91%**

#### Comparison Results

National Average:	95%
Provincial Average:	94%
Best District Result:	100%
Worst District Result:	84%

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

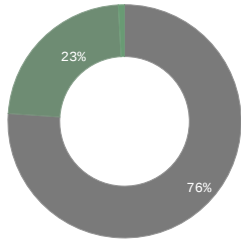
#### Facility Results

Idutywa Village CHC	96
Nqamakwe CHC	96
Xhora CHC	96
Willowvale CHC	90
Butterworth Gateway Clinic	83
Nozuko Clinic	83

### Did a Health Worker Explain the Viral Load Test Result?

Patient Responses: 117

Yes:	76%
No:	23%
Dont know:	1%



**District Score\***

**77%**

#### Comparison Results

National Average:	86%
Provincial Average:	80%
Best District Result:	100%
Worst District Result:	34%

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

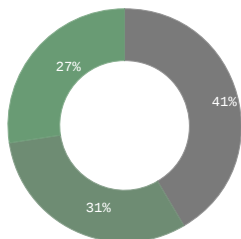
#### Facility Results

Nozuko Clinic	93
Xhora CHC	83
Nqamakwe CHC	82
Willowvale CHC	79
Idutywa Village CHC	70
Butterworth Gateway Clinic	53

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

Patient Responses: 135

Yes:	41%
No:	31%
Dont know:	27%



**District Score\***

**0.41**

#### Comparison Results

National Average:	0.82
Provincial Average:	0.71
Best District Result:	1.0
Worst District Result:	0.41

\* 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.**

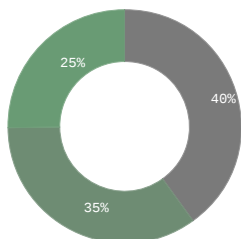
#### Facility Results

Nozuko Clinic	0.68
Xhora CHC	0.58
Willowvale CHC	0.43
Nqamakwe CHC	0.35
Idutywa Village CHC	0.3
Butterworth Gateway Clinic	0.16

### Treatment Literacy: Do Patients Understand Viral Load and Transmission?

Patient Responses: 135

Yes:	40%
No:	35%
Dont know:	25%



**District Score\***

**0.4**

#### Comparison Results

National Average:	0.74
Provincial Average:	0.67
Best District Result:	1.0
Worst District Result:	0.26

\* 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	0.63
Xhora CHC	0.58
Willowvale CHC	0.43
Nqamakwe CHC	0.35
Idutywa Village CHC	0.26
Butterworth Gateway Clinic	0.16

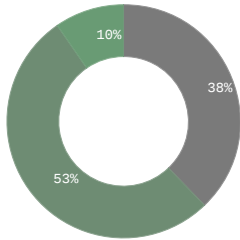
## Index Testing

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: 135

Yes:	38%
No:	53%
Dont know:	10%



**District Score\***

**42%**

#### Comparison Results

National Average:	66%
Provincial Average:	45%
Best District Result:	100%
Worst District Result:	3%

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

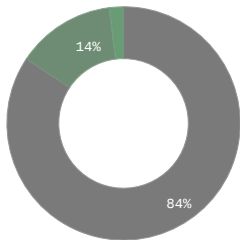
#### Facility Results

Xhora CHC	50
Willowvale CHC	47
Idutywa Village CHC	45
Nqamakwe CHC	45
Butterworth Gateway Clinic	28
Nozuko Clinic	28

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

Patient Responses: 51

Yes:	84%
No:	14%
Dont know:	2%



**District Score\***

**86%**

#### Comparison Results

National Average:	81%
Provincial Average:	74%
Best District Result:	100%
Worst District Result:	0%

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

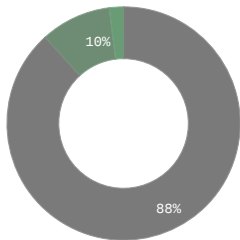
#### Facility Results

Nozuko Clinic	100
Xhora CHC	100
Idutywa Village CHC	90
Nqamakwe CHC	80
Willowvale CHC	78
Butterworth Gateway Clinic	60

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

Patient Responses: 51

Yes:	88%
No:	10%
Dont know:	2%



**District Score\***

**90%**

#### Comparison Results

National Average:	79%
Provincial Average:	72%
Best District Result:	100%
Worst District Result:	0%

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

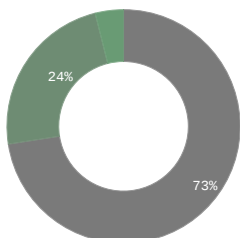
#### Facility Results

Nozuko Clinic	100
Xhora CHC	100
Idutywa Village CHC	90
Nqamakwe CHC	90
Willowvale CHC	89
Butterworth Gateway Clinic	60

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

Patient Responses: 51

Yes:	73%
No:	24%
Dont know:	4%



**District Score\***

**76%**

#### Comparison Results

National Average:	74%
Provincial Average:	67%
Best District Result:	100%
Worst District Result:	0%

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

#### Facility Results

Nozuko Clinic	100
Idutywa Village CHC	90
Willowvale CHC	78
Nqamakwe CHC	70
Xhora CHC	70
Butterworth Gateway Clinic	40



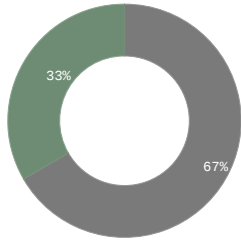
## TB Infection Control

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: 67%  
No: 33%



**District Score\*** **67%**

#### Comparison Results

National Average: 47%  
Provincial Average: 43%  
Best District Result: 75%  
Worst District Result: 0%

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

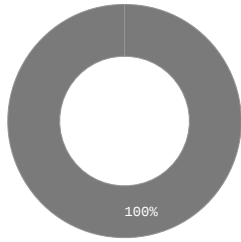
#### Facility Results

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

### Were the Facility Windows Open?

Total Observations: 6

Yes: 100%



**District Score\*** **100%**

#### Comparison Results

National Average: 95%  
Provincial Average: 89%  
Best District Result: 100%  
Worst District Result: 60%

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

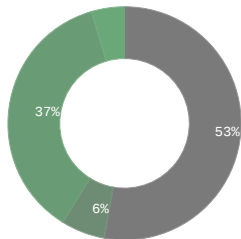
#### Facility Results

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

### Are people being asked for TB symptoms?

Patient Responses: 197

Yes: 53%  
Only sometimes: 6%  
No: 37%  
Dont know: 5%



**District Score\*** **55%**

#### Comparison Results

National Average: 64%  
Provincial Average: 47%  
Best District Result: 100%  
Worst District Result: 6%

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

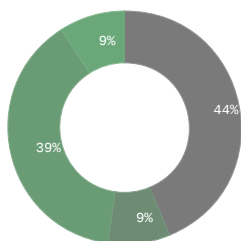
#### Facility Results

Xhora CHC	67
Nqamakwe CHC	62
Willowvale CHC	56
Idutywa Village CHC	51
Butterworth Gateway Clinic	50
Nozuko Clinic	44

### Are people who are coughing in a separate room?

Patient Responses: 197

Yes: 44%  
Only sometimes: 9%  
No: 39%  
Dont know: 9%



**District Score\*** **48%**

#### Comparison Results

National Average: 56%  
Provincial Average: 41%  
Best District Result: 100%  
Worst District Result: 14%

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

#### Facility Results

Xhora CHC	64
Nqamakwe CHC	56
Willowvale CHC	50
Idutywa Village CHC	47
Butterworth Gateway Clinic	43
Nozuko Clinic	26