

## 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: 83

Amount of time spent: **4:NaN**

#### Facility Results

Pholela CHC	3:12
Rietvlei Gateway Clinic	4:00
Ixopo Clinic	4:18
Kokstad Clinic	5:14
East Griqualand & Usher Memorial Hospital	6:15

#### Comparison Results

National Average:	4:58
Province Average:	4:29
Best District Result:	3:36
Worst District Result:	7:55

### Earliest Patient Arrival Time

Patient Responses: 80

Earliest arrival time: **5:NaN**

#### Facility Results

Pholela CHC	6:45
Ixopo Clinic	5:57
Kokstad Clinic	5:51
Rietvlei Gateway Clinic	5:44
East Griqualand & Usher Memorial Hospital	5:31

#### Comparison Results

National Average:	5:26
Province Average:	5:33
Best District Result:	7:54
Worst District Result:	4:18

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

Patient Responses: 49

Very Unsafe:	12%
Unsafe:	2%
Neither Safe or Unsafe:	4%
Safe:	8%
Very Safe:	73%
Dont know:	0%

#### District Score\*

**4.29**

#### Comparison Results

National Average:	2.92
Province Average:	3.27
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

East Griqualand & Usher Memorial Hospital	5.00
Pholela CHC	5.00
Rietvlei Gateway Clinic	5.00
Ixopo Clinic	3.92
Kokstad Clinic	3.71

### Are the Queues at the Facility Long?

Patient Responses: 82

Yes:	78%
No:	12%
Dont know:	10%

#### District Score\*

**85%**

#### Comparison Results

National Average:	81%
Province Average:	83%
Best District Result:	46%
Worst District Result:	100%

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

#### Facility Results

Kokstad Clinic	68%
Pholela CHC	75%
Ixopo Clinic	87%
East Griqualand & Usher Memorial Hospital	100%
Rietvlei Gateway Clinic	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: 83

**Always:** 33%

**Sometimes:** 36%

**Never:** 27%

**Dont know:** 5%

**District Score\*** **1.06**

**Comparison Results**

National Average: 1.02  
 Province Average: 0.95  
 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**

Pholela CHC	1.18
Rietvlei Gateway Clinic	1.18
Kokstad Clinic	1.14
Ixopo Clinic	0.93
East Griqualand & Usher Memorial Hospital	0.87

### Are Staff Friendly and Professional?

Patient Responses: 82

**Yes:** 83%

**Sometimes:** 10%

**Never:** 5%

**Dont know:** 2%

**District Score\*** **1.80**

**Comparison Results**

National Average: 1.46  
 Province Average: 1.50  
 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**

Ixopo Clinic	2.00
East Griqualand & Usher Memorial Hospital	1.93
Pholela CHC	1.92
Rietvlei Gateway Clinic	1.82
Kokstad Clinic	1.48

### Which Cadres are Understaffed?

Facility Responses: 5

**Facility Results**

	Doctor	Professional nurse	Enrolled nurse	Enrolled nurse assistant	Pharmacist	Lay counselors	Linkage officers	Adherence club facilitators	Data capturer	Security guard	Cleaner	General assistant
Pholela CHC	1	1				1		1	1		1	1
Ixopo Clinic		1	1	1	1					1	1	
Kokstad Clinic	1		1	1			1	1				
Rietvlei Gateway Clinic			1	1					1	1	1	
East Griqualand & Usher Memorial Hospital	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:

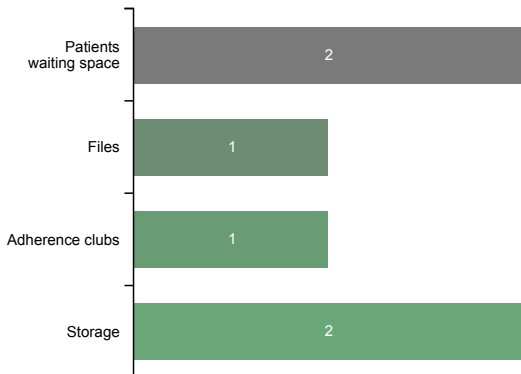
No Data

Facility Results

No Data

### What do you need more space for?

Facility Responses:3



Facility Results

	Patients waiting space	Files	Adherence clubs	Storage
Kokstad Clinic	1	1		1
East Griqualand & Usher Memorial Hospital	1			1
Rietvlei Gateway Clinic			1	

### 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: 83

**Yes:** 8%

**No:** 92%

**Don't know:** 0%

92%

**District Score\*** 8%

**Comparison Results**

National Average:	15%
Province Average:	7%
Best District Result:	0%
Worst District Result:	82%

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

**Facility Results**

Pholela CHC	0%
Rietvlei Gateway Clinic	0%
Ixopo Clinic	6%
Kokstad Clinic	14%
East Griqualand & Usher Memorial Hospital	19%

### Patient Reports of Medicine Shortage(s)

Patient Responses: 5

**Facility Results**

	HIV medicine	TB medicine	Other medicines or tests
East Griqualand & Usher Memorial Hospital		2	1
Kokstad Clinic		1	
Ixopo Clinic	1		

### Contraception shortage(s)

**No Data**

**Facility Results**

**No Data**

### HIV medication shortage(s)

Patient Responses: 1

**Facility Results**

Ixopo Clinic		1
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## ARV Collection and Access

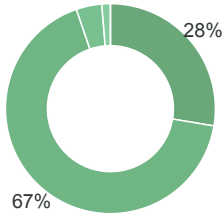
Currently many people in South Africa who could benefit from HIV treatment are not, with many people who are living with HIV not on treatment – either never having known their HIV status, or having started on treatment then disengaged from care. To ensure we get more people to start and importantly stay 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: 76

#### Facility Results

1 week:	0%
2 weeks:	0%
3 weeks:	0%
1 month:	28%
2 months:	67%
3 months:	4%
6 months:	1%
Dont know:	0%



#### District Score\*

**1.82**

#### Comparison Results

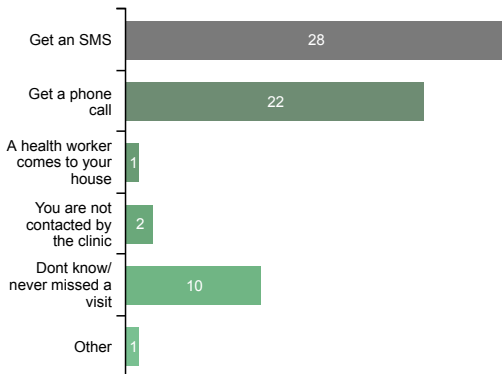
National Average:	2.03
Province Average:	2.02
Best District Result:	2.39
Worst District Result:	1.56

\* 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.**

East Griqualand & Usher Memorial Hospital	2.00
Ixopo Clinic	1.94
Pholela CHC	1.82
Rietvlei Gateway Clinic	1.71
Kokstad Clinic	1.65

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

Patient Responses: 47

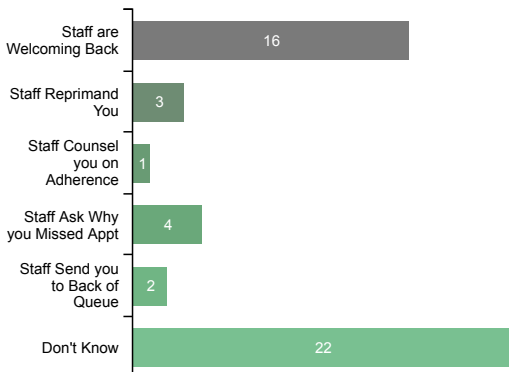


#### Facility Results

	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
Rietvlei Gateway Clinic	6	3		1	3	
East Griqualand & Usher Memorial Hospital	7	4	1	1	2	1
Ixopo Clinic	8	5			2	
Kokstad Clinic	1	5			1	
Pholela CHC	6	5			2	

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

Patient Responses: 47



#### 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
Ixopo Clinic	3	2				5
Kokstad Clinic	3				2	2
Pholela CHC	3	1		3		3
East Griqualand & Usher Memorial Hospital	4		1			6
Rietvlei Gateway Clinic	3			1		6

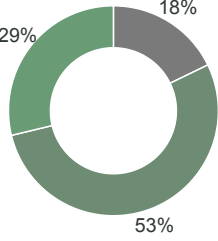
## Adherence Clubs

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: 73

Yes:	18%
No:	53%
Dont know:	29%



**District Score\*** **25%**

**Comparison Results**

National Average:	35%
Province Average:	39%
Best District Result:	91%
Worst District Result:	1%

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

**Facility Results**

Kokstad Clinic	50%
Ixopo Clinic	38%
East Griqualand & Usher Memorial Hospital	36%
Pholela CHC	0%
Rietvlei Gateway Clinic	0%

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

**District Score\*** **NA**

**Comparison Results**

National Average:	94%
Province Average:	99%
Best District Result:	100%
Worst District Result:	0%

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

**Facility Results**

### Information provided by the Adherence Club

**No Data**

**Facility Results**

**No Data**

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

**No Data**

**Facility Results**

**No Data**

## 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: 77

Yes:	86%
No:	12%
Dont know:	3%

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

**Comparison Results**

National Average:	94%
Province Average:	96%
Best District Result:	100%
Worst District Result:	71%

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

#### Facility Results

Rietvlei Gateway Clinic	94%
Ixopo Clinic	94%
Pholela CHC	91%
East Griqualand & Usher Memorial Hospital	87%
Kokstad Clinic	75%

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

Patient Responses: 66

Yes:	50%
No:	48%
Dont know:	2%

**District Score\*** **51%**

**Comparison Results**

National Average:	77%
Province Average:	79%
Best District Result:	98%
Worst District Result:	34%

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

#### Facility Results

East Griqualand & Usher Memorial Hospital	77%
Ixopo Clinic	73%
Kokstad Clinic	33%
Rietvlei Gateway Clinic	33%
Pholela CHC	30%

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

Patient Responses: 77

Yes:	43%
No:	40%
Dont know:	17%

**District Score\*** **0.43**

**Comparison Results**

National Average:	0.76
Province Average:	0.77
Best District Result:	0.98
Worst District Result:	0.19

\* 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

Kokstad Clinic	0.76
Ixopo Clinic	0.56
East Griqualand & Usher Memorial Hospital	0.50
Pholela CHC	0.18
Rietvlei Gateway Clinic	0.06

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

Patient Responses: 77

Yes:	42%
No:	42%
Dont know:	17%

**District Score\*** **0.42**

**Comparison Results**

National Average:	0.56
Province Average:	0.55
Best District Result:	0.94
Worst District Result:	0.10

\* 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

Kokstad Clinic	0.71
East Griqualand & Usher Memorial Hospital	0.56
Ixopo Clinic	0.56
Pholela CHC	0.18
Rietvlei Gateway Clinic	0.00

## Index Testing

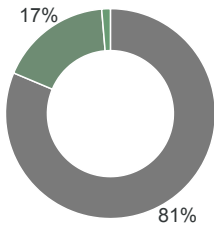
Index testing (aka Assisted Partner Notification Services or Contact Tracing) can help identify PLHIV earlier, get them access treatment to protect their health and interrupt onward transmission of HIV. However, if implemented poorly, index testing can cause harm to individuals, undermine their rights 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: 75

Yes:	81%
No:	17%
Dont know:	1%



**District Score\*** **80%**

#### Comparison Results

National Average:	64%
Province Average:	69%
Best District Result:	97%
Worst District Result:	7%

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

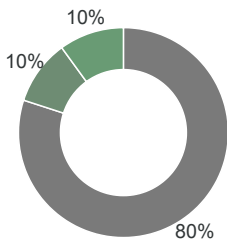
#### Facility Results

Rietvlei Gateway Clinic	94%
Pholela CHC	91%
East Griqualand & Usher Memorial Hospital	87%
Ixopo Clinic	81%
Kokstad Clinic	53%

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

Patient Responses: 60

Yes:	80%
No:	10%
Dont know:	10%



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

#### Comparison Results

National Average:	72%
Province Average:	78%
Best District Result:	100%
Worst District Result:	0%

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

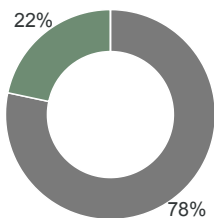
#### Facility Results

Rietvlei Gateway Clinic	100%
Pholela CHC	90%
East Griqualand & Usher Memorial Hospital	85%
Ixopo Clinic	85%
Kokstad Clinic	71%

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

Patient Responses: 60

Yes:	78%
No:	22%
Dont know:	0%



**District Score\*** **77%**

#### Comparison Results

National Average:	64%
Province Average:	78%
Best District Result:	100%
Worst District Result:	12%

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

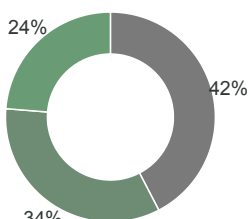
#### Facility Results

Rietvlei Gateway Clinic	100%
Pholela CHC	90%
Ixopo Clinic	85%
East Griqualand & Usher Memorial Hospital	77%
Kokstad Clinic	11%

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

Patient Responses: 59

Yes:	42%
No:	34%
Dont know:	24%



**District Score\*** **53%**

#### Comparison Results

National Average:	60%
Province Average:	73%
Best District Result:	96%
Worst District Result:	0%

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

#### Facility Results

Rietvlei Gateway Clinic	75%
East Griqualand & Usher Memorial Hospital	64%
Ixopo Clinic	58%
Kokstad Clinic	43%
Pholela CHC	22%



## TB Infection Control

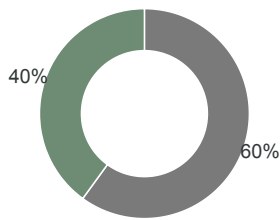
Six simple interventions are at the heart of how clinics can be part of turning the tide on TB infection — a disease that still kills close to 60,000 people a year in South Africa, according to the World Health Organization (WHO). By following a checklist of good practice, clinics can be safer for patients 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: 5

Yes: 60%  
No: 40%



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

#### Comparison Results

National Average:	48%
Province Average:	42%
Best District Result:	100%
Worst District Result:	0%

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

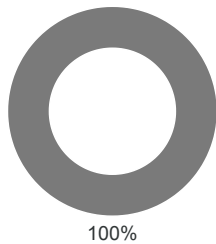
#### Facility Results

Ixopo Clinic	100%
Pholela CHC	100%
Rietvlei Gateway Clinic	100%
East Griqualand & Usher Memorial Hospital	0%
Kokstad Clinic	0%

### Were the Facility Windows Open?

Total Observations: 5

Yes: 100%



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

#### Comparison Results

National Average:	92%
Province Average:	92%
Best District Result:	100%
Worst District Result:	43%

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

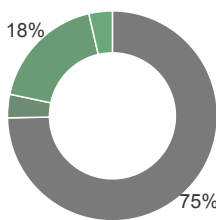
#### Facility Results

East Griqualand & Usher Memorial Hospital	100%
Ixopo Clinic	100%
Kokstad Clinic	100%
Pholela CHC	100%
Rietvlei Gateway Clinic	100%

### Are people being asked for TB symptoms?

Patient Responses: 83

Yes: 75%  
Only sometimes: 4%  
No: 18%  
Dont know: 4%



**District Score\*** **78%**

#### Comparison Results

National Average:	54%
Province Average:	60%
Best District Result:	81%
Worst District Result:	8%

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

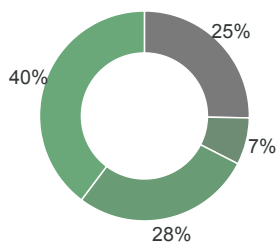
#### Facility Results

Rietvlei Gateway Clinic	100%
Pholela CHC	92%
Ixopo Clinic	88%
East Griqualand & Usher Memorial Hospital	81%
Kokstad Clinic	37%

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

Patient Responses: 83

Yes: 25%  
Only sometimes: 7%  
No: 28%  
Dont know: 40%



**District Score\*** **42%**

#### Comparison Results

National Average:	39%
Province Average:	40%
Best District Result:	71%
Worst District Result:	8%

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

#### Facility Results

Ixopo Clinic	88%
Pholela CHC	75%
East Griqualand & Usher Memorial Hospital	42%
Kokstad Clinic	28%
Rietvlei Gateway Clinic	13%