

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: 87

Amount of time spent: **3:52**

Facility Results

Tembelihle Clinic	3:44
Ngcobo CHC	3:52
Nomzamo CHC	3:55
Philani Clinic (Queenstown)	3:57

Comparison Results

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

Earliest Patient Arrival Time

Patient Responses: 88

Earliest arrival time: **6:17**

Facility Results

Tembelihle Clinic	6:50
Ngcobo CHC	6:16
Philani Clinic (Queenstown)	6:07
Nomzamo CHC	5:59

Comparison Results

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

How Safe is the Facility to Wait Before it Opens?

Patient Responses: 21

Very Unsafe:	0%
Unsafe:	10%
Neither Safe or Unsafe:	14%
Safe:	24%
Very Safe:	52%
Don't know:	0%

District Score*

4.19

Comparison Results

National Average:	2.18
Province Average:	2.67
Best District Result:	4.77
Worst District Result:	1.81

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

Facility Results

Tembelihle Clinic	5.00
Philani Clinic (Queenstown)	3.69

Are the Queues at the Facility Long?

Patient Responses: 88

Yes:	76%
No:	23%
Don't know:	1%

District Score*

77%

Comparison Results

National Average:	68%
Province Average:	76%
Best District Result:	13%
Worst District Result:	97%

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

Facility Results

Tembelihle Clinic	48%
Ngcobo CHC	83%
Philani Clinic (Queenstown)	86%
Nomzamo CHC	89%

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: 88

Always:	3%
Sometimes:	75%
Never:	16%
Don't know:	6%

District Score* 0.87

Comparison Results

National Average:	1.10
Province Average:	1.02
Best District Result:	1.89
Worst District Result:	0.26

* Scores based on average point value of each response with a maximum score of 2 and a minimum score of 0. **HIGHER scores are better.**

Facility Results

Ngcobo CHC	1.13
Philani Clinic (Queenstown)	0.85
Nomzamo CHC	0.85
Tembelihle Clinic	0.71

Are Staff Friendly and Professional?

Patient Responses: 88

Yes:	98%
Sometimes:	2%
Never:	0%
Don't know:	0%

District Score* 1.98

Comparison Results

National Average:	1.46
Province Average:	1.51
Best District Result:	1.98
Worst District Result:	0.94

* Scores based on average point value of each response with a maximum score of 2 and a minimum score of 0. **HIGHER scores are better.**

Facility Results

Philani Clinic (Queenstown)	2.00
Ngcobo CHC	2.00
Nomzamo CHC	2.00
Tembelihle Clinic	1.91

Which Cadres are Understaffed?

Facility Responses: 4

Facility Results

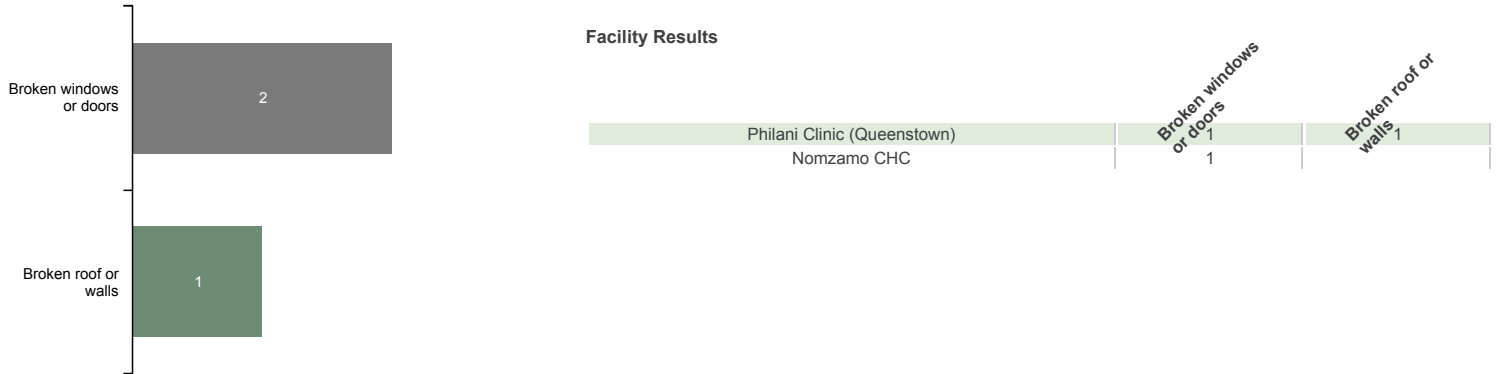
	Doctor	Professional nurse	Enrolled nurse	Pharmacist	Assistant pharmacist	Adherence club facilitators	Data capturer	Cleaner
Ngcobo CHC	1	1	1	1	1			1
Nomzamo CHC			1			1		1
Philani Clinic (Queenstown)			1			1	1	
Tembelihle Clinic			1					1

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.

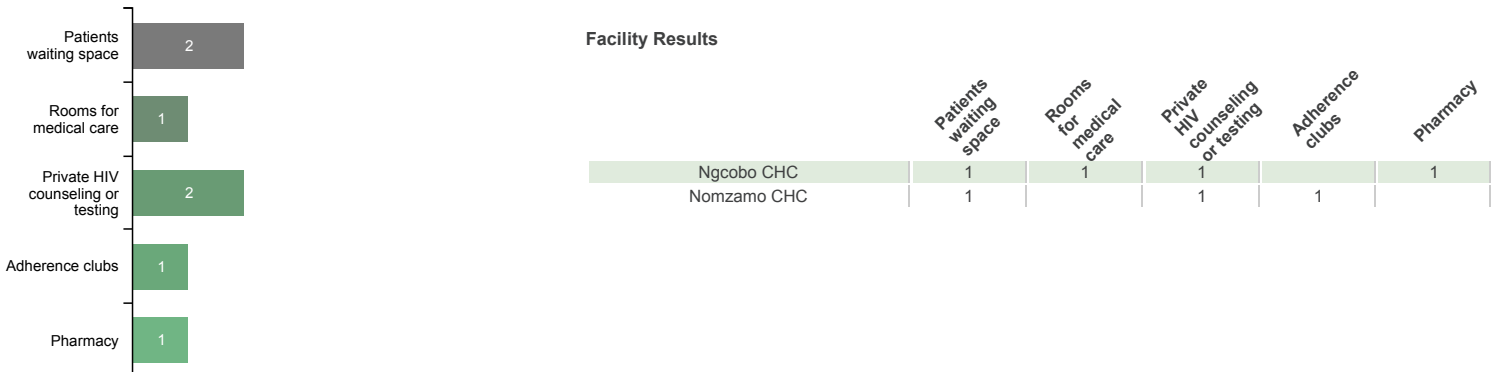
Concerns with the Condition of Building:

Total Observations:2



What do you need more space for?

Facility Responses:2



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

No Data

Facility Results

No Data

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: 88

Yes: 3%

No: 88%

Don't know: 9%

9%

88%

District Score* **4%**

Comparison Results

National Average:	41%
Province Average:	12%
Best District Result:	0%
Worst District Result:	59%

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

Facility Results

Tembelihle Clinic	0%
Ngcobo CHC	0%
Nomzamo CHC	4%
Philani Clinic (Queenstown)	10%

Patient Reports of Medicine Shortage(s)

Patient Responses: 3

Contraceptives: 1

Other medicines or tests: 2

Facility Results

Nomzamo CHC	Contraceptives: 1	Other medicines or tests: 2
Philani Clinic (Queenstown)		

Contraception shortage(s)

Patient Responses: 1

Injection: 1

Facility Results

Nomzamo CHC	Injection: 1
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HIV medication shortage(s)

No Data

Facility Results

No Data

ARV Collection and Access

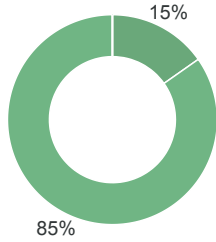
Currently many people in South Africa who could benefit from HIV treatment are not, with many people who are living with HIV not on treatment – either never having known their HIV status, or having started on treatment then disengaged from care. To ensure we get more people to start and importantly stay 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: 59

Facility Results

1 week:	0%
2 weeks:	0%
3 weeks:	0%
1 month:	15%
2 months:	85%
3 months:	0%
6 months:	0%
Don't know:	0%



District Score*

1.85

Comparison Results

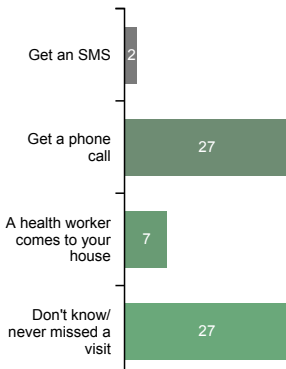
National Average:	1.54
Province Average:	1.95
Best District Result:	2.95
Worst District Result:	1.43

* Scores based on average point value of each response with a maximum score of 6 and a minimum score of 0. **HIGHER scores are better.**

Ngcobo CHC	2.00
Nomzamo CHC	1.93
Philani Clinic (Queenstown)	1.93
Tembelihle Clinic	1.56

When Patients Miss a Visit to Collect ARVs:

Patient Responses: 55

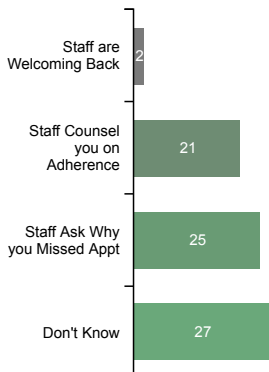


Facility Results

	Get an SMS	Get a phone call	A health worker comes to your house	Don't know/never missed a visit
Ngcobo CHC		6	7	8
Nomzamo CHC		8	3	6
Philani Clinic (Queenstown)	1	3		7
Tembelihle Clinic	1	10	3	6

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

Patient Responses: 55



Facility Results

	Staff are Welcoming Back	Staff Counsel You on Adherence	Staff Ask Why you Missed Appt	Don't Know
Ngcobo CHC		3	6	8
Nomzamo CHC		5	6	6
Philani Clinic (Queenstown)	2	4	4	7
Tembelihle Clinic		9	9	6

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: 59

Yes: 93%

No: 7%

Don't know: 0%

District Score* **93%**

Comparison Results

National Average:	51%
Province Average:	33%
Best District Result:	93%
Worst District Result:	1%

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

Facility Results

Ngcobo CHC	100%
Nomzamo CHC	100%
Tembelihle Clinic	88%
Philani Clinic (Queenstown)	86%

Does the Adherence Club make HIV medicine pick up faster?

Total Responses: 2

Yes: 100%

District Score* **100%**

Comparison Results

National Average:	89%
Province Average:	93%
Best District Result:	100%
Worst District Result:	0%

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

Facility Results

Ngcobo CHC	100%
Philani Clinic (Queenstown)	100%

Information provided by the Adherence Club

Total Responses: 2

Side effects of medicines	2
Why patients should adhere to their ARVs	2
Different medicine options such as new drugs (ex. Doloutegravir)	2
Other information (please specify in the next question)	2

Facility Results

	Side effects of medicines	Why patients should adhere to their ARVs	Different medicine options such as new drugs (ex. Doloutegravir)	Other information (please specify in the next question)
Ngcobo CHC	1	1	1	1
Philani Clinic (Queenstown)	1	1	1	1

What clinical services are offered at an adherence club meeting?

Total Responses: 2

ARV collection	2
Basic clinical check up	1

Facility Results

	ARV collection	Basic clinical check up
Philani Clinic (Queenstown)	1	1
Ngcobo CHC	1	1

Access to Viral Load Testing / Information

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

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

Patient Responses: 59

Yes: 100%

District Score* **100%**

Comparison Results

National Average:	96%
Province Average:	96%
Best District Result:	100%
Worst District Result:	78%

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

Facility Results

Philani Clinic (Queenstown)	100%
Tembelihle Clinic	100%
Ngcobo CHC	100%
Nomzamo CHC	100%

Did a Health Worker Explain the Viral Load Test Result?

Patient Responses: 59

Yes: 100%

District Score* **100%**

Comparison Results

National Average:	80%
Province Average:	80%
Best District Result:	100%
Worst District Result:	57%

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

Facility Results

Philani Clinic (Queenstown)	100%
Tembelihle Clinic	100%
Ngcobo CHC	100%
Nomzamo CHC	100%

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

Patient Responses: 59

Yes: 100%

District Score* **1.00**

Comparison Results

National Average:	0.94
Province Average:	0.78
Best District Result:	1.00
Worst District Result:	0.65

* Scores based on average point value of each response with a maximum score of 1 and a minimum score of 0. **HIGHER scores are better.**

Facility Results

Philani Clinic (Queenstown)	1.00
Tembelihle Clinic	1.00
Ngcobo CHC	1.00
Nomzamo CHC	1.00

Treatment Literacy: Do Patients Understand Viral Load and Transmission?

Patient Responses: 59

Yes: 100%

District Score* **1.00**

Comparison Results

National Average:	0.65
Province Average:	0.66
Best District Result:	1.00
Worst District Result:	0.28

* Scores based on average point value of each response with a maximum score of 1 and a minimum score of 0. **HIGHER scores are better.**

Facility Results

Philani Clinic (Queenstown)	1.00
Tembelihle Clinic	1.00
Ngcobo CHC	1.00
Nomzamo CHC	1.00

Index Testing

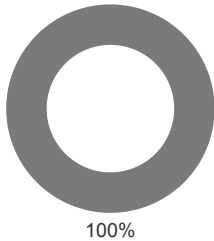
Index testing (aka Assisted Partner Notification Services or Contact Tracing) can help identify PLHIV earlier, get them access treatment to protect their health and interrupt onward transmission of HIV. However, if implemented poorly, index testing can cause harm to individuals, undermine their rights 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: 59

Yes: 100%



100%

District Score* **100%**

Comparison Results

National Average:	69%
Province Average:	65%
Best District Result:	100%
Worst District Result:	0%

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

Facility Results

Philani Clinic (Queenstown)	100%
Tembelihle Clinic	100%
Ngcobo CHC	100%
Nomzamo CHC	100%

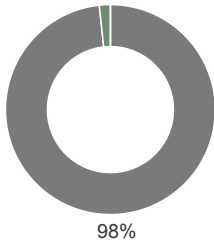
Did a Health Worker Tell You You can Refuse to Participate in Index Testing?

Patient Responses: 59

Yes: 98%

No: 2%

Don't know: 0%



98%

District Score* **98%**

Comparison Results

National Average:	92%
Province Average:	66%
Best District Result:	100%
Worst District Result:	37%

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

Facility Results

Philani Clinic (Queenstown)	100%
Tembelihle Clinic	100%
Ngcobo CHC	100%
Nomzamo CHC	93%

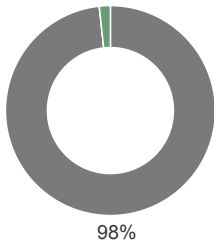
Did the healthcare worker ask you about your risk of gender-based violence from your partner(s)?

Patient Responses: 59

Yes: 98%

No: 0%

Don't know: 2%



98%

District Score* **100%**

Comparison Results

National Average:	89%
Province Average:	72%
Best District Result:	100%
Worst District Result:	0%

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

Facility Results

Philani Clinic (Queenstown)	100%
Tembelihle Clinic	100%
Ngcobo CHC	100%
Nomzamo CHC	100%

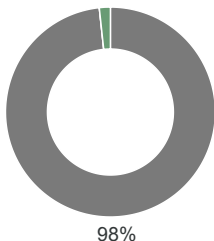
Did the healthcare worker provide you with information on available gender-based violence services?

Patient Responses: 59

Yes: 98%

No: 0%

Don't know: 2%



98%

District Score* **100%**

Comparison Results

National Average:	91%
Province Average:	64%
Best District Result:	100%
Worst District Result:	8%

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

Facility Results

Philani Clinic (Queenstown)	100%
Tembelihle Clinic	100%
Ngcobo CHC	100%
Nomzamo CHC	100%

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.

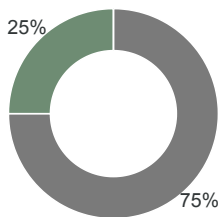
The six measures are: ensuring enough room and space for patients to wait without overcrowding; keeping windows open; ensuring there are TB information posters prominently displayed; reducing clinic waiting times to less than an average of an hour and 15 minutes; screening all arriving patients for TB 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:4

Facility Results

Yes: 75%
No: 25%
Don't know: 0%



District Score* **75%**

Comparison Results

National Average: 57%
Province Average: 39%
Best District Result: 100%
Worst District Result: 0%

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

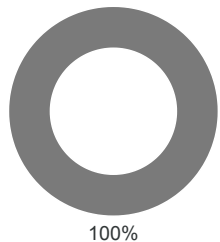
Nomzamo CHC	100%
Philani Clinic (Queenstown)	100%
Tembelihle Clinic	100%
Ngcobo CHC	0%

Were the Facility Windows Open?

Total Observations:4

Facility Results

Yes: 100%



District Score* **100%**

Comparison Results

National Average: 100%
Province Average: 96%
Best District Result: 100%
Worst District Result: 79%

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

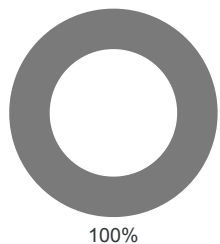
Ngcobo CHC	100%
Nomzamo CHC	100%
Philani Clinic (Queenstown)	100%
Tembelihle Clinic	100%

Are people being asked for TB symptoms?

Patient Responses: 88

Facility Results

Yes: 100%



District Score* **100%**

Comparison Results

National Average: 31%
Province Average: 50%
Best District Result: 100%
Worst District Result: 12%

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

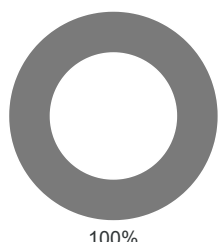
Philani Clinic (Queenstown)	100%
Tembelihle Clinic	100%
Ngcobo CHC	100%
Nomzamo CHC	100%

Are people who are coughing in a separate room?

Patient Responses: 88

Facility Results

Yes: 100%



District Score* **100%**

Comparison Results

National Average: 26%
Province Average: 45%
Best District Result: 100%
Worst District Result: 9%

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

Philani Clinic (Queenstown)	100%
Tembelihle Clinic	100%
Ngcobo CHC	100%
Nomzamo CHC	100%