

## 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: 157

Amount of time spent: **6:NaN**

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#### Comparison Results

National Average:	4:58
Province Average:	6:08
Best District Result:	3:36
Worst District Result:	7:55

#### Facility Results

Boitekong Clinic	5:07
Hebron Clinic	5:58
Mogwase CHC	6:07
Bapong CHC	6:59
Lethabile CHC	7:02
Bafokeng CHC	7:08
Tlhabane CHC	8:21

### Earliest Patient Arrival Time

Patient Responses: 151

Earliest arrival time: **4:NaN**

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#### Comparison Results

National Average:	5:26
Province Average:	4:41
Best District Result:	7:54
Worst District Result:	4:18

#### Facility Results

Lethabile CHC	5:21
Hebron Clinic	4:48
Mogwase CHC	4:26
Bapong CHC	4:07
Bafokeng CHC	4:04
Boitekong Clinic	3:53
Tlhabane CHC	3:39

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

Patient Responses: 29

Very Unsafe:	7%
Unsafe:	31%
Neither Safe or Unsafe:	34%
Safe:	14%
Very Safe:	14%
Dont know:	0%

#### District Score\*

**2.97**

#### Comparison Results

National Average:	2.92
Province Average:	3.63
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

Lethabile CHC	5.00
Mogwase CHC	3.00
Boitekong Clinic	2.89

### Are the Queues at the Facility Long?

Patient Responses: 158

Yes:	92%
No:	8%
Dont know:	1%

#### District Score\*

**92%**

#### Comparison Results

National Average:	81%
Province Average:	96%
Best District Result:	46%
Worst District Result:	100%

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

#### Facility Results

Bafokeng CHC	73%
Boitekong Clinic	90%
Mogwase CHC	94%
Lethabile CHC	94%
Bapong CHC	100%
Hebron Clinic	100%
Tlhabane 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: 158

**District Score\*** **0.90**

**Comparison Results**

National Average:	1.02
Province Average:	1.07
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**

Bafokeng CHC	1.14
Lethabile CHC	1.11
Boitekong Clinic	1.10
Hebron Clinic	1.00
Tlhabane CHC	0.86
Bapong CHC	0.63
Mogwase CHC	0.60

Always: 27%  
 Sometimes: 32%  
 Never: 37%  
 Dont know: 4%

### Are Staff Friendly and Professional?

Patient Responses: 156

**District Score\*** **1.20**

**Comparison Results**

National Average:	1.46
Province Average:	1.35
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**

Lethabile CHC	1.61
Bapong CHC	1.40
Hebron Clinic	1.40
Bafokeng CHC	1.27
Boitekong Clinic	1.17
Mogwase CHC	0.97
Tlhabane CHC	0.60

Yes: 38%  
 Sometimes: 44%  
 Never: 18%  
 Dont know: 1%

### Which Cadres are Understaffed?

Facility Responses: 6

**Facility Results**

	Doctor	Professional nurse	Enrolled nurse	Enrolled nurse assistant	Pharmacist	Assistant pharmacist	Lay counselors	Data capturer	Security guard	Cleaner	General assistant
Boitekong Clinic		1	1	1	1	1					
Tlhabane CHC	1	1	1	1		1					
Lethabile CHC		1	1		1					1	
Bapong CHC	1			1						1	
Hebron Clinic		1		1						1	
Mogwase 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:

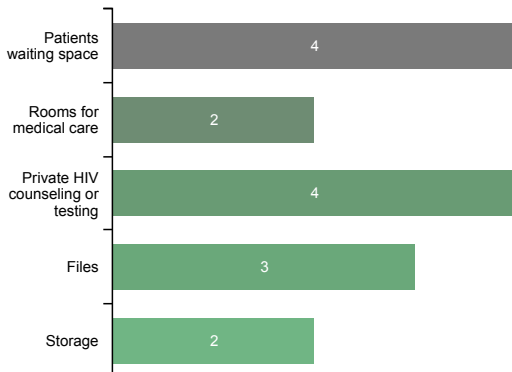
No Data

Facility Results

No Data

### What do you need more space for?

Facility Responses:6

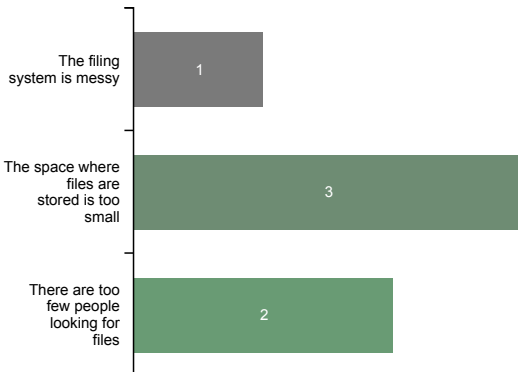


Facility Results

	Patients waiting space	Rooms for medical care	Private HIV counseling or testing	Files	Storage
Tlhabane CHC	1	1	1		1
Boitekong Clinic	1		1	1	
Hebron Clinic			1	1	1
Bafokeng CHC	1	1			
Bapong CHC	1		1		
Mogwase CHC				1	

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

Total Observations:3



Facility Results

	The filing system is messy	The space where files are stored is too small	There are too few people looking for files
Hebron Clinic			
Bapong CHC	1	1	1
Boitekong Clinic		1	

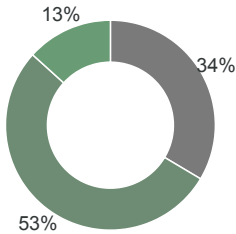
## Access to Medicines and Shortages/Stockouts

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

### Any Patients left without the Medicine due to Shortage

Patient Responses: 158

Yes: 34%  
No: 53%  
Dont know: 13%



**District Score\***

**39%**

#### Comparison Results

National Average: 15%  
Province Average: 43%  
Best District Result: 0%  
Worst District Result: 82%

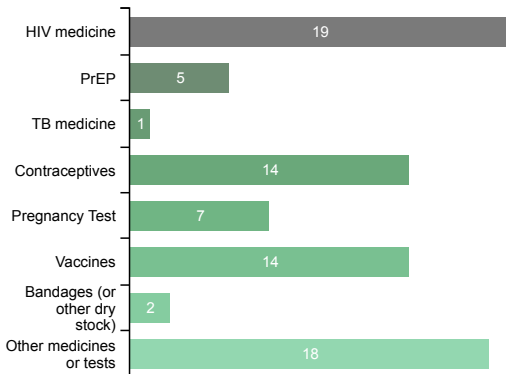
\* Percent of survey responses responding undefined (excluding "Don't Know"). **LOWER scores are better.**

#### Facility Results

Lethabile CHC	6%
Hebron Clinic	7%
Bapong CHC	33%
Boitekong Clinic	48%
Bafokeng CHC	50%
Mogwase CHC	54%
Tlhabane CHC	58%

### Patient Reports of Medicine Shortage(s)

Patient Responses: 52

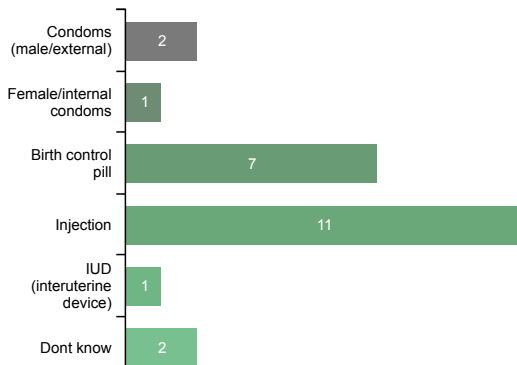


#### Facility Results

	HIV medicine	PrEP	TB medicine	Contraceptives	Pregnancy Test	Vaccines	Bandages (or other dry stock)	Other medicines or tests
Boitekong Clinic	6	2	1	2	1	2	1	2
Bafokeng CHC	4	2		5	3	2	1	2
Bapong CHC	3	1		2	2	3		2
Mogwase CHC	1	1		5		5		8
Tlhabane CHC	5	1			1	1		2
Lethabile CHC						1		1
Hebron Clinic								1

### Contraception shortage(s)

Patient Responses: 14

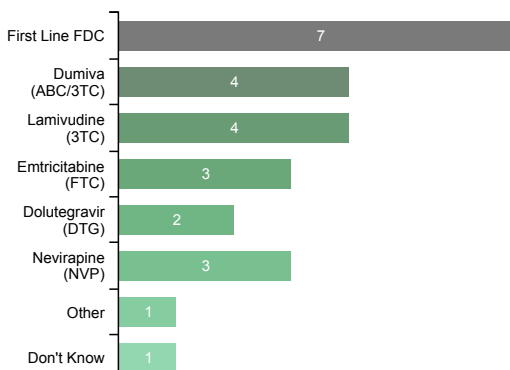


#### Facility Results

	Condoms (male/external)	Female/internal condoms	Birth control Pill	Injection	IUD (interuterine device)	Dont know
Bafokeng CHC	1	1	3	3		1
Bapong CHC	1			2	1	
Mogwase CHC			4	4		
Boitekong Clinic				2		1

### HIV medication shortage(s)

Patient Responses: 19



#### Facility Results

	First Line FDC	Dumiva (ABC/3TC)	Lamivudine (3TC)	Emtricitabine (FTC)	Dolutegravir (DTG)	Nevirapine (NVP)	Other	Dont Know
Boitekong Clinic	2	3		1	1		1	1
Bafokeng CHC			2	1	1	1		
Tlhabane CHC	4	1		1				
Bapong CHC			2			2		
Mogwase CHC	1							

## ARV Collection and Access

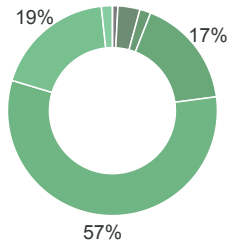
Currently many people in South Africa who could benefit from HIV treatment are not, with many people who are living with HIV not on treatment – either never having known their HIV status, or having started on treatment then disengaged from care. To ensure we get more people to start and importantly stay 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: 118

#### Facility Results

1 week:	1%
2 weeks:	3%
3 weeks:	2%
1 month:	17%
2 months:	57%
3 months:	19%
6 months:	2%
Dont know:	0%



#### District Score\*

**2.00**

#### Comparison Results

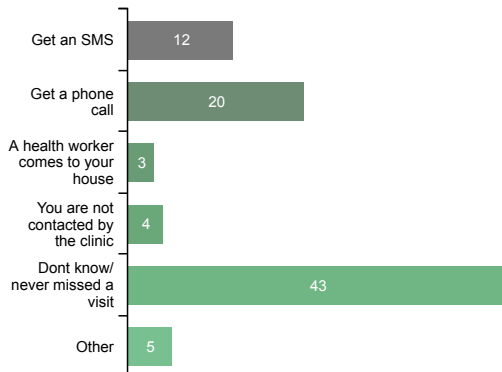
National Average:	2.03
Province Average:	1.90
Best District Result:	2.39
Worst District Result:	1.56

\* 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.**

Hebron Clinic	2.40
Mogwase CHC	2.27
Bapong CHC	2.14
Lethabile CHC	1.88
Tihabane CHC	1.75
Bafokeng CHC	1.73
Boitekong Clinic	1.71

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

Patient Responses: 84

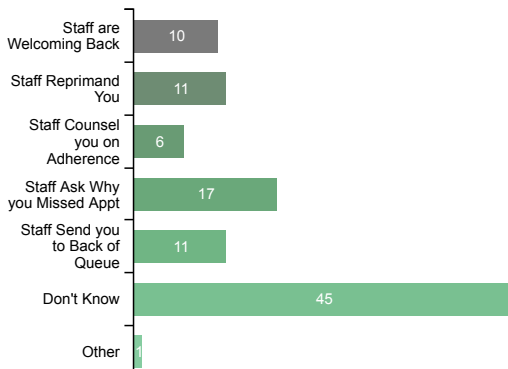


#### Facility Results

	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	Other
Hebron Clinic		1		1	13	
Lethabile CHC	1	8		2	3	
Boitekong Clinic	1	2		1	5	2
Bafokeng CHC	5	3	1		4	
Bapong CHC	5	2	1		1	
Mogwase CHC		4	1		9	1
Tihabane CHC					8	2

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

Patient Responses: 84



#### Facility Results

	Staff are Welcoming Back	Staff Reprimand You	Staff Counsel you on Adherence	Staff Ask Why you Missed Appt	Staff Send you to Back of Queue	Don't Know	Other
Tihabane CHC		2	1		1	8	
Boitekong Clinic	1	2	1	2	1	5	1
Lethabile CHC	3	4	2	5	3	5	
Hebron Clinic		1	1	2	1	12	
Bafokeng CHC	3			2	3	5	
Bapong CHC	2	2		3	1	1	
Mogwase CHC	1		1	3	1	9	

## 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: 109

Yes:	30%
No:	63%
Dont know:	6%

#### District Score\*

**32%**

#### Comparison Results

National Average:	35%
Province Average:	56%
Best District Result:	91%
Worst District Result:	1%

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

#### Facility Results

Bapong CHC	70%
Bafokeng CHC	46%
Hebron Clinic	42%
Lethabile CHC	36%
Tlhabane CHC	27%
Mogwase CHC	18%
Boitekong Clinic	13%

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

Total Responses: 5

Yes:	40%
No:	60%
Dont know:	0%

#### District Score\*

**40%**

#### Comparison Results

National Average:	94%
Province Average:	50%
Best District Result:	100%
Worst District Result:	0%

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

#### Facility Results

Bapong CHC	50%
Bafokeng CHC	0%

### Information provided by the Adherence Club

Total Responses: 5

Why patients should adhere to their ARVs	2
No information provided	3

#### Facility Results

	Why patients should adhere to their ARVs	No information provided
Bafokeng CHC	1	3
Bapong CHC	1	3

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

Total Responses: 5

ARV collection	5
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#### Facility Results

	ARV collection
Bafokeng CHC	1
Bapong CHC	4

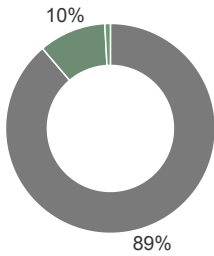
## Access to Viral Load Testing / Information

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: 116

Yes:	89%
No:	10%
Dont know:	1%



**District Score\*** **88%**

#### 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.**

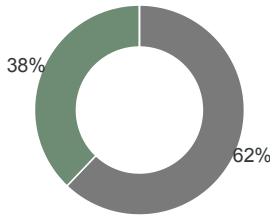
#### Facility Results

Boitekong Clinic	100%
Tlhabane CHC	100%
Hebron Clinic	93%
Mogwase CHC	91%
Bapong CHC	83%
Bafokeng CHC	81%
Lethabile CHC	67%

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

Patient Responses: 103

Yes:	62%
No:	38%
Dont know:	0%



**District Score\*** **62%**

#### Comparison Results

National Average:	77%
Province Average:	80%
Best District Result:	98%
Worst District Result:	34%

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

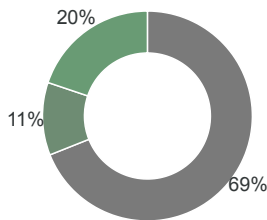
#### Facility Results

Lethabile CHC	100%
Hebron Clinic	86%
Bafokeng CHC	85%
Bapong CHC	80%
Tlhabane CHC	47%
Boitekong Clinic	44%
Mogwase CHC	25%

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

Patient Responses: 116

Yes:	69%
No:	11%
Dont know:	20%



**District Score\*** **0.91**

#### Comparison Results

National Average:	0.76
Province Average:	0.89
Best District Result:	1.00
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.**

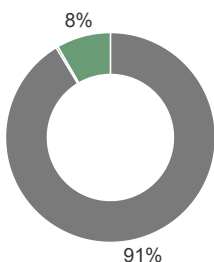
#### Facility Results (5 Best/Worst)

Willowfountain Clinic	1.00
Impilwenhle Clinic	1.00
Mpumuza Clinic	1.00
Pata Clinic	1.00
Taylors Halt Clinic	1.00
.....	--
Richmond Clinic	1.00
Caluza Clinic	0.85
Howick Clinic	0.84
Mooi River Clinic	0.78
Mpophomeni Clinic	0.18

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

Patient Responses: 312

Yes:	91%
No:	0%
Dont know:	8%



**District Score\*** **0.91**

#### Comparison Results

National Average:	0.69
Province Average:	0.80
Best District Result:	1.00
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 (5 Best/Worst)

Willowfountain Clinic	1.00
Impilwenhle Clinic	1.00
Mpumuza Clinic	1.00
Pata Clinic	1.00
Taylors Halt Clinic	1.00
.....	--
Richmond Clinic	1.00
Caluza Clinic	0.85
Howick Clinic	0.84
Mooi River Clinic	0.78
Mpophomeni Clinic	0.23

## Index Testing

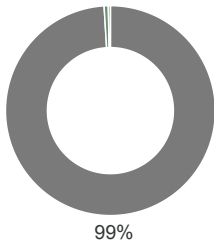
Index testing (aka Assisted Partner Notification Services or Contact Tracing) can help identify PLHIV earlier, get them access treatment to protect their health and interrupt onward transmission of HIV. However, if implemented poorly, index testing can cause harm to individuals, undermine their rights 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: 312

Yes:	99%
No:	1%
Dont know:	0%



**District Score\*** **99%**

#### Comparison Results

National Average:	63%
Province Average:	78%
Best District Result:	100%
Worst District Result:	3%

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

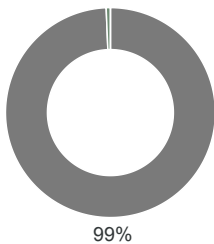
#### Facility Results (5 Best/Worst)

Willowfountain Clinic	100%
Impilwenhle Clinic	100%
Mpumuza Clinic	100%
Pata Clinic	100%
Taylor's Halt Clinic	100%
.....	--
Ndalen Clinic	100%
Richmond Clinic	100%
Mooi River Clinic	100%
Azalea Clinic	95%
Howick Clinic	95%

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

Patient Responses: 309

Yes:	99%
No:	1%
Dont know:	0%



**District Score\*** **99%**

#### Comparison Results

National Average:	69%
Province Average:	85%
Best District Result:	100%
Worst District Result:	0%

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

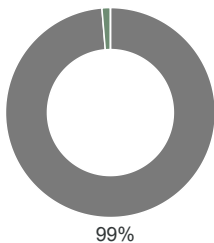
#### Facility Results (5 Best/Worst)

Willowfountain Clinic	100%
Impilwenhle Clinic	100%
Mpumuza Clinic	100%
Pata Clinic	100%
Taylor's Halt Clinic	100%
.....	--
Mafakathini Clinic	100%
Ndalen Clinic	100%
Richmond Clinic	100%
Azalea Clinic	95%
Mooi River Clinic	94%

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

Patient Responses: 309

Yes:	99%
No:	1%
Dont know:	0%



**District Score\*** **99%**

#### Comparison Results

National Average:	62%
Province Average:	88%
Best District Result:	100%
Worst District Result:	0%

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

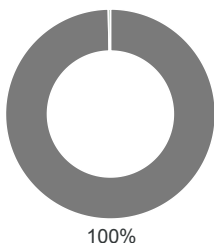
#### Facility Results (5 Best/Worst)

Willowfountain Clinic	100%
Impilwenhle Clinic	100%
Mpumuza Clinic	100%
Pata Clinic	100%
Taylor's Halt Clinic	100%
.....	--
Richmond Clinic	100%
Mooi River Clinic	100%
Ndalen Clinic	96%
Howick Clinic	94%
Azalea Clinic	90%

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

Patient Responses: 309

Yes:	100%
No:	0%
Dont know:	0%



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

#### Comparison Results

National Average:	62%
Province Average:	86%
Best District Result:	100%
Worst District Result:	0%

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

#### Facility Results (5 Best/Worst)

Willowfountain Clinic	100%
Impilwenhle Clinic	100%
Mpumuza Clinic	100%
Pata Clinic	100%
Taylor's Halt Clinic	100%
.....	--
Azalea Clinic	100%
Mafakathini Clinic	100%
Ndalen Clinic	100%
Richmond Clinic	100%
Mooi River Clinic	94%



## 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.

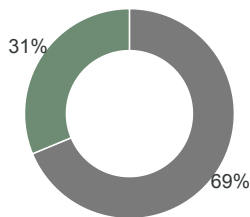
The six measures are: ensuring enough room and space for patients to wait without overcrowding; keeping windows open; ensuring there are TB information posters prominently displayed; reducing clinic waiting times to less than an average of an hour and 15 minutes; screening all arriving patients for TB 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: 16

#### Facility Results (5 Best/Worst)

Yes: 69%  
No: 31%



**District Score\*** **69%**

#### Comparison Results

National Average: 44%  
Province Average: 44%  
Best District Result: 75%  
Worst District Result: 0%

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

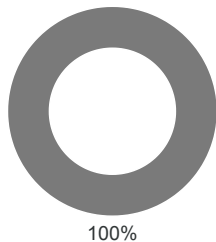
Caluza Clinic	100%
Mpumuza Clinic	100%
Willowfountain Clinic	100%
Sinathing Clinic	100%
Mafakathini Clinic	100%
.....	--
Impilwenhle Clinic	50%
Pata Clinic	0%
Azalea Clinic	0%
Howick Clinic	0%
Mpophomeni Clinic	0%

### Were the Facility Windows Open?

Total Observations: 16

#### Facility Results (5 Best/Worst)

Yes: 100%



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

#### Comparison Results

National Average: 98%  
Province Average: 98%  
Best District Result: 100%  
Worst District Result: 60%

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

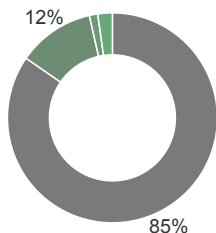
Caluza Clinic	100%
Mpumuza Clinic	100%
Willowfountain Clinic	100%
Sinathing Clinic	100%
Impilwenhle Clinic	100%
.....	--
Howick Clinic	100%
Mpophomeni Clinic	100%
Ndalen Clinic	100%
Richmond Clinic	100%
Mooi River Clinic	100%

### Are people being asked for TB symptoms?

Patient Responses: 312

#### Facility Results (5 Best/Worst)

Yes: 85%  
Only sometimes: 12%  
No: 1%  
Dont know: 2%



**District Score\*** **86%**

#### Comparison Results

National Average: 37%  
Province Average: 75%  
Best District Result: 100%  
Worst District Result: 6%

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

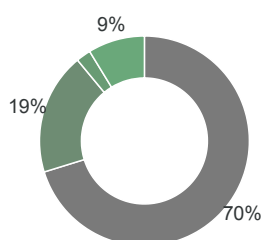
Willowfountain Clinic	100%
Impilwenhle Clinic	100%
Caluza Clinic	100%
Mooi River Clinic	100%
Ndalen Clinic	96%
.....	--
Azalea Clinic	82%
Mpumuza Clinic	75%
Taylors Halt Clinic	75%
Mafakathini Clinic	60%
Pata Clinic	50%

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

Patient Responses: 309

#### Facility Results (5 Best/Worst)

Yes: 70%  
Only sometimes: 19%  
No: 2%  
Dont know: 9%



**District Score\*** **76%**

#### Comparison Results

National Average: 25%  
Province Average: 66%  
Best District Result: 100%  
Worst District Result: 14%

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

Willowfountain Clinic	100%
Impilwenhle Clinic	100%
Songonzima Clinic	100%
Caluza Clinic	100%
Mpophomeni Clinic	96%
.....	--
Azalea Clinic	59%
Taylors Halt Clinic	55%
Mafakathini Clinic	43%
Pata Clinic	39%
Mpumuza Clinic	30%