

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: 121

Amount of time spent:

6:01

Facility Results

Hebron Clinic	4:47
Mogwase CHC	5:21
Bafokeng CHC	5:42
Boitekong Clinic	6:01
Letlhabile CHC	6:27
Bapong CHC	6:41
Tlhabane CHC	7:11

Comparison Results

National Average:	4:15
Provincial Average:	4:23
Best District Result:	2:00
Worst District Result:	7:13

Earliest Patient Arrival Time

Patient Responses: 118

Earliest arrival time

4:53

Facility Results

Bapong CHC	5:20
Hebron Clinic	5:10
Letlhabile CHC	5:04
Bafokeng CHC	4:55
Mogwase CHC	4:48
Boitekong Clinic	4:39
Tlhabane CHC	3:53

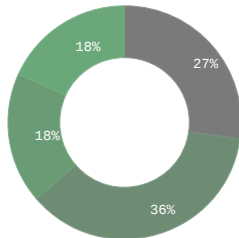
Comparison Results

National Average:	5:47
Provincial Average:	5:15
Best District Result:	7:09
Worst District Result:	4:39

How Safe is the Facility to Wait Before it Opens?

Patient Responses: 11

Unsafe:	27%
Neither Safe or Unsafe:	36%
Safe:	18%
Very Safe:	18%



District Score*

3.27

Comparison Results

National Average:	3.14
Provincial Average:	2.31
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.**

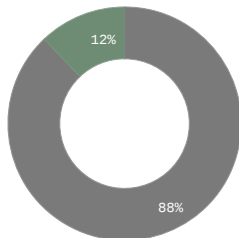
Facility Results

Letlhabile CHC	5.0
Boitekong Clinic	3.1

Are the Queues at the Facility Long?

Patient Responses: 124

Yes:	88%
No:	12%



District Score*

88%

Comparison Results

National Average:	66%
Provincial Average:	72%
Best District Result:	33%
Worst District Result:	98%

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

Facility Results

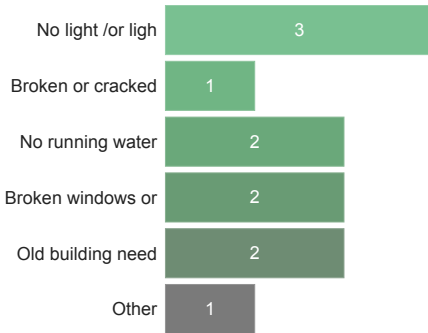
Bapong CHC	74
Hebron Clinic	79
Mogwase CHC	87
Boitekong Clinic	94
Letlhabile CHC	94
Bafokeng CHC	95
Tlhabane CHC	100

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: 5



Facility Results

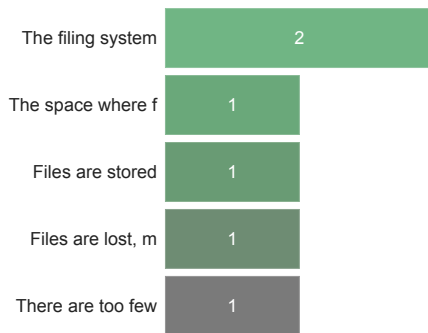
Facility	No light /or lights not working in some areas of the facility	Broken or cracked roof, walls or floor	No running water at the facility	Broken windows or doors	Old building needs renovation	Other
Boitekong Clinic	1.0		1.0	1.0	1.0	
Hebron Clinic	1.0	1.0			1.0	
Lethabile CHC	1.0		1.0	1.0		
Mogwase CHC						1.0

What do you need more space for?

Facility Responses: 0

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

Total Observations: 3



Facility Results

Facility	The filing system is messy	The space where files are stored is too small	Files are stored where patients can access them	Files are lost, missing or misplaced	There are too few people looking for files
Hebron Clinic			1.0	1.0	1.0
Boitekong Clinic	2.0	1.0			

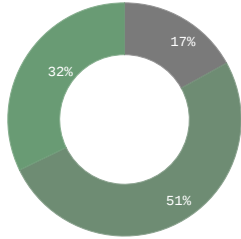
Access to Medicines and Shortages/Stockouts

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: 112

Yes:	17%
No:	51%
Dont know:	32%



District Score*

22%

Comparison Results

National Average:	11%
Provincial Average:	33%
Best District Result:	0%
Worst District Result:	50%

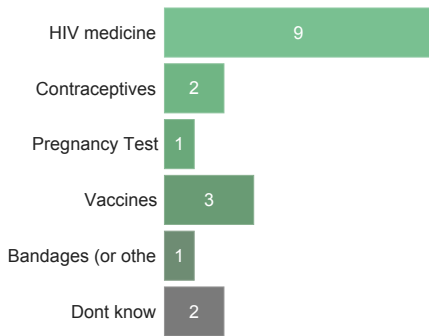
* Percent of survey responses responding "Yes" (excluding "Don't Know") **LOWER scores are better.**

Facility Results

Mogwase CHC	0
Hebron Clinic	12
Tlhabane CHC	13
Bapong CHC	14
Bafokeng CHC	20
Lethabile CHC	31
Boitekong Clinic	71

Patient Reports of Medicine Shortage(s)

Patient Responses: 17

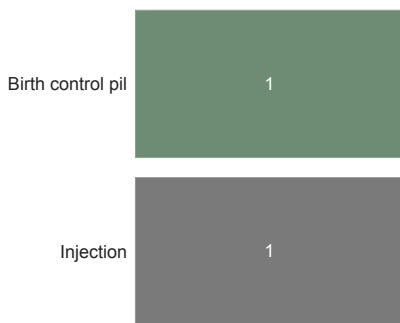


Facility Results

	HIV medicine	Contraceptives	Pregnancy Test	Vaccines	Bandages (or other dry stock)	Dont know
Bapong CHC		2.0		1.0	1.0	
Bafokeng CHC	1.0		1.0			
Lethabile CHC	2.0					1.0
Boitekong Clinic	5.0					
Hebron Clinic	1.0					1.0
Tlhabane CHC				2.0		

Contraception shortage(s)

Patient Responses: 2

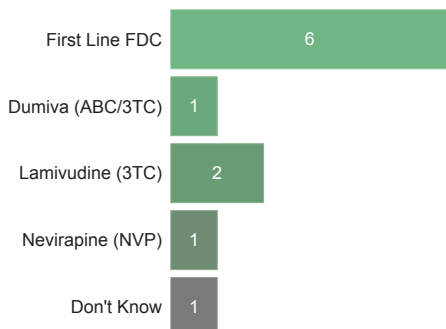


Facility Results

	Birth control pill	Injection
Bapong CHC	1	1

HIV medication shortage(s)

Patient Responses: 9



Facility Results

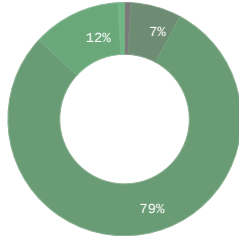
	First Line FDC	Dumiva (ABC/3TC)	Lamivudine (3TC)	Nevirapine (NVP)	Don't Know
Boitekong Clinic	5.0	1.0			
Lethabile CHC			2.0	1.0	
Bafokeng CHC	1.0				
Hebron Clinic					1.0

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?

3 weeks:	1%
1 month:	7%
2 months:	79%
3 months:	12%
Dont know:	1%



District Score*

2.04

Comparison Results

National Average:	2.26
Provincial Average:	2.34
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.**

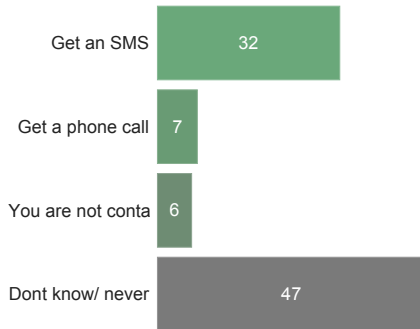
Patient Responses: 114

Facility Results

Lethabile CHC	2.38
Boitekong Clinic	2.25
Hebron Clinic	2.09
Bafokeng CHC	2.0
Mogwase CHC	2.0
Tlhabane CHC	1.81
Bapong CHC	1.8

When Patients Miss a Visit to Collect ARVs:

Patient Responses: 90

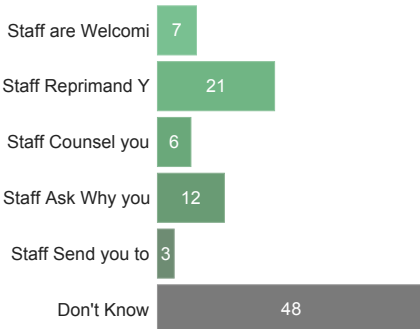


Facility Results

	Get an SMS	Get a phone call	You are not contacted by the clinic	Dont know/ never missed a visit
Hebron Clinic			1.0	1.0
Bapong CHC		1.0	1.0	13.0
Tlhabane CHC	3.0	3.0	2.0	7.0
Bafokeng CHC	7.0	1.0		12.0
Boitekong Clinic	10.0			5.0
Lethabile CHC	1.0	2.0		5.0
Mogwase CHC	11.0			4.0

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

Patient Responses: 89



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
Boitekong Clinic		7.0		2.0		5.0
Hebron Clinic		2.0		1.0	1.0	2.0
Tlhabane CHC	1.0	7.0		2.0	2.0	7.0
Bapong CHC		2.0	1.0	1.0		13.0
Bafokeng CHC	1.0	3.0		3.0		12.0
Lethabile CHC	2.0					5.0
Mogwase CHC	3.0		5.0	3.0		4.0

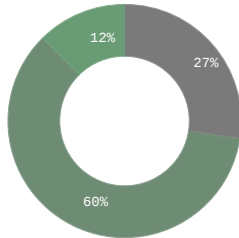
Adherence Clubs

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: 113

Yes:	27%
No:	60%
Dont know:	12%



District Score*

31%

Comparison Results

National Average:	41%
Provincial Average:	50%
Best District Result:	92%
Worst District Result:	0%

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

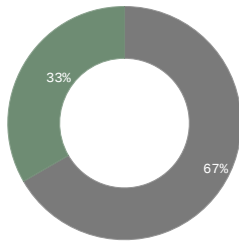
Facility Results

Hebron Clinic	65
Bafokeng CHC	61
Mogwase CHC	33
Tlhabane CHC	19
Boitekong Clinic	18
Bapong CHC	0
Lethabile CHC	0

Does the Adherence Club make HIV medicine pick up faster?

Total Responses: 3

Yes:	67%
Dont know:	33%



District Score*

100%

Comparison Results

National Average:	93%
Provincial Average:	88%
Best District Result:	100%
Worst District Result:	0%

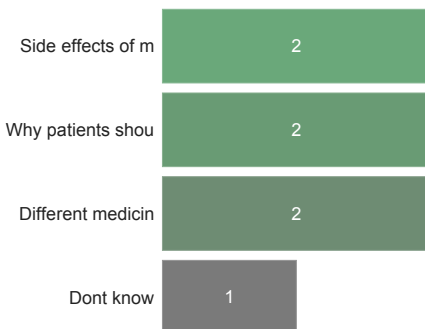
* Percent of survey responses responding "Yes" (excluding "Don't Know") **HIGHER scores are better.**

Facility Results

Bafokeng CHC	100
Boitekong Clinic	100

Information provided by the Adherence Club

Total Responses: 3

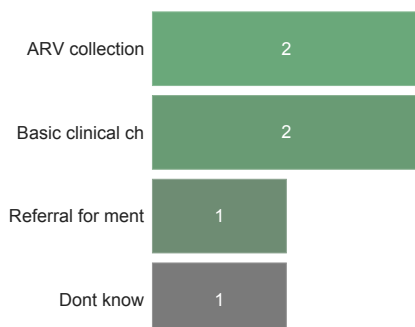


Facility Results

	Side effects of medicines	Why patients should adhere to their ARVs	Different medicine options such as new drugs (ex. Dolutegravir)	Dont know
Bapong CHC				1.0
Bafokeng CHC	1.0	1.0	1.0	
Boitekong Clinic	1.0	1.0	1.0	

What clinical services are offered at an adherence club meeting?

Total Responses: 3



Facility Results

	ARV collection	Basic clinical check up	Referral for mental health services or psycho-social support	Dont know
Bapong CHC				1.0
Bafokeng CHC	1.0	1.0		
Boitekong Clinic	1.0	1.0	1.0	

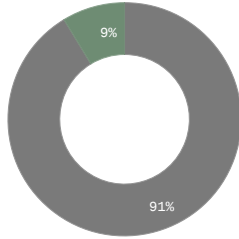
Access to Viral Load Testing / Information

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: 115

Yes:	91%
No:	9%



District Score*

91%

Comparison Results

National Average:	95%
Provincial Average:	97%
Best District Result:	100%
Worst District Result:	84%

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

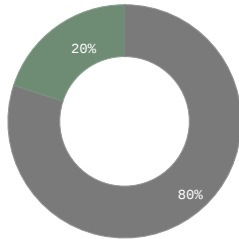
Facility Results

Bafokeng CHC	100
Boitekong Clinic	100
Mogwase CHC	100
Hebron Clinic	95
Bapong CHC	87
Letlhabile CHC	87
Tlhabane CHC	69

Did a Health Worker Explain the Viral Load Test Result?

Patient Responses: 105

Yes:	80%
No:	20%



District Score*

80%

Comparison Results

National Average:	86%
Provincial Average:	93%
Best District Result:	100%
Worst District Result:	34%

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

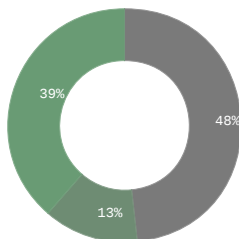
Facility Results

Bafokeng CHC	100
Bapong CHC	100
Boitekong Clinic	100
Mogwase CHC	100
Hebron Clinic	61
Letlhabile CHC	54
Tlhabane CHC	27

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

Patient Responses: 114

Yes:	48%
No:	13%
Dont know:	39%



District Score*

0.48

Comparison Results

National Average:	0.82
Provincial Average:	0.82
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.**

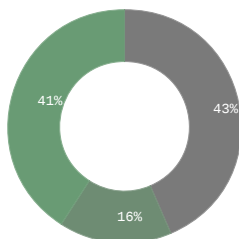
Facility Results

Bapong CHC	0.93
Hebron Clinic	0.79
Letlhabile CHC	0.71
Tlhabane CHC	0.62
Mogwase CHC	0.33
Bafokeng CHC	0.05
Boitekong Clinic	0.0

Treatment Literacy: Do Patients Understand Viral Load and Transmission?

Patient Responses: 115

Yes:	43%
No:	16%
Dont know:	41%



District Score*

0.43

Comparison Results

National Average:	0.74
Provincial Average:	0.79
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

Bapong CHC	0.93
Letlhabile CHC	0.67
Hebron Clinic	0.58
Tlhabane CHC	0.56
Mogwase CHC	0.33
Bafokeng CHC	0.05
Boitekong Clinic	0.0

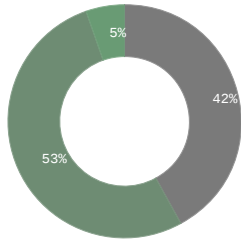
Index Testing

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: 112

Yes:	42%
No:	53%
Dont know:	5%



District Score*

43%

Comparison Results

National Average:	66%
Provincial Average:	54%
Best District Result:	100%
Worst District Result:	3%

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

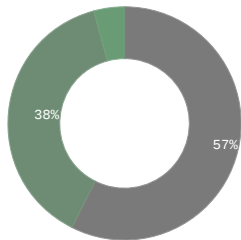
Facility Results

Letlhabile CHC	93
Hebron Clinic	83
Bafokeng CHC	56
Boitekong Clinic	23
Mogwase CHC	21
Bapong CHC	7
Tlhabane CHC	6

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

Patient Responses: 47

Yes:	57%
No:	38%
Dont know:	4%



District Score*

60%

Comparison Results

National Average:	81%
Provincial Average:	88%
Best District Result:	100%
Worst District Result:	0%

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

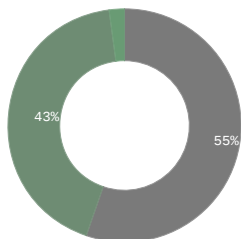
Facility Results

Bapong CHC	100
Hebron Clinic	100
Tlhabane CHC	100
Letlhabile CHC	71
Bafokeng CHC	0
Boitekong Clinic	0
Mogwase CHC	0

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

Patient Responses: 47

Yes:	55%
No:	43%
Dont know:	2%



District Score*

56%

Comparison Results

National Average:	79%
Provincial Average:	86%
Best District Result:	100%
Worst District Result:	0%

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

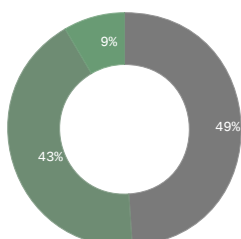
Facility Results

Hebron Clinic	80
Letlhabile CHC	79
Boitekong Clinic	33
Bafokeng CHC	22
Bapong CHC	0
Mogwase CHC	0
Tlhabane CHC	0

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

Patient Responses: 47

Yes:	49%
No:	43%
Dont know:	9%



District Score*

53%

Comparison Results

National Average:	74%
Provincial Average:	88%
Best District Result:	100%
Worst District Result:	0%

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

Facility Results

Hebron Clinic	87
Letlhabile CHC	71
Bafokeng CHC	0
Bapong CHC	0
Boitekong Clinic	0
Mogwase CHC	0
Tlhabane CHC	0

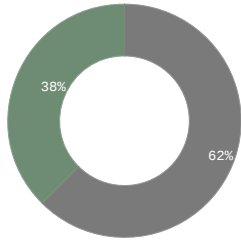
TB Infection Control

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: 8

Yes:	62%
No:	38%



District Score* **62%**

Comparison Results

National Average:	47%
Provincial Average:	65%
Best District Result:	75%
Worst District Result:	0%

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

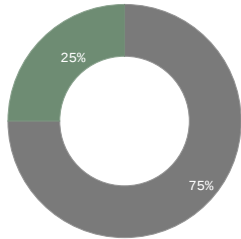
Facility Results

Bafokeng CHC	100
Bapong CHC	100
Letlhabile CHC	100
Mogwase CHC	100
Tlhabane CHC	100
Boitekong Clinic	0
Hebron Clinic	0

Were the Facility Windows Open?

Total Observations: 8

Yes:	75%
No:	25%



District Score* **75%**

Comparison Results

National Average:	95%
Provincial Average:	88%
Best District Result:	100%
Worst District Result:	60%

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

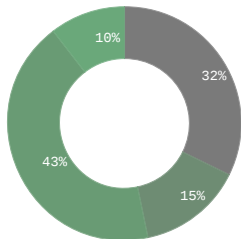
Facility Results

Bafokeng CHC	100
Hebron Clinic	100
Letlhabile CHC	100
Mogwase CHC	100
Tlhabane CHC	100
Boitekong Clinic	50
Bapong CHC	0

Are people being asked for TB symptoms?

Patient Responses: 124

Yes:	32%
Only sometimes:	15%
No:	43%
Dont know:	10%



District Score* **36%**

Comparison Results

National Average:	64%
Provincial Average:	78%
Best District Result:	100%
Worst District Result:	6%

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

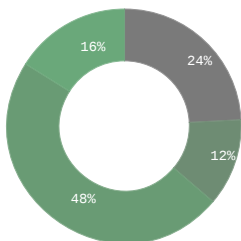
Facility Results

Bafokeng CHC	67
Hebron Clinic	67
Letlhabile CHC	33
Tlhabane CHC	33
Mogwase CHC	28
Bapong CHC	10
Boitekong Clinic	0

Are people who are coughing in a separate room?

Patient Responses: 124

Yes:	24%
Only sometimes:	12%
No:	48%
Dont know:	16%



District Score* **28%**

Comparison Results

National Average:	56%
Provincial Average:	77%
Best District Result:	100%
Worst District Result:	14%

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

Facility Results

Bafokeng CHC	75
Hebron Clinic	44
Mogwase CHC	36
Tlhabane CHC	25
Letlhabile CHC	14
Bapong CHC	0
Boitekong Clinic	0