

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: 150

Amount of time spent:

1:52

Facility Results (5 Best/Worst)

Thokozani Clinic	0:45
Eshowe Gateway Clinic	0:59
King Dinuzulu Clinic	1:17
Phaphamani Clinic	1:39
Ngwelezana Clinic	1:54
.....	--
Empangeni Clinic	2:16
KwaMbonambi Clinic (Sappi Clinic)	2:21
Khandisa Clinic	2:28
Nseleni CHC	2:28
Ndlangubo Clinic	3:01

Comparison Results

National Average:	4:12
Province Average:	3:45
Best District Result:	1:52
Worst District Result:	7:32

Earliest Patient Arrival Time

Patient Responses: 192

Earliest arrival time

5:36

Facility Results (5 Best/Worst)

Umbonambi Clinic	6:04
Empangeni Clinic	6:01
Richards Bay Clinic	6:01
Thokozani Clinic	6:00
Ngwelezana Clinic	6:00
.....	--
Eshowe Gateway Clinic	5:30
King Dinuzulu Clinic	5:30
Ndlangubo Clinic	5:03
Khandisa Clinic	5:00
Phaphamani Clinic	4:51

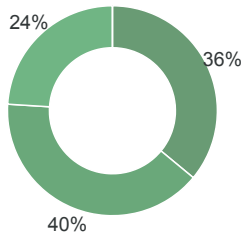
Comparison Results

National Average:	5:51
Province Average:	5:41
Best District Result:	7:07
Worst District Result:	4:17

How Safe is the Facility to Wait Before it Opens?

Patient Responses: 25

Very Unsafe:	0%
Unsafe:	0%
Neither Safe or Unsafe:	36%
Safe:	40%
Very Safe:	24%
Don't know:	0%



District Score*

3.88

Comparison Results

National Average:	2.18
Province Average:	3.14
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.**

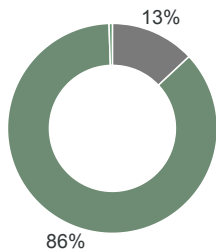
Facility Results

Eshowe Gateway Clinic	5.00
Richards Bay Clinic	4.29
Empangeni Clinic	3.60
KwaMbonambi Clinic (Sappi Clinic)	3.25
Ngwelezana Clinic	3.00

Are the Queues at the Facility Long?

Patient Responses: 192

Yes:	13%
No:	86%
Don't know:	1%



District Score*

13%

Comparison Results

National Average:	68%
Province Average:	64%
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)

Eshowe Gateway Clinic	0%
Khandisa Clinic	0%
King Dinuzulu Clinic	0%
KwaMbonambi Clinic (Sappi Clinic)	0%
Phaphamani Clinic	0%
.....	--
Ndlangubo Clinic	5%
Richards Bay Clinic	27%
Ngwelezana Clinic	31%
Empangeni Clinic	40%
Nseleni CHC	60%

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:

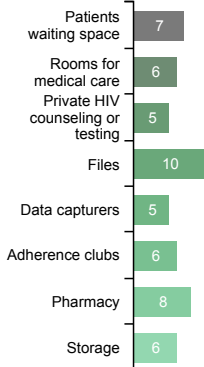
No Data

Facility Results

No Data

What do you need more space for?

Facility Responses:10

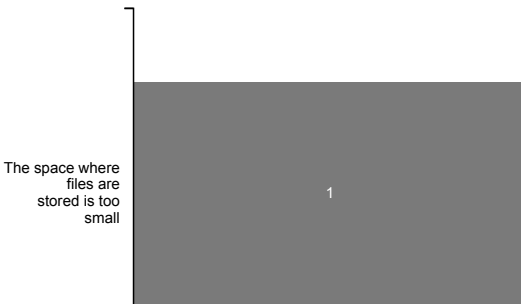


Facility Results

	Patients waiting space	Rooms for medical care	Private HIV counseling or testing	Files	Data capturers	Adherence clubs	Pharmacy	Storage
Nseleni CHC	1	1	1	1	1	1	1	1
Thokozani Clinic	1	1	1	1	1	1	1	1
Khandisa Clinic	1	1	1	1		1	1	1
KwaMbonambi Clinic (Sappi Clinic)	1	1		1	1	1	1	1
Eshowe Gateway Clinic		1	1	1	1	1	1	
Richards Bay Clinic	1	1		1	1		1	1
Ngwelezana Clinic	1			1		1	1	
Phaphamani Clinic	1		1	1				1
Ndlangubo Clinic				1			1	1
King Dinuzulu Clinic				1				

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

Total Observations:1



Facility Results

KwaMbonambi Clinic (Sappi Clinic)	1
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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

No: 100%



100%

District Score*

0%

Comparison Results

National Average:	41%
Province Average:	6%
Best District Result:	0%
Worst District Result:	59%

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

Patient Responses: 192

Facility Results (5 Best/Worst)

Eshowe Gateway Clinic	0%
Khandisa Clinic	0%
King Dinuzulu Clinic	0%
KwaMbonambi Clinic (Sappi Clinic)	0%
Ndlangubo Clinic	0%
.....	--
Empangeni Clinic	0%
Ngwelezana Clinic	0%
Nseleni CHC	0%
Richards Bay Clinic	0%
Umbonambi Clinic	0%

Patient Reports of Medicine Shortage(s)

No Data

Facility Results

No Data

Contraception shortage(s)

No Data

Facility Results

No Data

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: 189

1 week:	0%
2 weeks:	0%
3 weeks:	0%
1 month:	0%
2 months:	32%
3 months:	59%
6 months:	9%
Don't know:	0%

District Score*

2.95

Comparison Results

National Average: 1.54
 Province Average: 2.20
 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.**

Facility Results (5 Best/Worst)

Nseleni CHC	4.40
Umbonambi Clinic	3.73
KwaMbonambi Clinic (Sappi Clinic)	3.40
Richards Bay Clinic	3.13
Eshowe Gateway Clinic	3.00
.....	--
Empangeni Clinic	2.87
Ngwelezana Clinic	2.56
Khandisa Clinic	2.27
Ndlangubo Clinic	2.12
King Dinuzulu Clinic	2.06

When Patients Miss a Visit to Collect ARVs:

Patient Responses: 32

Facility Results

	Get an SMS	Get a phone call	Don't know/never missed a visit
Empangeni Clinic	2		
Khandisa Clinic		1	
KwaMbonambi Clinic (Sappi Clinic)	5		
Ndlangubo Clinic	1	11	5
Ngwelezana Clinic	1		
Nseleni CHC	3	2	
Richards Bay Clinic	1		
Umbonambi Clinic	1		

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

Patient Responses: 32

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
Nseleni CHC	2	1	2	3	1	
Empangeni Clinic	2		1	1		1
Khandisa Clinic				1		
KwaMbonambi Clinic (Sappi Clinic)	5			1		
Ndlangubo Clinic				11		6
Ngwelezana Clinic	1		1			
Umbonambi Clinic	1		1			

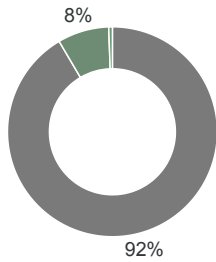
Adherence Clubs

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: 177

Yes:	92%
No:	8%
Don't know:	1%



District Score* **90%**

Comparison Results

National Average:	51%
Province Average:	53%
Best District Result:	93%
Worst District Result:	1%

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

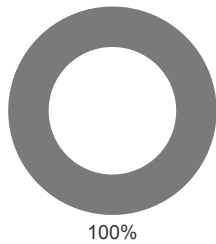
Facility Results (5 Best/Worst)

Eshowe Gateway Clinic	100%
Khandisa Clinic	100%
King Dinuzulu Clinic	100%
KwaMbonambi Clinic (Sappi Clinic)	100%
Nseleni CHC	100%
.....	--
Richards Bay Clinic	100%
Umbonambi Clinic	100%
Ngwelezana Clinic	94%
Empangeni Clinic	93%
Ndlangubo Clinic	0%

Does the Adherence Club make HIV medicine pick up faster?

Total Responses: 67

Yes:	100%
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District Score* **100%**

Comparison Results

National Average:	89%
Province Average:	99%
Best District Result:	100%
Worst District Result:	0%

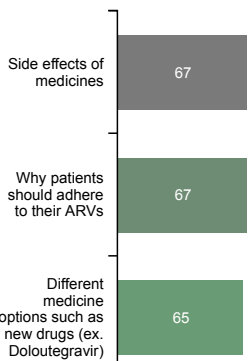
* Percent of survey responses responding Yes (excluding "Don't Know"). **HIGHER scores are better.**

Facility Results

Empangeni Clinic	100%
King Dinuzulu Clinic	100%
Nseleni CHC	100%
Richards Bay Clinic	100%
Umbonambi Clinic	100%

Information provided by the Adherence Club

Total Responses: 67

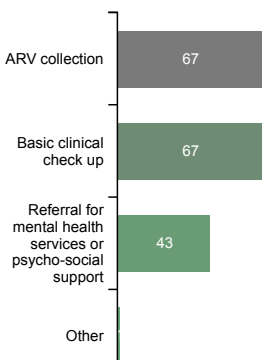


Facility Results

	Side effects of medicines	Why patients should adhere to their ARVs	Different medicine options such as new drugs (ex. Doloutegravir)
Empangeni Clinic	22	22	21
King Dinuzulu Clinic	1	1	1
Nseleni CHC	3	3	2
Richards Bay Clinic	21	21	21
Umbonambi Clinic	20	20	20

What clinical services are offered at an adherence club meeting?

Total Responses: 67



Facility Results

	ARV collection	Basic clinical check up	Referral for mental health services or psycho-social support	Other
King Dinuzulu Clinic	1	1		
Empangeni Clinic	22	22	2	
Nseleni CHC	3	3	1	
Umbonambi Clinic	20	20	20	
Richards Bay Clinic	21	21	20	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: 189

Yes: 100%

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 (5 Best/Worst)

Eshowe Gateway Clinic	100%
Khandisa Clinic	100%
King Dinuzulu Clinic	100%
KwaMbonambi Clinic (Sappi Clinic)	100%
Ndlangubo Clinic	100%
.....	--
Empangeni Clinic	100%
Ngwelezana Clinic	100%
Nseleni CHC	100%
Richards Bay Clinic	100%
Umbonambi Clinic	100%

Did a Health Worker Explain the Viral Load Test Result?

Patient Responses: 189

Yes: 99%

No: 1%

Don't know: 0%

99%

District Score* **99%**

Comparison Results

National Average:	80%
Province Average:	90%
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)

Eshowe Gateway Clinic	100%
Khandisa Clinic	100%
King Dinuzulu Clinic	100%
KwaMbonambi Clinic (Sappi Clinic)	100%
Ndlangubo Clinic	100%
.....	--
Empangeni Clinic	100%
Richards Bay Clinic	100%
Umbonambi Clinic	100%
Ngwelezana Clinic	94%
Nseleni CHC	93%

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

Patient Responses: 189

Yes: 99%

No: 1%

Don't know: 0%

99%

District Score* **0.99**

Comparison Results

National Average:	0.94
Province Average:	0.85
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)

Eshowe Gateway Clinic	1.00
Khandisa Clinic	1.00
King Dinuzulu Clinic	1.00
KwaMbonambi Clinic (Sappi Clinic)	1.00
Ndlangubo Clinic	1.00
.....	--
Ngwelezana Clinic	1.00
Nseleni CHC	1.00
Richards Bay Clinic	1.00
Umbonambi Clinic	1.00
Empangeni Clinic	0.93

Treatment Literacy: Do Patients Understand Viral Load and Transmission?

Patient Responses: 189

Yes: 94%

No: 6%

Don't know: 0%

94%

District Score* **0.94**

Comparison Results

National Average:	0.65
Province Average:	0.72
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)

Eshowe Gateway Clinic	1.00
Khandisa Clinic	1.00
King Dinuzulu Clinic	1.00
KwaMbonambi Clinic (Sappi Clinic)	1.00
Ndlangubo Clinic	1.00
.....	--
Ngwelezana Clinic	1.00
Richards Bay Clinic	1.00
Nseleni CHC	0.93
Umbonambi Clinic	0.93
Empangeni Clinic	0.40

Index Testing

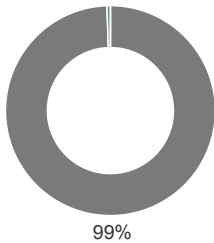
Index testing (aka Assisted Partner Notification Services or Contact Tracing) can help identify PLHIV earlier, get them access treatment to protect their health and interrupt onward transmission of HIV. However, if implemented poorly, index testing can cause harm to individuals, undermine their rights 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: 189

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



99%

District Score* **99%**

Comparison Results

National Average:	69%
Province Average:	81%
Best District Result:	100%
Worst District Result:	0%

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

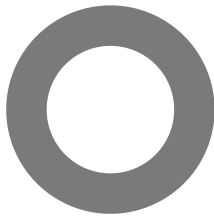
Facility Results (5 Best/Worst)

Eshowe Gateway Clinic	100%
Khandisa Clinic	100%
King Dinuzulu Clinic	100%
KwaMbonambi Clinic (Sappi Clinic)	100%
Ndlangubo Clinic	100%
.....	--
Empangeni Clinic	100%
Ngwelezana Clinic	100%
Richards Bay Clinic	100%
Umbonambi Clinic	100%
Nseleni CHC	93%

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

Patient Responses: 186

Yes:	100%
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100%

District Score* **99%**

Comparison Results

National Average:	92%
Province Average:	86%
Best District Result:	100%
Worst District Result:	37%

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

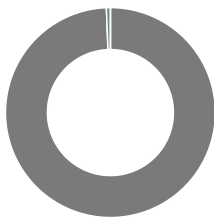
Facility Results (5 Best/Worst)

Eshowe Gateway Clinic	100%
King Dinuzulu Clinic	100%
KwaMbonambi Clinic (Sappi Clinic)	100%
Ndlangubo Clinic	100%
Thokozani Clinic	100%
.....	--
Nseleni CHC	100%
Richards Bay Clinic	100%
Umbonambi Clinic	100%
Phaphamani Clinic	95%
Khandisa Clinic	93%

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

Patient Responses: 163

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



99%

District Score* **86%**

Comparison Results

National Average:	89%
Province Average:	85%
Best District Result:	100%
Worst District Result:	0%

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

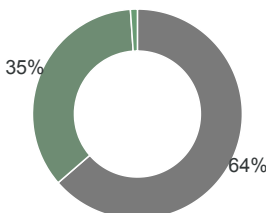
Facility Results (5 Best/Worst)

Eshowe Gateway Clinic	100%
KwaMbonambi Clinic (Sappi Clinic)	100%
Thokozani Clinic	100%
Ngwelezana Clinic	100%
Nseleni CHC	100%
.....	--
Empangeni Clinic	93%
Ndlangubo Clinic	82%
King Dinuzulu Clinic	69%
Phaphamani Clinic	55%
Khandisa Clinic	47%

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

Patient Responses: 187

Yes:	64%
No:	35%
Don't know:	1%



64%

District Score* **64%**

Comparison Results

National Average:	91%
Province Average:	84%
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)

Eshowe Gateway Clinic	100%
Khandisa Clinic	100%
King Dinuzulu Clinic	100%
Ndlangubo Clinic	100%
Thokozani Clinic	100%
.....	--
Ngwelezana Clinic	38%
Nseleni CHC	36%
Empangeni Clinic	13%
Richards Bay Clinic	8%
KwaMbonambi Clinic (Sappi Clinic)	0%

TB Infection Control

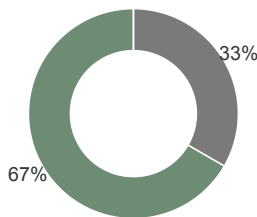
Six simple interventions are at the heart of how clinics can be part of turning the tide on TB infection — a disease that still kills close to 60,000 people a year in South Africa, according to the World Health Organization (WHO). By following a checklist of good practice, clinics can be safer for patients 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: 12

Yes:	33%
No:	67%
Don't know:	0%



District Score* **33%**

Comparison Results

National Average:	57%
Province Average:	48%
Best District Result:	100%
Worst District Result:	0%

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

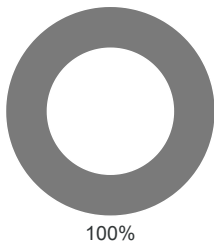
Facility Results (5 Best/Worst)

Eshowe Gateway Clinic	100%
King Dinuzulu Clinic	100%
Phaphamani Clinic	100%
Umbonambi Clinic	100%
Empangeni Clinic	0%
.....	--
Nseleni CHC	0%
Thokozani Clinic	0%
KwaMbonambi Clinic (Sappi Clinic)	0%
Ngwelezana Clinic	0%
Richards Bay Clinic	0%

Were the Facility Windows Open?

Total Observations: 12

Yes:	100%
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District Score* **100%**

Comparison Results

National Average:	100%
Province Average:	95%
Best District Result:	100%
Worst District Result:	79%

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

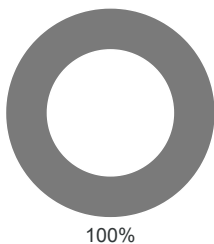
Facility Results (5 Best/Worst)

Empangeni Clinic	100%
Eshowe Gateway Clinic	100%
Khandisa Clinic	100%
King Dinuzulu Clinic	100%
Ndlangubo Clinic	100%
.....	--
Thokozani Clinic	100%
KwaMbonambi Clinic (Sappi Clinic)	100%
Ngwelezana Clinic	100%
Richards Bay Clinic	100%
Umbonambi Clinic	100%

Are people being asked for TB symptoms?

Patient Responses: 192

Yes:	100%
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District Score* **100%**

Comparison Results

National Average:	31%
Province Average:	76%
Best District Result:	100%
Worst District Result:	12%

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

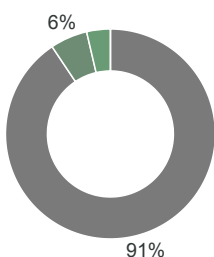
Facility Results (5 Best/Worst)

Eshowe Gateway Clinic	100%
Khandisa Clinic	100%
King Dinuzulu Clinic	100%
KwaMbonambi Clinic (Sappi Clinic)	100%
Ndlangubo Clinic	100%
.....	--
Empangeni Clinic	100%
Ngwelezana Clinic	100%
Nseleni CHC	100%
Richards Bay Clinic	100%
Umbonambi Clinic	100%

Are people who are coughing in a separate room?

Patient Responses: 192

Yes:	91%
Only sometimes:	6%
No:	4%
Don't know:	0%



District Score* **91%**

Comparison Results

National Average:	26%
Province Average:	60%
Best District Result:	100%
Worst District Result:	9%

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

Facility Results (5 Best/Worst)

Eshowe Gateway Clinic	100%
Khandisa Clinic	100%
King Dinuzulu Clinic	100%
Ndlangubo Clinic	100%
Phaphamani Clinic	100%
.....	--
Richards Bay Clinic	100%
Ngwelezana Clinic	94%
Umbonambi Clinic	93%
Empangeni Clinic	87%
KwaMbonambi Clinic (Sappi Clinic)	7%