

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: 439

Amount of time spent: **4:46**

Facility Results (5 Best/Worst)

Bhuga CHC	2:11
Msogwaba Clinic	2:50
Agincourt CHC	3:13
White River Clinic	3:41
Cottondale Clinic	3:45
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Nelspruit CHC	5:50
Manzini Clinic	5:57
Naas CHC	6:39
Tonga Block C Clinic	7:15
Mangweni CHC	7:31

Comparison Results

National Average:	4:12
Province Average:	4:38
Best District Result:	1:52
Worst District Result:	7:32

Earliest Patient Arrival Time

Patient Responses: 428

Earliest arrival time: **5:28**

Facility Results (5 Best/Worst)

Kabokweni CHC	6:19
Agincourt CHC	6:10
White River Clinic	6:00
Langloop CHC	6:00
Bhuga CHC	5:42
.....	--
Nelspruit CHC	5:09
Hazyview Clinic	5:08
Eziweni Clinic	5:08
Manzini Clinic	5:03
Tonga Block C Clinic	4:38

Comparison Results

National Average:	5:51
Province Average:	5:30
Best District Result:	7:07
Worst District Result:	4:17

How Safe is the Facility to Wait Before it Opens?

Patient Responses: 114

Very Unsafe:	26%
Unsafe:	7%
Neither Safe or Unsafe:	30%
Safe:	29%
Very Safe:	8%
Don't know:	0%

District Score*

2.85

Comparison Results

National Average:	2.18
Province Average:	2.96
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 (5 Best/Worst)

Nelspruit CHC	5.00
White River Clinic	4.29
Mthimba Clinic	3.67
Cottondale Clinic	3.64
Manzini Clinic	3.45
.....	--
Phola-Nzikasi CHC	3.00
Kanyamazane CHC	2.00
Eziweni Clinic	1.10
Msogwaba Clinic	1.00
Tonga Block C Clinic	1.00

Are the Queues at the Facility Long?

Patient Responses: 442

Yes:	57%
No:	40%
Don't know:	3%

District Score*

59%

Comparison Results

National Average:	68%
Province Average:	65%
Best District Result:	13%
Worst District Result:	97%

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

Facility Results (5 Best/Worst)

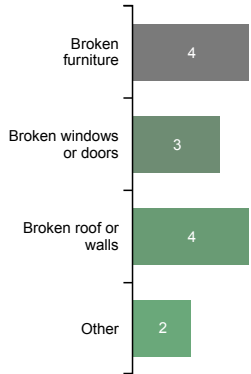
Bhuga CHC	15%
Agincourt CHC	21%
Mthimba Clinic	24%
Cottondale Clinic	28%
Eziweni Clinic	29%
.....	--
Langloop CHC	100%
Buffelspruit CHC	100%
Naas CHC	100%
Tonga Block C Clinic	100%
Mangweni CHC	100%

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:6

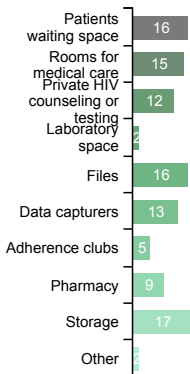


Facility Results

	Broken furniture	Broken windows or doors	Broken roof or walls	Other
Cottondale Clinic	3		3	1
Kabokweni CHC				1
Manzini Clinic			1	
Naas CHC	1			

What do you need more space for?

Facility Responses:24

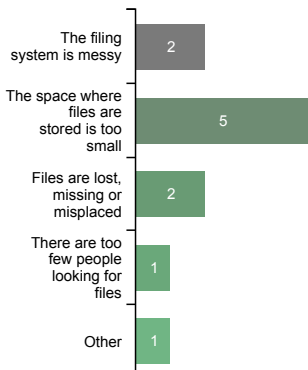


Facility Results

	Patients waiting space	Rooms for medical care	Private HIV counseling or testing	Laboratory space	Files	Data capturers	Adherence clubs	Pharmacy	Storage	Other
Agincourt CHC	1				1	1	1		1	
Langloop CHC	1	1			1	1				
Mthimba Clinic			1						1	1
Naas CHC		1			1	1				
Phola-Nzikasi CHC			1						1	1
Bhuga CHC		1	1							
Manzini Clinic					1					
Kabokweni CHC	1									
Tonga Block C Clinic					1					
Lillydale Clinic									1	

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

Total Observations:6



Facility Results

	The filing system is messy	The space where files are stored is too small	Files are lost, missing or misplaced	There are too few people looking for files	Other
Nelspruit CHC		1	1	1	1
Buffelspruit CHC	1		1		
Cottondale Clinic	1		1		
Eziweni Clinic		1			
Kanyamazane CHC		1			
White River Clinic		1			

Access to Medicines and Shortages/Stockouts

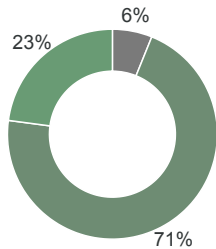
Stockouts and shortages of ARVs, TB medicines, contraceptives and other medicines cause disruption, confusion, cost, and can detrimentally affect treatment adherence. Where stockouts and shortages are revealed through monitoring — especially where people are sent home empty handed — these need to be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

Any Patients left without the Medicine due to Shortage

Patient Responses: 441

Facility Results (5 Best/Worst)

Yes:	6%
No:	71%
Don't know:	23%



District Score*

8%

Comparison Results

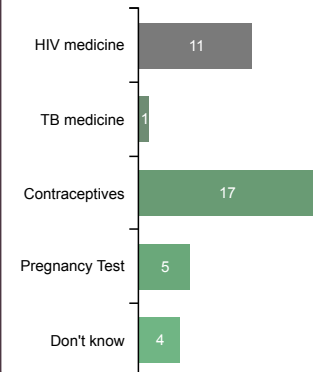
National Average:	41%
Province Average:	13%
Best District Result:	0%
Worst District Result:	59%

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

Agincourt CHC	0%
Nelspruit CHC	0%
White River Clinic	0%
Lillydale Clinic	0%
Nkwalini Clinic	0%
.....	--
Naas CHC	10%
Manzini Clinic	12%
Cottondale Clinic	15%
Hazyview Clinic	25%
Mangweni CHC	61%

Patient Reports of Medicine Shortage(s)

Patient Responses: 27

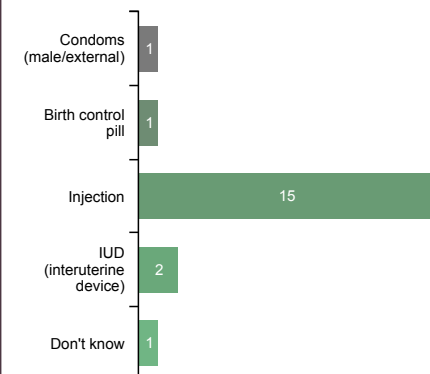


Facility Results

	HIV medicine	TB medicine	Contraceptives	Pregnancy Test	Don't know
Mangweni CHC	9		8	3	
Hazyview Clinic	2		2		1
Naas CHC			2	1	
Buffelspruit CHC				1	
Cottondale Clinic			2		2
Kabokweni CHC		1			
Manzini Clinic			1		1
Msogwaba Clinic			1		
Mthimba Clinic			1		

Contraception shortage(s)

Patient Responses: 17

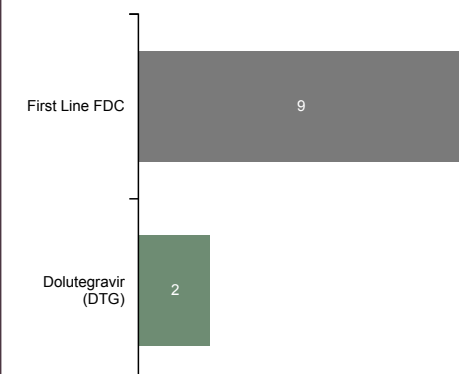


Facility Results

	Condoms (male/external)	Birth control pill	Injection	IUD (interuterine device)	Don't know
Mangweni CHC	1	1	8		
Hazyview Clinic			1	2	
Cottondale Clinic			1		1
Manzini Clinic			1		
Msogwaba Clinic			1		
Mthimba Clinic			1		
Naas CHC			2		

HIV medication shortage(s)

Patient Responses: 11



Facility Results

	First Line FDC	Dolutegravir (DTG)
Hazyview Clinic		
Mangweni CHC	9	2

ARV Collection and Access

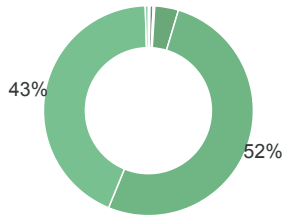
Currently many people in South Africa who could benefit from HIV treatment are not, with many people who are living with HIV not on treatment – either never having known their HIV status, or having started on treatment then disengaged from care. To ensure we get more people to start and importantly stay 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: 411

Facility Results (5 Best/Worst)

1 week:	0%
2 weeks:	0%
3 weeks:	0%
1 month:	4%
2 months:	52%
3 months:	43%
6 months:	0%
Don't know:	0%



District Score* **2.40**

Comparison Results

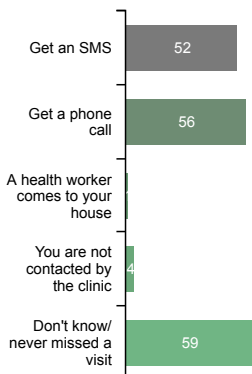
National Average:	1.54
Province Average:	2.32
Best District Result:	2.95
Worst District Result:	1.43

* 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.**

Agincourt CHC	3.00
Eziweni Clinic	2.90
Gutshwa Clinic	2.81
Bhuga CHC	2.80
Msogwaba Clinic	2.76
.....	--
Phola-Nzikasi CHC	2.03
Mthimba Clinic	2.00
Nkwalini Clinic	2.00
Manzini Clinic	1.93
Lillydale Clinic	1.89

When Patients Miss a Visit to Collect ARVs:

Patient Responses: 163

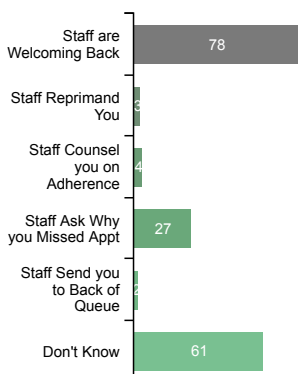


Facility Results

	Get an SMS	Get a phone call	A health worker comes to your house	You are not contacted by the clinic	Don't know/never missed a visit
Mangweni CHC		7			2
Lillydale Clinic	14	3			3
Kabokweni CHC	2				
Gutshwa Clinic		1			1
Eziweni Clinic	1	1			7
Cottondale Clinic	2	3			4
Buffelspruit CHC		5			5
Bhuga CHC		2			1
Langloop CHC		9			2
Tonga Block C Clinic		7			6

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

Patient Responses: 164



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
Kabokweni CHC	1					1
Langloop CHC	9					2
Lillydale Clinic	12			4		3
Mangweni CHC	7					2
Manzini Clinic	5			6		1
Mthimba Clinic	7			3		4
Naas CHC	4		1			4
Nkwalini Clinic	10			2		3
Phola-Nzikasi CHC	5			7		8
Tonga Block C Clinic	7					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: 410

Yes: 9%

No: 79%

Don't know: 12%

79%

District Score* **10%**

Comparison Results

National Average:	51%
Province Average:	10%
Best District Result:	93%
Worst District Result:	1%

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

Facility Results (5 Best/Worst)

Cottondale Clinic	29%
Gutshwa Clinic	20%
Phola-Nzikasi CHC	20%
Agincourt CHC	20%
Kabokweni CHC	19%
.....	--
Msogwaba Clinic	0%
Naas CHC	0%
Langloop CHC	0%
Kanyamazane CHC	0%
Mangweni CHC	0%

Does the Adherence Club make HIV medicine pick up faster?

Total Responses: 3

No: 100%

100%

District Score* **0%**

Comparison Results

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

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

Facility Results

Buffelspruit CHC	0%
Mangweni CHC	0%
Naas CHC	0%

Information provided by the Adherence Club

Total Responses: 3

Facility Results

	No information provided	Don't know
Buffelspruit CHC	1	
Mangweni CHC	1	1
Naas CHC	1	1

What clinical services are offered at an adherence club meeting?

Total Responses: 3

Facility Results

	Don't know
Buffelspruit CHC	1
Mangweni CHC	1
Naas CHC	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: 411

Yes:	99%
No:	1%
Don't know:	0%

District Score* **99%**

Comparison Results

National Average:	96%
Province Average:	97%
Best District Result:	100%
Worst District Result:	78%

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

Facility Results (5 Best/Worst)

Mangweni CHC	100%
Bhuga CHC	100%
Tonga Block C Clinic	100%
Phola-Nzikasi CHC	100%
Nkwalini Clinic	100%
.....	--
Buffelspruit CHC	100%
Hazyview Clinic	95%
Langloop CHC	94%
White River Clinic	94%
Agincourt CHC	93%

Did a Health Worker Explain the Viral Load Test Result?

Patient Responses: 406

Yes:	84%
No:	15%
Don't know:	1%

District Score* **84%**

Comparison Results

National Average:	80%
Province Average:	78%
Best District Result:	100%
Worst District Result:	57%

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

Facility Results (5 Best/Worst)

Agincourt CHC	100%
Bhuga CHC	100%
Mthimba Clinic	100%
Nelspruit CHC	94%
Msogwaba Clinic	94%
.....	--
Naas CHC	75%
Manzini Clinic	71%
Hazyview Clinic	68%
Tonga Block C Clinic	65%
Buffelspruit CHC	61%

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

Patient Responses: 411

Yes:	83%
No:	2%
Don't know:	15%

District Score* **0.83**

Comparison Results

National Average:	0.94
Province Average:	0.83
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 (5 Best/Worst)

Agincourt CHC	1.00
Bhuga CHC	1.00
Naas CHC	1.00
Mangweni CHC	1.00
Buffelspruit CHC	1.00
.....	--
Eziweni Clinic	0.80
Manzini Clinic	0.71
White River Clinic	0.44
Msogwaba Clinic	0.41
Kanyamazane CHC	0.40

Treatment Literacy: Do Patients Understand Viral Load and Transmission?

Patient Responses: 411

Yes:	67%
No:	16%
Don't know:	17%

District Score* **0.67**

Comparison Results

National Average:	0.65
Province Average:	0.62
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 (5 Best/Worst)

Agincourt CHC	1.00
Bhuga CHC	1.00
Naas CHC	1.00
Mangweni CHC	1.00
Buffelspruit CHC	1.00
.....	--
Nkwalini Clinic	0.40
Kabokweni CHC	0.25
Lillydale Clinic	0.22
Mthimba Clinic	0.19
Manzini Clinic	0.07

Index Testing

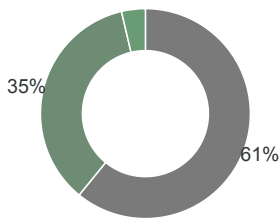
Index testing (aka Assisted Partner Notification Services or Contact Tracing) can help identify PLHIV earlier, get them access treatment to protect their health and interrupt onward transmission of HIV. However, if implemented poorly, index testing can cause harm to individuals, undermine their rights 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: 409

Yes:	61%
No:	35%
Don't know:	4%



District Score* **63%**

Comparison Results

National Average:	69%
Province Average:	59%
Best District Result:	100%
Worst District Result:	0%

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

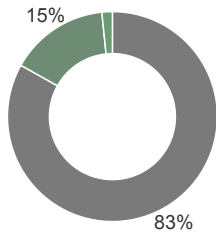
Facility Results (5 Best/Worst)

Agincourt CHC	100%
Bhuga CHC	95%
Eziweni Clinic	95%
White River Clinic	93%
Cottendale Clinic	93%
.....	--
Langloop CHC	18%
Tonga Block C Clinic	13%
Mangweni CHC	11%
Naas CHC	10%
Buffelspruit CHC	0%

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

Patient Responses: 249

Yes:	83%
No:	15%
Don't know:	2%



District Score* **84%**

Comparison Results

National Average:	92%
Province Average:	81%
Best District Result:	100%
Worst District Result:	37%

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

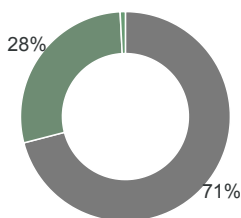
Facility Results (5 Best/Worst)

Agincourt CHC	100%
Langloop CHC	100%
Tonga Block C Clinic	100%
Naas CHC	100%
Mthimba Clinic	100%
.....	--
Eziweni Clinic	89%
Gutshwa Clinic	85%
Msogwaba Clinic	38%
Kanyamazane CHC	29%
White River Clinic	29%

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

Patient Responses: 248

Yes:	71%
No:	28%
Don't know:	1%



District Score* **71%**

Comparison Results

National Average:	89%
Province Average:	70%
Best District Result:	100%
Worst District Result:	0%

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

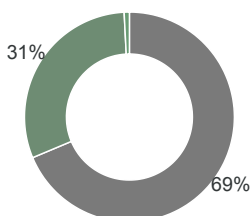
Facility Results (5 Best/Worst)

Agincourt CHC	100%
Lillydale Clinic	100%
Tonga Block C Clinic	100%
Naas CHC	100%
Mthimba Clinic	100%
.....	--
Gutshwa Clinic	77%
Eziweni Clinic	6%
Kanyamazane CHC	0%
Msogwaba Clinic	0%
White River Clinic	0%

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

Patient Responses: 249

Yes:	69%
No:	31%
Don't know:	1%



District Score* **69%**

Comparison Results

National Average:	91%
Province Average:	67%
Best District Result:	100%
Worst District Result:	8%

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

Facility Results (5 Best/Worst)

Agincourt CHC	100%
Lillydale Clinic	100%
Tonga Block C Clinic	100%
Naas CHC	100%
Mthimba Clinic	100%
.....	--
Gutshwa Clinic	77%
Kanyamazane CHC	0%
Msogwaba Clinic	0%
Eziweni Clinic	0%
White River 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.

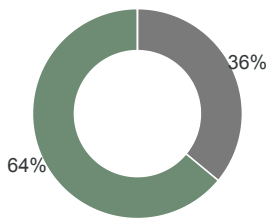
The six measures are: ensuring enough room and space for patients to wait without overcrowding; keeping windows open; ensuring there are TB information posters prominently displayed; reducing clinic waiting times to less than an average of an hour and 15 minutes; screening all arriving patients for TB 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: 25

Facility Results (5 Best/Worst)

Yes:	36%
No:	64%
Don't know:	0%



District Score* **36%**

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.**

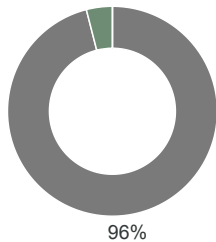
Agincourt CHC	100%
Lillydale Clinic	100%
Phola-Nzikasi CHC	100%
Nkwalini Clinic	100%
Naas CHC	100%
.....	--
Eziweni Clinic	0%
Buffelspruit CHC	0%
Tonga Block C Clinic	0%
White River Clinic	0%
Cottendale Clinic	0%

Were the Facility Windows Open?

Total Observations: 25

Facility Results (5 Best/Worst)

Yes:	96%
No:	4%
Don't know:	0%



District Score* **96%**

Comparison Results

National Average:	100%
Province Average:	90%
Best District Result:	100%
Worst District Result:	79%

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

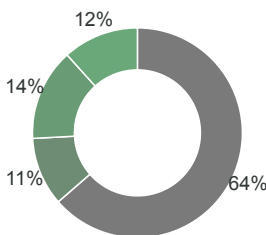
Agincourt CHC	100%
Bhuga CHC	100%
White River Clinic	100%
Tonga Block C Clinic	100%
Phola-Nzikasi CHC	100%
.....	--
Hazyview Clinic	100%
Eziweni Clinic	100%
Buffelspruit CHC	100%
Cottendale Clinic	100%
Naas CHC	0%

Are people being asked for TB symptoms?

Patient Responses: 445

Facility Results (5 Best/Worst)

Yes:	64%
Only sometimes:	11%
No:	14%
Don't know:	12%



District Score* **72%**

Comparison Results

National Average:	31%
Province Average:	57%
Best District Result:	100%
Worst District Result:	12%

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

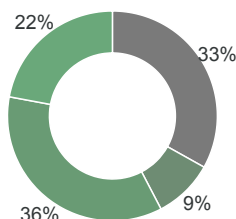
Kabokweni CHC	100%
Msogwaba Clinic	100%
Bhuga CHC	95%
Phola-Nzikasi CHC	94%
Gutshwa Clinic	94%
.....	--
Buffelspruit CHC	30%
Langloop CHC	10%
Naas CHC	6%
Tonga Block C Clinic	0%
Mangweni CHC	0%

Are people who are coughing in a separate room?

Patient Responses: 444

Facility Results (5 Best/Worst)

Yes:	33%
Only sometimes:	9%
No:	36%
Don't know:	22%



District Score* **42%**

Comparison Results

National Average:	26%
Province Average:	37%
Best District Result:	100%
Worst District Result:	9%

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

Eziweni Clinic	100%
Kabokweni CHC	100%
Phola-Nzikasi CHC	94%
Nkwalini Clinic	93%
Kanyamazane CHC	92%
.....	--
Gutshwa Clinic	6%
Nelspruit CHC	0%
Bhuga CHC	0%
Tonga Block C Clinic	0%
White River Clinic	0%