

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: 336

Amount of time spent:

2:42

Facility Results (5 Best/Worst)

Thokozani Clinic	1:18
Khandisa Clinic	1:28
Phaphamani Clinic	1:37
Eshowe Gateway Clinic	1:50
Ndlangubo Clinic	1:55
.....	--
Umbonambi Clinic	3:06
Ngwelezana Clinic	3:30
KwaMbonambi Clinic (Sappi Clinic)	3:40
Richards Bay Clinic	3:49
Nseleni CHC	4:49

Comparison Results

National Average:	4:15
Provincial Average:	3:29
Best District Result:	2:00
Worst District Result:	7:13

Earliest Patient Arrival Time

Patient Responses: 351

Earliest arrival time

5:54

Facility Results (5 Best/Worst)

KwaMbonambi Clinic (Sappi Clinic)	7:26
Richards Bay Clinic	6:17
Ngwelezana Clinic	6:03
Nseleni CHC	6:03
Empangeni Clinic	6:01
.....	--
Umbonambi Clinic	5:44
Khandisa Clinic	5:41
Eshowe Gateway Clinic	5:30
Ndlangubo Clinic	5:02
Phaphamani Clinic	5:00

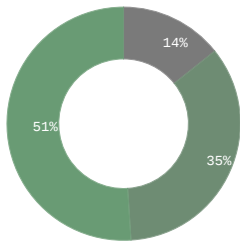
Comparison Results

National Average:	5:47
Provincial Average:	5:56
Best District Result:	7:09
Worst District Result:	4:39

How Safe is the Facility to Wait Before it Opens?

Patient Responses: 49

Neither Safe or Unsafe:	14%
Safe:	35%
Very Safe:	51%



District Score*

4.37

Comparison Results

National Average:	3.14
Provincial Average:	3.5
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.**

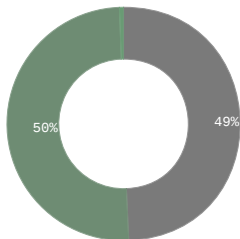
Facility Results

Eshowe Gateway Clinic	5.0
Richards Bay Clinic	4.43
KwaMbonambi Clinic (Sappi Clinic)	4.3
Empangeni Clinic	3.22

Are the Queues at the Facility Long?

Patient Responses: 351

Yes:	49%
No:	50%
Dont know:	1%



District Score*

50%

Comparison Results

National Average:	66%
Provincial Average:	68%
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)

Phaphamani Clinic	0
Thokozani Clinic	0
Eshowe Gateway Clinic	27
King Dinuzulu Clinic	40
Nseleni CHC	43
.....	--
Ngwelezana Clinic	56
Richards Bay Clinic	60
KwaMbonambi Clinic (Sappi Clinic)	90
Ndlangubo Clinic	92
Khandisa Clinic	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: 1

Old building need

1

Facility Results

Facility	Observations
Empangeni Clinic	1

Old building needs renovation

What do you need more space for?

Facility Responses: 0

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

Total Observations: 3

The space where f

3

Facility Results

Empangeni Clinic	1
KwaMbonambi Clinic (Sappi Clinic)	1
Richards Bay Clinic	1

The space where files are stored is too small

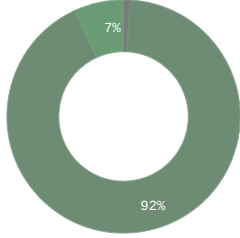
Access to Medicines and Shortages/Stockouts

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: 351

Yes:	1%
No:	92%
Dont know:	7%



District Score*

1%

Comparison Results

National Average:	11%
Provincial Average:	9%
Best District Result:	0%
Worst District Result:	50%

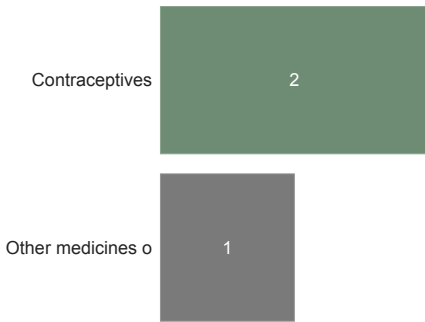
* Percent of survey responses responding "Yes" (excluding "Don't Know") **LOWER scores are better.**

Facility Results (5 Best/Worst)

Empangeni Clinic	0
Khandisa Clinic	0
King Dinuzulu Clinic	0
KwaMbonambi Clinic (Sappi Clinic)	0
Ndlangubo Clinic	0
.....	--
Richards Bay Clinic	0
Thokozani Clinic	0
Umbonambi Clinic	0
Eshowe Gateway Clinic	7
Nseleni CHC	7

Patient Reports of Medicine Shortage(s)

Patient Responses: 3

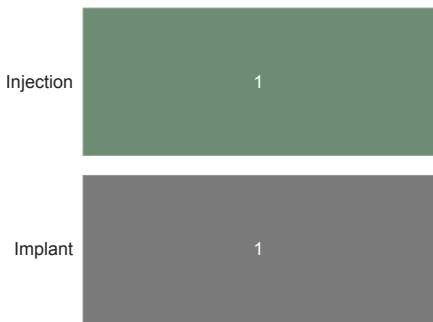


Facility Results



Contraception shortage(s)

Patient Responses: 2



Facility Results



HIV medication shortage(s)

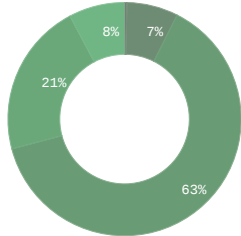
Patient Responses: 0

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?

1 week:	0%
1 month:	7%
2 months:	63%
3 months:	21%
6 months:	8%



District Score*

2.45

Comparison Results

National Average:	2.26
Provincial Average:	2.21
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)

Empangeni Clinic	3.95
Ngwelezana Clinic	3.79
Umbonambi Clinic	3.5
Nseleni CHC	2.67
Richards Bay Clinic	2.37
.....	--
Thokozani Clinic	1.97
King Dinuzulu Clinic	1.92
Eshowe Gateway Clinic	1.82
Ndlangubo Clinic	1.79
Khandisa Clinic	1.52

Patient Responses: 309

When Patients Miss a Visit to Collect ARVs:

Patient Responses: 53

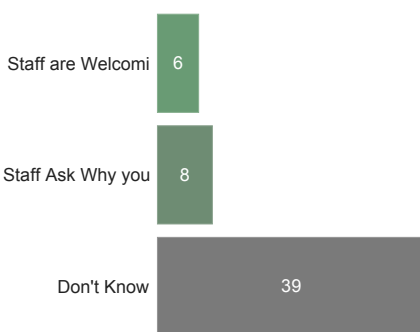


Facility Results

Facility	Get an SMS	Get a phone call	Dont know/ never missed a visit
Empangeni Clinic	1.0		2.0
Eshowe Gateway Clinic		1.0	5.0
Khandisa Clinic		6.0	4.0
King Dinuzulu Clinic	1.0	2.0	14.0
Nseleni CHC		1.0	1.0
Phaphamani Clinic		1.0	1.0
Thokozani Clinic		1.0	2.0
Umbonambi Clinic	2.0		2.0

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

Patient Responses: 53



Facility Results

Facility	Staff are Welcoming Back	Staff Ask Why you Missed Appt	Don't Know
Eshowe Gateway Clinic	1.0		5.0
Khandisa Clinic		6.0	4.0
King Dinuzulu Clinic	1.0		16.0
Nseleni CHC	1.0	1.0	
Phaphamani Clinic	1.0		1.0
Thokozani Clinic		1.0	2.0
Umbonambi Clinic	2.0		2.0

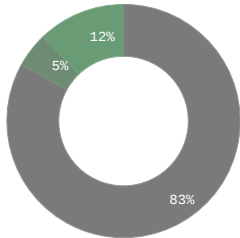
Adherence Clubs

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: 289

Yes:	83%
No:	5%
Dont know:	12%



District Score*

92%

Comparison Results

National Average:	41%
Provincial Average:	55%
Best District Result:	92%
Worst District Result:	0%

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

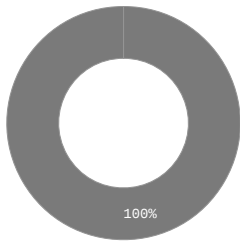
Facility Results (5 Best/Worst)

Empangeni Clinic	100
Eshowe Gateway Clinic	100
KwaMbonambi Clinic (Sappi Clinic)	100
Ndlangubo Clinic	100
Ngwelezana Clinic	100
.....	--
Richards Bay Clinic	100
Umbonambi Clinic	100
King Dinuzulu Clinic	88
Khandisa Clinic	15
Thokozani Clinic	0

Does the Adherence Club make HIV medicine pick up faster?

Total Responses: 13

Yes:	100%
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District Score*

100%

Comparison Results

National Average:	93%
Provincial Average:	99%
Best District Result:	100%
Worst District Result:	0%

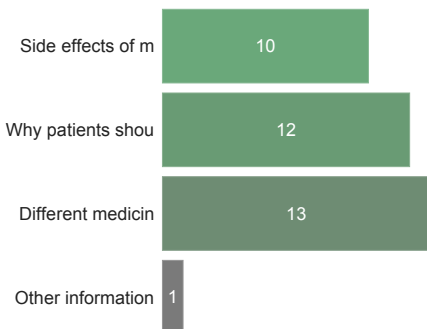
* Percent of survey responses responding "Yes" (excluding "Don't Know") **HIGHER scores are better.**

Facility Results

Empangeni Clinic	100
Eshowe Gateway Clinic	100
KwaMbonambi Clinic (Sappi Clinic)	100
Ndlangubo Clinic	100
Nseleni CHC	100
Phaphamani Clinic	100
Richards Bay Clinic	100
Umbonambi Clinic	100

Information provided by the Adherence Club

Total Responses: 13

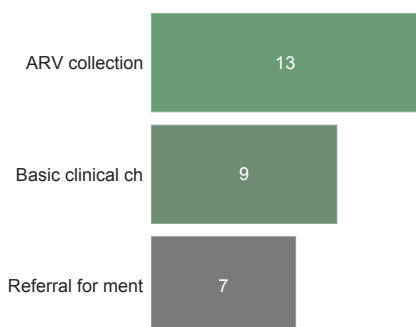


Facility Results

Facility Results	Side effects of medicines	Why patients should adhere to their ARVs	Different medicine options such as new drugs (ex. Dolutegravir)	Other information (please specify in the next question)
Empangeni Clinic	2.0	2.0	2.0	
Eshowe Gateway Clinic	1.0	1.0	1.0	
KwaMbonambi Clinic (Sappi Clinic)	1.0	1.0	1.0	
Ndlangubo Clinic	2.0	3.0	4.0	
Nseleni CHC	1.0	1.0	1.0	
Phaphamani Clinic	1.0	2.0	2.0	
Umbonambi Clinic	1.0	1.0	1.0	
Richards Bay Clinic	1.0	1.0	1.0	1.0

What clinical services are offered at an adherence club meeting?

Total Responses: 13



Facility Results

Facility Results	ARV collection	Basic clinical check up	Referral for mental health services or psycho-social support
Eshowe Gateway Clinic	1.0	1.0	
Phaphamani Clinic	2.0	1.0	
Empangeni Clinic	2.0	2.0	2.0
KwaMbonambi Clinic (Sappi Clinic)	1.0	1.0	1.0
Ndlangubo Clinic	4.0	1.0	1.0
Nseleni CHC	1.0	1.0	1.0
Richards Bay Clinic	1.0	1.0	1.0
Umbonambi Clinic	1.0	1.0	1.0

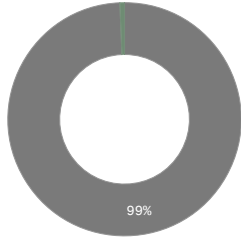
Access to Viral Load Testing / Information

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: 308

Yes: 99%
No: 1%



District Score* **99%**

Comparison Results

National Average: 95%
Provincial Average: 97%
Best District Result: 100%
Worst District Result: 84%

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

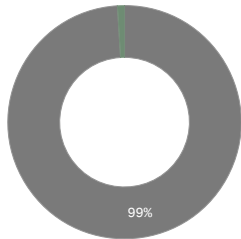
Facility Results (5 Best/Worst)

Empangeni Clinic	100
Khandisa Clinic	100
King Dinuzulu Clinic	100
KwaMbonambi Clinic (Sappi Clinic)	100
Ndlangubo Clinic	100
.....	--
Richards Bay Clinic	100
Thokozani Clinic	100
Nseleni CHC	97
Umbonambi Clinic	96
Eshowe Gateway Clinic	95

Did a Health Worker Explain the Viral Load Test Result?

Patient Responses: 306

Yes: 99%
No: 1%



District Score* **99%**

Comparison Results

National Average: 86%
Provincial Average: 90%
Best District Result: 100%
Worst District Result: 34%

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

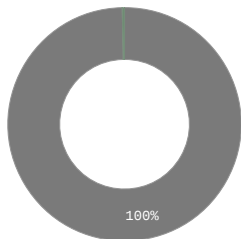
Facility Results (5 Best/Worst)

Empangeni Clinic	100
Eshowe Gateway Clinic	100
Khandisa Clinic	100
King Dinuzulu Clinic	100
KwaMbonambi Clinic (Sappi Clinic)	100
.....	--
Phaphamani Clinic	100
Richards Bay Clinic	100
Thokozani Clinic	100
Ngwelezana Clinic	97
Umbonambi Clinic	91

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

Patient Responses: 309

Yes: 100%
Dont know: 0%



District Score* **1.0**

Comparison Results

National Average: 0.82
Provincial Average: 0.89
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.**

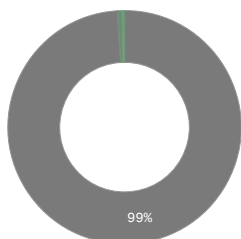
Facility Results (5 Best/Worst)

Empangeni Clinic	1.0
Khandisa Clinic	1.0
King Dinuzulu Clinic	1.0
KwaMbonambi Clinic (Sappi Clinic)	1.0
Ndlangubo Clinic	1.0
.....	--
Phaphamani Clinic	1.0
Richards Bay Clinic	1.0
Thokozani Clinic	1.0
Umbonambi Clinic	1.0
Eshowe Gateway Clinic	0.95

Treatment Literacy: Do Patients Understand Viral Load and Transmission?

Patient Responses: 309

Yes: 99%
No: 1%
Dont know: 0%



District Score* **0.99**

Comparison Results

National Average: 0.74
Provincial Average: 0.8
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)

Empangeni Clinic	1.0
Khandisa Clinic	1.0
King Dinuzulu Clinic	1.0
Ndlangubo Clinic	1.0
Nseleni CHC	1.0
.....	--
Thokozani Clinic	1.0
Umbonambi Clinic	1.0
KwaMbonambi Clinic (Sappi Clinic)	0.97
Ngwelezana Clinic	0.97
Eshowe Gateway Clinic	0.95

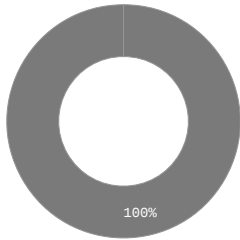
Index Testing

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: 309

Yes: 100%



District Score*

100%

Comparison Results

National Average:	66%
Provincial Average:	78%
Best District Result:	100%
Worst District Result:	3%

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

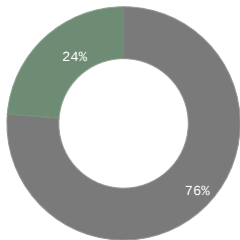
Facility Results (5 Best/Worst)

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

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

Patient Responses: 308

Yes: 76%
No: 24%



District Score*

76%

Comparison Results

National Average:	81%
Provincial Average:	85%
Best District Result:	100%
Worst District Result:	0%

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

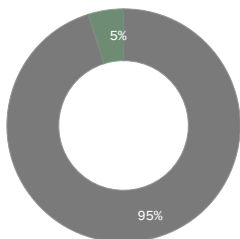
Facility Results (5 Best/Worst)

Empangeni Clinic	100
Eshowe Gateway Clinic	100
Khandisa Clinic	100
King Dinuzulu Clinic	100
Ndlangubo Clinic	100
.....	--
Phaphamani Clinic	96
KwaMbonambi Clinic (Sappi Clinic)	62
Ngwelezana Clinic	45
Richards Bay Clinic	33
Nseleni CHC	13

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

Patient Responses: 307

Yes: 95%
No: 5%



District Score*

94%

Comparison Results

National Average:	79%
Provincial Average:	88%
Best District Result:	100%
Worst District Result:	0%

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

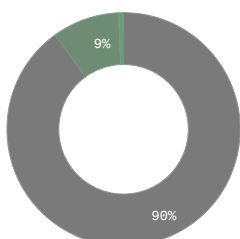
Facility Results (5 Best/Worst)

Eshowe Gateway Clinic	100
Khandisa Clinic	100
King Dinuzulu Clinic	100
Ndlangubo Clinic	100
Ngwelezana Clinic	100
.....	--
Umbonambi Clinic	100
Empangeni Clinic	95
Phaphamani Clinic	92
KwaMbonambi Clinic (Sappi Clinic)	83
Nseleni CHC	70

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

Patient Responses: 300

Yes: 90%
No: 9%
Dont know: 1%



District Score*

88%

Comparison Results

National Average:	74%
Provincial Average:	86%
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
Ndlangubo Clinic	100
Richards Bay Clinic	100
KwaMbonambi Clinic (Sappi Clinic)	93
.....	--
Phaphamani Clinic	92
Thokozani Clinic	87
Khandisa Clinic	83
Umbonambi Clinic	54
Empangeni Clinic	50

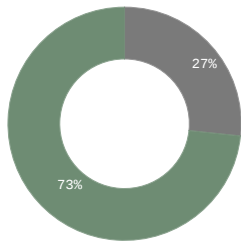
TB Infection Control

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: 15

Yes: 27%
No: 73%



District Score* **27%**

Comparison Results

National Average: 47%
Provincial Average: 44%
Best District Result: 75%
Worst District Result: 0%

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

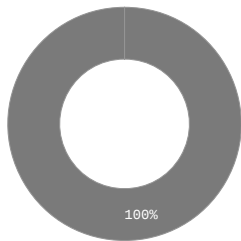
Facility Results (5 Best/Worst)

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

Were the Facility Windows Open?

Total Observations: 15

Yes: 100%



District Score* **100%**

Comparison Results

National Average: 95%
Provincial Average: 98%
Best District Result: 100%
Worst District Result: 60%

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

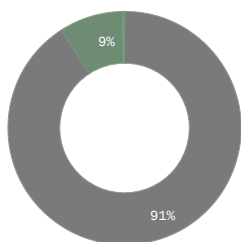
Facility Results (5 Best/Worst)

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

Are people being asked for TB symptoms?

Patient Responses: 351

Yes: 91%
Only sometimes: 9%
Dont know: 0%



District Score* **91%**

Comparison Results

National Average: 64%
Provincial Average: 75%
Best District Result: 100%
Worst District Result: 6%

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

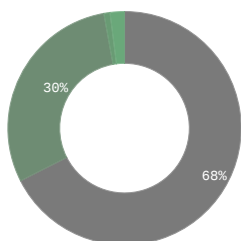
Facility Results (5 Best/Worst)

Empangeni Clinic	100
Eshowe Gateway Clinic	100
Khandisa Clinic	100
King Dinuzulu Clinic	100
Phaphamani Clinic	100
.....	--
Richards Bay Clinic	97
Umbonambi Clinic	97
Ngwelezana Clinic	90
Nseleni CHC	90
Ndlangubo Clinic	4

Are people who are coughing in a separate room?

Patient Responses: 351

Yes: 68%
Only sometimes: 30%
No: 1%
Dont know: 2%



District Score* **69%**

Comparison Results

National Average: 56%
Provincial Average: 66%
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)

Eshowe Gateway Clinic	100
King Dinuzulu Clinic	100
KwaMbonambi Clinic (Sappi Clinic)	100
Phaphamani Clinic	100
Richards Bay Clinic	90
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Nseleni CHC	70
Umbonambi Clinic	45
Thokozani Clinic	36
Khandisa Clinic	4
Ndlangubo Clinic	0