

## 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: 210

Amount of time spent:

**5:05**

#### Comparison Results

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

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

Central Clinic (East London)	4:36
Greenfields Clinic	4:45
Grey Gateway Clinic	4:46
Zanempilo Clinic (East London)	4:46
Fezeka NU 3 Clinic	4:55
Empilweni Gompo CHC	4:58
Luyolo NU 9 Clinic	5:08
Duncan Village CHC	5:17
Gompo C Jabavu Clinic	5:20
Philani NU 1 Clinic	5:37
Nontyatambo CHC	5:38

### Earliest Patient Arrival Time

Patient Responses: 211

Earliest arrival time

**5:40**

#### Comparison Results

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

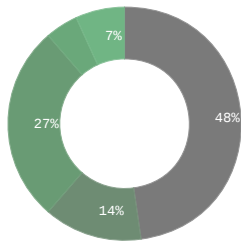
#### Facility Results (5 Best/Worst)

Central Clinic (East London)	6:33
Grey Gateway Clinic	6:12
Fezeka NU 3 Clinic	6:04
Luyolo NU 9 Clinic	5:47
Gompo C Jabavu Clinic	5:33
Duncan Village CHC	5:31
Philani NU 1 Clinic	5:28
Zanempilo Clinic (East London)	5:27
Empilweni Gompo CHC	5:25
Greenfields Clinic	5:18
Nontyatambo CHC	5:00

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

Patient Responses: 44

Very Unsafe:	48%
Unsafe:	14%
Neither Safe or Unsafe:	27%
Safe:	5%
Very Safe:	7%



**District Score\***

**2.09**

#### 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.**

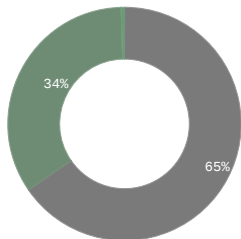
#### Facility Results

Duncan Village CHC	3.0
Grey Gateway Clinic	3.0
Gompo C Jabavu Clinic	2.8
Central Clinic (East London)	2.33
Fezeka NU 3 Clinic	2.2
Greenfields Clinic	2.2
Luyolo NU 9 Clinic	2.0
Philani NU 1 Clinic	1.33
Zanempilo Clinic (East London)	1.25

### Are the Queues at the Facility Long?

Patient Responses: 211

Yes:	65%
No:	34%
Don't know:	0%



**District Score\***

**66%**

#### 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 (5 Best/Worst)

Central Clinic (East London)	32
Greenfields Clinic	56
Grey Gateway Clinic	57
Gompo C Jabavu Clinic	61
Zanempilo Clinic (East London)	65
Fezeka NU 3 Clinic	68
Luyolo NU 9 Clinic	70
Nontyatambo CHC	70
Empilweni Gompo CHC	72
Duncan Village CHC	82
Philani NU 1 Clinic	89

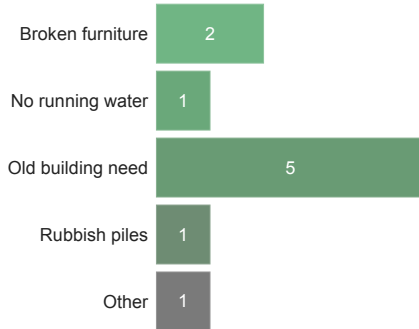


## Clinic Conditions

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: 7



#### Facility Results

	Broken furniture	No running water at the facility	Old building needs renovation	Rubbish piles	Other
Central Clinic (East London)	1.0	1.0			
Greenfields Clinic	1.0				
Philani NU 1 Clinic			1.0	1.0	
Duncan Village CHC					1.0
Fezeka NU 3 Clinic			1.0		
Gompo C. Jabavu Clinic			1.0		
Zanempilo Clinic (East London)			1.0		

### What do you need more space for?

Facility Responses: 0

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

Total Observations: 6



#### Facility Results

Central Clinic (East London)	1
Duncan Village CHC	1
Greenfields Clinic	1
Luyolo NU 9 Clinic	1
Philani NU 1 Clinic	1
Zanempilo Clinic (East London)	1

The space where files are stored is too small

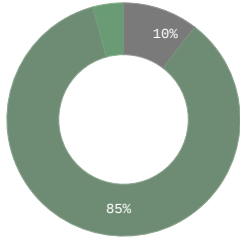
## Access to Medicines and Shortages/Stockouts

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: 211

Yes:	10%
No:	85%
Dont know:	4%



#### District Score\*

**11%**

#### Comparison Results

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

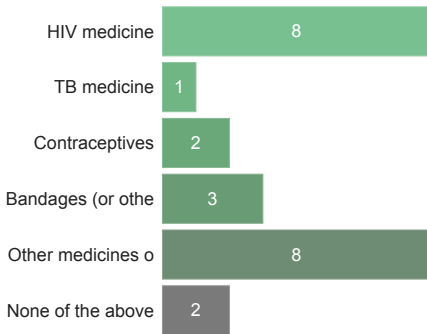
\* Percent of survey responses responding "Yes" (excluding "Don't Know") **LOWER scores are better.**

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

Empilweni Gompo CHC	0
Gompo C Jabavu Clinic	0
Greenfields Clinic	0
Duncan Village CHC	6
Zanempilo Clinic (East London)	6
Luyolo NU 9 Clinic	9
Central Clinic (East London)	11
Grey Gateway Clinic	16
Nontyatyambo CHC	18
Fezeka NU 3 Clinic	22
Philani NU 1 Clinic	28

### Patient Reports of Medicine Shortage(s)

Patient Responses: 22



#### Facility Results

	HIV medicine	TB medicine	Contraceptives	Bandages (or other dry stock)	Other medicines or tests	None of the above
Philani NU 1 Clinic	2.0	1.0		2.0	1.0	1.0
Nontyatyambo CHC	1.0		1.0		1.0	1.0
Central Clinic (East London)	1.0				1.0	
Fezeka NU 3 Clinic	3.0				1.0	
Grey Gateway Clinic	1.0				2.0	
Duncan Village CHC			1.0			
Luyolo NU 9 Clinic					2.0	
Zanempilo Clinic (East London)				1.0		

### Contraception shortage(s)

Patient Responses: 2

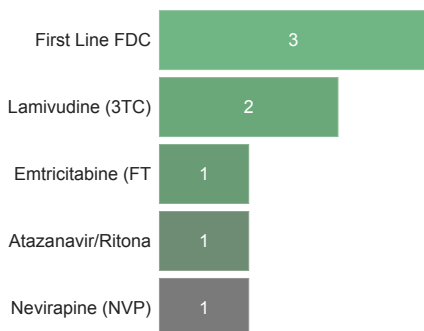


#### Facility Results

	Injection
Duncan Village CHC	1
Nontyatyambo CHC	1

### HIV medication shortage(s)

Patient Responses: 8



#### Facility Results

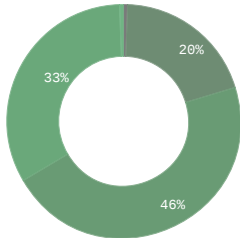
	First Line FDC	Lamivudine (3TC)	Emtricitabine (FT)	Atazanavir/Ritona (ATV/r)	Nevirapine (NVP)
Fezeka NU 3 Clinic		1.0	1.0	1.0	
Philani NU 1 Clinic		1.0			1.0
Central Clinic (East London)	1.0				
Grey Gateway Clinic	1.0				
Nontyatyambo CHC	1.0				

## 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:	20%
2 months:	46%
3 months:	33%
6 months:	1%



### District Score\*

**2.15**

### Comparison Results

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

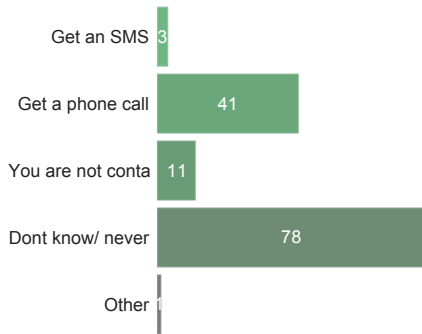
\* Scores based on average point value of each response with a maximum score of 6 and a minimum score of 0.25. **HIGHER scores are better.**

### Facility Results (5 Best/Worst)

Nontyatyambo CHC	2.74
Central Clinic (East London)	2.6
Duncan Village CHC	2.5
Grey Gateway Clinic	2.4
Greenfields Clinic	2.25
Luyolo NU 9 Clinic	2.06
Empilweni Gompo CHC	1.94
Zanempilo Clinic (East London)	1.86
Fezeka NU 3 Clinic	1.84
Philani NU 1 Clinic	1.78
Gompo C Jabavu Clinic	1.68

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

Patient Responses: 134

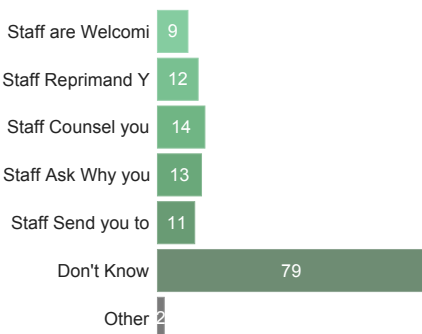


### Facility Results

Facility Results	Get an SMS	Get a phone call	You are not contacted by the clinic	Dont know/ never missed a visit	Other
Gompo C Jabavu Clinic	1.0	2.0	2.0	5.0	
Empilweni Gompo CHC		2.0	2.0	9.0	
Philani NU 1 Clinic		2.0	3.0	9.0	1.0
Nontyatyambo CHC	1.0	3.0	1.0	6.0	
Duncan Village CHC		5.0	1.0	6.0	
Central Clinic (East London)		4.0		8.0	
Fezeka NU 3 Clinic	1.0	3.0		7.0	
Greenfields Clinic		3.0		8.0	
Grey Gateway Clinic		4.0		8.0	
Luyolo NU 9 Clinic		6.0		7.0	

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

Patient Responses: 134



### Facility Results

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	Other
Empilweni Gompo CHC		3.0			1.0	9.0	1.0
Grey Gateway Clinic	1.0				3.0	8.0	
Gompo C Jabavu Clinic		4.0	2.0	1.0	3.0	5.0	
Luyolo NU 9 Clinic	1.0	2.0	2.0			7.0	1.0
Philani NU 1 Clinic	2.0			1.0	2.0	10.0	
Duncan Village CHC		1.0	2.0	3.0	1.0	6.0	
Zanempilo Clinic (East London)	2.0	2.0	2.0	2.0		5.0	
Nontyatyambo CHC			2.0	2.0	1.0	6.0	
Central Clinic (East London)	1.0		1.0	2.0		8.0	
Fezeka NU 3 Clinic	1.0		2.0	1.0		7.0	

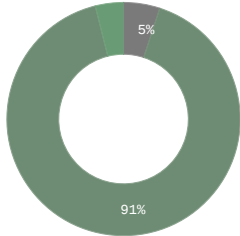
## Adherence Clubs

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: 179

Yes:	5%
No:	91%
Dont know:	4%



**District Score\***

**5%**

#### 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 (5 Best/Worst)

Empilweni Gompo CHC	18
Philani NU 1 Clinic	17
Nontyatyambo CHC	12
Grey Gateway Clinic	7
Central Clinic (East London)	0
Duncan Village CHC	0
Fezeka NU 3 Clinic	0
Gompo C Jabavu Clinic	0
Greenfields Clinic	0
Luyolo NU 9 Clinic	0
Zanempilo Clinic (East London)	0

### 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

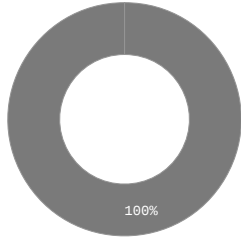
## Access to Viral Load Testing / Information

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: 182

Yes: 100%



**District Score\***

**100%**

#### 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 (5 Best/Worst)

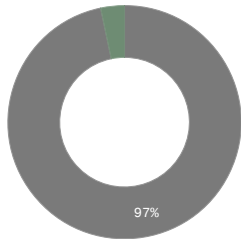
Central Clinic (East London)	100
Duncan Village CHC	100
Empilweni Gompo CHC	100
Fezeka NU 3 Clinic	100
Gompo C Jabavu Clinic	100
Greenfields Clinic	100
Grey Gateway Clinic	100
Luyolo NU 9 Clinic	100
Nontyatambo CHC	100
Philani NU 1 Clinic	100
Zanempilo Clinic (East London)	100

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

Patient Responses: 182

Yes: 97%

No: 3%



**District Score\***

**97%**

#### 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 (5 Best/Worst)

Central Clinic (East London)	100
Gompo C Jabavu Clinic	100
Greenfields Clinic	100
Grey Gateway Clinic	100
Luyolo NU 9 Clinic	100
Nontyatambo CHC	100
Zanempilo Clinic (East London)	100
Duncan Village CHC	94
Fezeka NU 3 Clinic	94
Empilweni Gompo CHC	89
Philani NU 1 Clinic	89

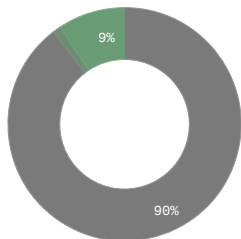
### Treatment Literacy: Do Patients Understand Viral Load and their Health?

Patient Responses: 182

Yes: 90%

No: 1%

Dont know: 9%



**District Score\***

**0.9**

#### 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 (5 Best/Worst)

Central Clinic (East London)	1.0
Grey Gateway Clinic	1.0
Nontyatambo CHC	1.0
Duncan Village CHC	0.94
Greenfields Clinic	0.94
Luyolo NU 9 Clinic	0.94
Zanempilo Clinic (East London)	0.93
Empilweni Gompo CHC	0.89
Fezeka NU 3 Clinic	0.88
Philani NU 1 Clinic	0.72
Gompo C Jabavu Clinic	0.68

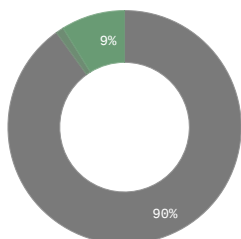
### Treatment Literacy: Do Patients Understand Viral Load and Transmission?

Patient Responses: 181

Yes: 90%

No: 1%

Dont know: 9%



**District Score\***

**0.9**

#### 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 (5 Best/Worst)

Central Clinic (East London)	1.0
Grey Gateway Clinic	1.0
Nontyatambo CHC	1.0
Duncan Village CHC	0.94
Greenfields Clinic	0.94
Luyolo NU 9 Clinic	0.94
Fezeka NU 3 Clinic	0.93
Zanempilo Clinic (East London)	0.93
Empilweni Gompo CHC	0.89
Philani NU 1 Clinic	0.72
Gompo C Jabavu Clinic	0.68

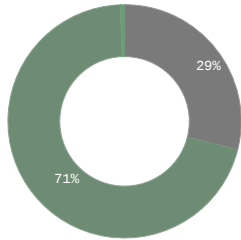
## Index Testing

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: 180

Yes:	29%
No:	71%
Dont know:	1%



**District Score\*** **28%**

#### 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.**

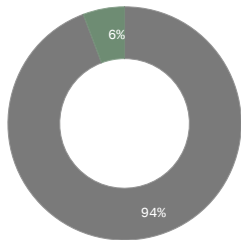
#### Facility Results (5 Best/Worst)

Philani NU 1 Clinic	71
Gompo C Jabavu Clinic	68
Empilweni Gompo CHC	56
Zanempilo Clinic (East London)	21
Greenfields Clinic	19
Luyolo NU 9 Clinic	19
Nontyatambo CHC	16
Fezeka NU 3 Clinic	12
Central Clinic (East London)	7
Grey Gateway Clinic	7
Duncan Village CHC	6

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

Patient Responses: 52

Yes:	94%
No:	6%



**District Score\*** **94%**

#### 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.**

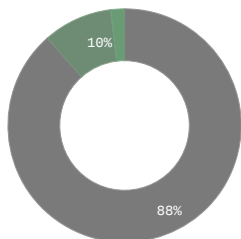
#### Facility Results (5 Best/Worst)

Central Clinic (East London)	100
Duncan Village CHC	100
Fezeka NU 3 Clinic	100
Greenfields Clinic	100
Grey Gateway Clinic	100
Luyolo NU 9 Clinic	100
Nontyatambo CHC	100
Philani NU 1 Clinic	100
Zanempilo Clinic (East London)	100
Gompo C Jabavu Clinic	92
Empilweni Gompo CHC	80

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

Patient Responses: 52

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.**

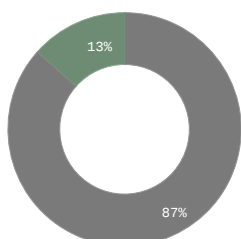
#### Facility Results (5 Best/Worst)

Central Clinic (East London)	100
Duncan Village CHC	100
Fezeka NU 3 Clinic	100
Gompo C Jabavu Clinic	100
Greenfields Clinic	100
Philani NU 1 Clinic	100
Zanempilo Clinic (East London)	100
Empilweni Gompo CHC	90
Luyolo NU 9 Clinic	67
Nontyatambo CHC	33
Grey Gateway Clinic	0

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

Patient Responses: 52

Yes:	87%
No:	13%



**District Score\*** **87%**

#### 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 (5 Best/Worst)

Central Clinic (East London)	100
Fezeka NU 3 Clinic	100
Greenfields Clinic	100
Zanempilo Clinic (East London)	100
Gompo C Jabavu Clinic	92
Philani NU 1 Clinic	92
Empilweni Gompo CHC	90
Luyolo NU 9 Clinic	67
Nontyatambo CHC	67
Duncan Village CHC	0
Grey Gateway Clinic	0



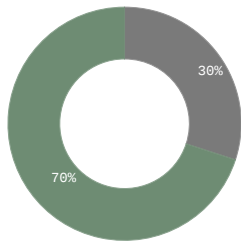
## TB Infection Control

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: 10

Yes: 30%  
No: 70%



**District Score\*** **30%**

#### 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.**

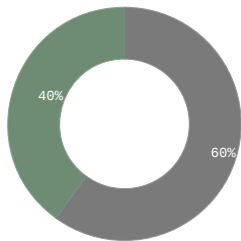
#### Facility Results (5 Best/Worst)

Duncan Village CHC	100
Empilweni Gompo CHC	100
Greenfields Clinic	100
Central Clinic (East London)	0
Fezeka NU 3 Clinic	0
.....	--
Gompo C Jabavu Clinic	0
Luyolo NU 9 Clinic	0
Nontyatyambo CHC	0
Philani NU 1 Clinic	0
Zanempilo Clinic (East London)	0

### Were the Facility Windows Open?

Total Observations: 10

Yes: 60%  
No: 40%



**District Score\*** **60%**

#### 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.**

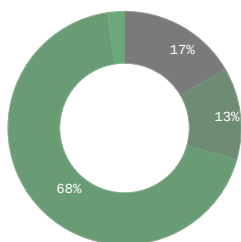
#### Facility Results (5 Best/Worst)

Duncan Village CHC	100
Fezeka NU 3 Clinic	100
Gompo C Jabavu Clinic	100
Greenfields Clinic	100
Philani NU 1 Clinic	100
.....	--
Zanempilo Clinic (East London)	100
Central Clinic (East London)	0
Empilweni Gompo CHC	0
Luyolo NU 9 Clinic	0
Nontyatyambo CHC	0

### Are people being asked for TB symptoms?

Patient Responses: 211

Yes: 17%  
Only sometimes: 13%  
No: 68%  
Dont know: 2%



**District Score\*** **17%**

#### 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.**

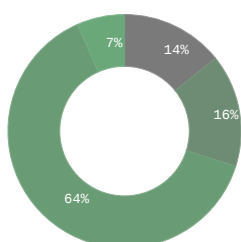
#### Facility Results (5 Best/Worst)

Gompo C Jabavu Clinic	57
Empilweni Gompo CHC	47
Luyolo NU 9 Clinic	35
Zanempilo Clinic (East London)	28
Fezeka NU 3 Clinic	10
Philani NU 1 Clinic	7
Central Clinic (East London)	0
Duncan Village CHC	0
Greenfields Clinic	0
Grey Gateway Clinic	0
Nontyatyambo CHC	0

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

Patient Responses: 211

Yes: 14%  
Only sometimes: 16%  
No: 64%  
Dont know: 7%



**District Score\*** **15%**

#### 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 (5 Best/Worst)

Gompo C Jabavu Clinic	68
Luyolo NU 9 Clinic	33
Empilweni Gompo CHC	24
Zanempilo Clinic (East London)	24
Fezeka NU 3 Clinic	12
Central Clinic (East London)	0
Duncan Village CHC	0
Greenfields Clinic	0
Grey Gateway Clinic	0
Nontyatyambo CHC	0
Philani NU 1 Clinic	0