

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: 184

Amount of time spent: **6:NaN**

Comparison Results

National Average:	4:58
Province Average:	6:16
Best District Result:	3:36
Worst District Result:	7:55

Facility Results (5 Best/Worst)

Phomolong (Hennenman) Clinic	4:22
Phahameng (Bultfontein) Clinic	4:50
Kgotsong (Bothaville) Clinic	5:36
Matjhabeng Clinic	5:50
OR Tambo Clinic	5:51
.....	--
Tshepong (Welkom) Clinic	6:26
Rheeders Park Clinic	6:42
Welkom Clinic	7:10
Hoopstad Clinic	7:31
Albert Luthuli Memorial Clinic	8:07

Earliest Patient Arrival Time

Patient Responses: 189

Earliest arrival time: **5:NaN**

Comparison Results

National Average:	5:26
Province Average:	5:25
Best District Result:	7:54
Worst District Result:	4:18

Facility Results (5 Best/Worst)

Matjhabeng Clinic	6:33
Kgotsong (Bothaville) Clinic	6:15
OR Tambo Clinic	5:42
Thabong Clinic	5:42
Phomolong (Hennenman) Clinic	5:40
.....	--
Albert Luthuli Memorial Clinic	5:32
Hoopstad Clinic	5:32
Hani Park Clinic	5:31
Welkom Clinic	5:13
Phahameng (Bultfontein) Clinic	5:12

How Safe is the Facility to Wait Before it Opens?

Patient Responses: 130

Very Unsafe:	18%
Unsafe:	18%
Neither Safe or Unsafe:	32%
Safe:	15%
Very Safe:	16%
Dont know:	2%

District Score*

2.93

Comparison Results

National Average:	2.92
Province Average:	2.43
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 (5 Best/Worst)

Hoopstad Clinic	4.55
Matjhabeng Clinic	3.50
Phomolong (Hennenman) Clinic	3.25
Phahameng (Bultfontein) Clinic	3.15
Thabong Clinic	3.15
.....	--
OR Tambo Clinic	2.55
Albert Luthuli Memorial Clinic	2.50
Kgotsong (Bothaville) Clinic	2.20
Tshepong (Welkom) Clinic	2.17
Welkom Clinic	2.00

Are the Queues at the Facility Long?

Patient Responses: 192

Yes:	45%
No:	53%
Dont know:	3%

District Score*

46%

Comparison Results

National Average:	81%
Province Average:	66%
Best District Result:	46%
Worst District Result:	100%

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

Facility Results (5 Best/Worst)

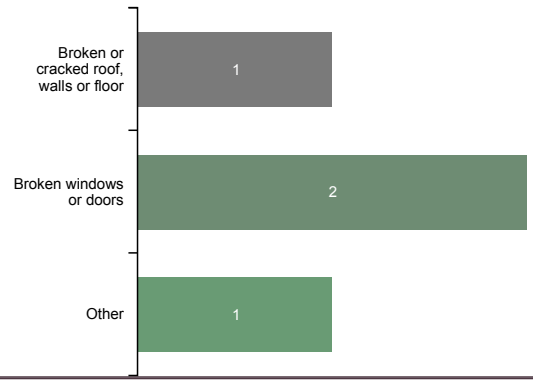
Phomolong (Hennenman) Clinic	14%
Phahameng (Bultfontein) Clinic	22%
Thabong Clinic	33%
Matjhabeng Clinic	40%
Hani Park Clinic	42%
.....	--
Hoopstad Clinic	53%
Rheeders Park Clinic	53%
Welkom Clinic	60%
Kgotsong (Bothaville) Clinic	71%
Albert Luthuli Memorial Clinic	83%

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:3

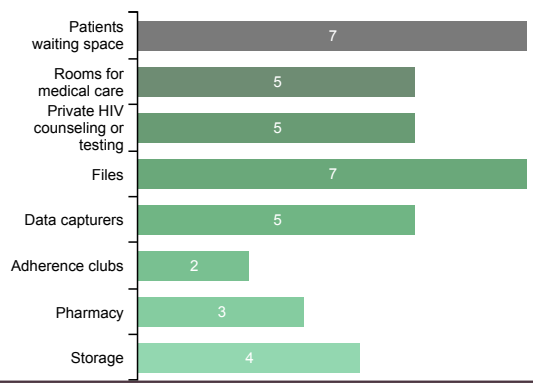


Facility Results

Facility	Broken or cracked roof, walls or floor	Broken windows or doors	Other
Rheeders Park Clinic	1	0	0
Kgotsoong (Bothaville) Clinic	0	1	0
Tshepong (Welkom) Clinic	0	0	1

What do you need more space for?

Facility Responses:7

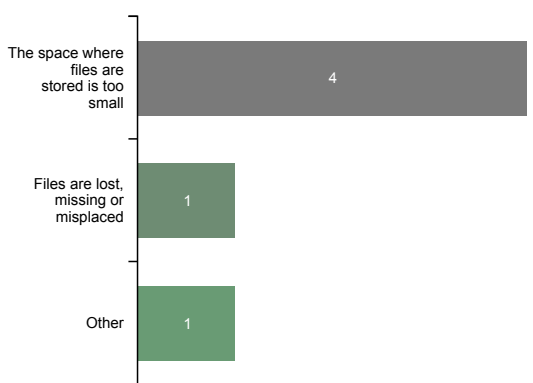


Facility Results

Facility	Patients waiting space	Rooms for medical care	Private HIV counseling or testing	Files	Data capturers	Adherence clubs	Pharmacy	Storage
Phahameng (Bultfontein) Clinic	1	1	1	1	1	1	1	1
Rheeders Park Clinic	1	1	1	1	1	1	1	1
Tshepong (Welkom) Clinic	1	1	1	1	1	0	0	1
Albert Luthuli Memorial Clinic	1	1	1	1	1	0	0	0
Matjhabeng Clinic	1	0	1	1	0	0	1	1
Kgotsoong (Bothaville) Clinic	1	1	0	1	1	0	0	0
Hoopstad Clinic	1	0	0	1	0	0	0	0

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

Total Observations:4



Facility Results

Facility	The space where files are stored is too small	Files are lost, missing or misplaced	Other
Kgotsoong (Bothaville) Clinic	0	0	1
Tshepong (Welkom) Clinic	1	1	0
Phahameng (Bultfontein) Clinic	1	0	0
Rheeders Park Clinic	1	0	0

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: 189

Yes: 9%

No: 50%

Don't know: 41%

District Score* 15%

Comparison Results

National Average:	15%
Province Average:	21%
Best District Result:	0%
Worst District Result:	82%

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

Facility Results (5 Best/Worst)

Hani Park Clinic	0%
Kgotsoong (Bothaville) Clinic	0%
Matjhabeng Clinic	0%
OR Tambo Clinic	0%
Phomolong (Hennenman) Clinic	0%
.....	--
Rheeders Park Clinic	23%
Tshepong (Welkom) Clinic	23%
Albert Luthuli Memorial Clinic	25%
Phahameng (Bultfontein) Clinic	31%
Hoopstad Clinic	33%

Patient Reports of Medicine Shortage(s)

Patient Responses: 16

Facility Results

	HIV medicine	PrEP	Contraceptives	Pregnancy Test	Vaccines	Other medicines or tests	None of the above
Hoopstad Clinic			2	1	1		
Phahameng (Bultfontein) Clinic			1	1	2		1
Rheeders Park Clinic	1		1			1	
Tshepong (Welkom) Clinic	1		1			2	
Albert Luthuli Memorial Clinic			1			1	
Welkom Clinic	1	1					

Contraception shortage(s)

Patient Responses: 4

Facility Results

	Injection	Implant
Hoopstad Clinic	1	1
Albert Luthuli Memorial Clinic	1	
Rheeders Park Clinic	1	
Tshepong (Welkom) Clinic	1	

HIV medication shortage(s)

Patient Responses: 3

Facility Results

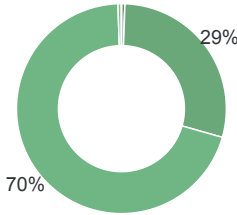
	First Line FDC	DTG-Based First Line FDC	Don't Know
Rheeders Park Clinic	1		
Welkom Clinic		1	
Tshepong (Welkom) Clinic			1

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%
2 weeks:	1%
3 weeks:	0%
1 month:	29%
2 months:	70%
3 months:	1%
6 months:	0%
Dont know:	0%



District Score*

1.71

Comparison Results

National Average:	2.03
Province Average:	1.73
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.**

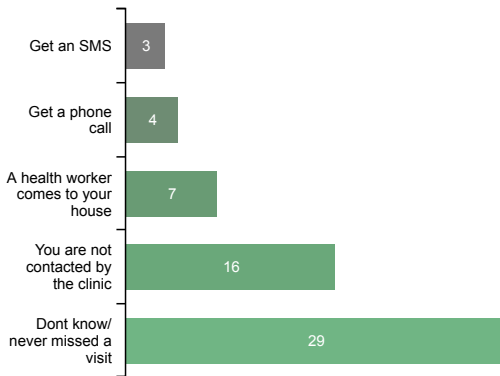
Patient Responses: 187

Facility Results (5 Best/Worst)

Rheeders Park Clinic	2.07
Hoopstad Clinic	2.00
Phahameng (Bultfontein) Clinic	1.90
Albert Luthuli Memorial Clinic	1.83
Hani Park Clinic	1.79
.....	--
Matjhabeng Clinic	1.60
Thabong Clinic	1.60
Phomolong (Hennenman) Clinic	1.53
Tshepong (Welkom) Clinic	1.47
Kgotsoong (Bothaville) Clinic	1.25

When Patients Miss a Visit to Collect ARVs:

Patient Responses: 57

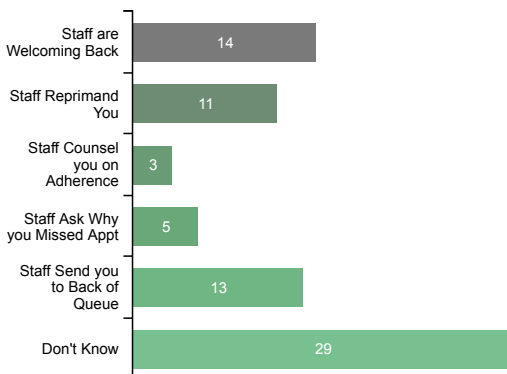


Facility Results

	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
Albert Luthuli Memorial Clinic				1	2
Matjhabeng Clinic				2	5
Tshepong (Welkom) Clinic			1	4	5
Hani Park Clinic	1			2	5
Hoopstad Clinic			2	2	5
Phahameng (Bultfontein) Clinic			2	2	1
Welkom Clinic		3		2	2
Rheeders Park Clinic		1	1	1	2
Thabong Clinic	2		1		2

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

Patient Responses: 57



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
Albert Luthuli Memorial Clinic		1			1	2
Tshepong (Welkom) Clinic	1	2	1		4	5
Hoopstad Clinic	2	2			2	5
Matjhabeng Clinic		1		1	1	5
Phahameng (Bultfontein) Clinic	2	2	1		2	1
Rheeders Park Clinic	2	1			1	2
Hani Park Clinic	1	1		2	1	5
Welkom Clinic	4	1			1	2
Thabong Clinic	2		1	2		2

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: 164

District Score* **30%**

Comparison Results

National Average:	35%
Province Average:	30%
Best District Result:	91%
Worst District Result:	1%

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

Facility Results (5 Best/Worst)

Hani Park Clinic	100%
Thabong Clinic	90%
Matjhabeng Clinic	75%
Phahameng (Bultfontein) Clinic	55%
Hoopstad Clinic	15%
.....	--
Tshepong (Welkom) Clinic	8%
Rheders Park Clinic	7%
OR Tambo Clinic	0%
Phomolong (Hennenman) Clinic	0%
Welkom Clinic	0%

Yes: 26%
No: 61%
Dont know: 13%

Does the Adherence Club make HIV medicine pick up faster?

Total Responses: 31

District Score* **100%**

Comparison Results

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

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

Facility Results

Hani Park Clinic	100%
Matjhabeng Clinic	100%
Phahameng (Bultfontein) Clinic	100%
Thabong Clinic	100%

Yes: 100%

Information provided by the Adherence Club

Total Responses: 31

Facility Results

	Side effects of medicines	Why patients should adhere to their ARVs	Different medicine options such as new drugs (ex. Doloutegravir)	Other information (please specify in the next question)
Matjhabeng Clinic	7	7		
Phahameng (Bultfontein) Clinic	1	2	1	
Thabong Clinic	6	5	4	
Hani Park Clinic	10	10	3	1

What clinical services are offered at an adherence club meeting?

Total Responses: 31

Facility Results

	ARV collection	Basic clinical check up	Referral for mental health services or psycho-social support
Phahameng (Bultfontein) Clinic	2		
Hani Park Clinic	15	9	
Matjhabeng Clinic	8	3	1
Thabong Clinic	6	3	1

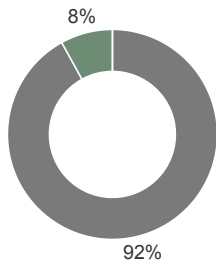
Access to Viral Load Testing / Information

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: 187

Yes:	92%
No:	8%
Dont know:	0%



District Score* **92%**

Comparison Results

National Average:	94%
Province Average:	92%
Best District Result:	100%
Worst District Result:	71%

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

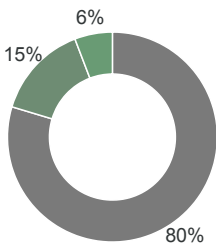
Facility Results (5 Best/Worst)

Hani Park Clinic	100%
OR Tambo Clinic	100%
Phahameng (Bultfontein) Clinic	100%
Thabong Clinic	100%
Kgotsong (Bothaville) Clinic	94%
.....	--
Welkom Clinic	93%
Albert Luthuli Memorial Clinic	92%
Hoopstad Clinic	87%
Tshepong (Welkom) Clinic	80%
Rheeders Park Clinic	67%

Did a Health Worker Explain the Viral Load Test Result?

Patient Responses: 172

Yes:	80%
No:	15%
Dont know:	6%



District Score* **85%**

Comparison Results

National Average:	77%
Province Average:	84%
Best District Result:	98%
Worst District Result:	34%

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

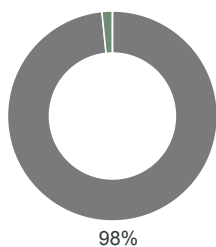
Facility Results (5 Best/Worst)

Albert Luthuli Memorial Clinic	100%
Kgotsong (Bothaville) Clinic	100%
OR Tambo Clinic	100%
Matjhabeng Clinic	86%
Welkom Clinic	86%
.....	--
Tshepong (Welkom) Clinic	83%
Hani Park Clinic	81%
Hoopstad Clinic	77%
Rheeders Park Clinic	70%
Phahameng (Bultfontein) Clinic	67%

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

Patient Responses: 187

Yes:	98%
No:	2%
Dont know:	0%



District Score* **0.98**

Comparison Results

National Average:	0.76
Province Average:	0.94
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.**

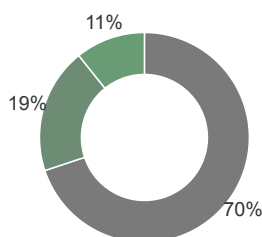
Facility Results (5 Best/Worst)

Albert Luthuli Memorial Clinic	1.00
Hani Park Clinic	1.00
Kgotsong (Bothaville) Clinic	1.00
Matjhabeng Clinic	1.00
OR Tambo Clinic	1.00
.....	--
Thabong Clinic	1.00
Welkom Clinic	1.00
Hoopstad Clinic	0.93
Rheeders Park Clinic	0.93
Tshepong (Welkom) Clinic	0.93

Treatment Literacy: Do Patients Understand Viral Load and Transmission?

Patient Responses: 186

Yes:	70%
No:	19%
Dont know:	11%



District Score* **0.70**

Comparison Results

National Average:	0.56
Province Average:	0.59
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 (5 Best/Worst)

Matjhabeng Clinic	1.00
Hani Park Clinic	0.96
Thabong Clinic	0.80
Tshepong (Welkom) Clinic	0.80
OR Tambo Clinic	0.73
.....	--
Phahameng (Bultfontein) Clinic	0.60
Phomolong (Hennenman) Clinic	0.53
Rheeders Park Clinic	0.53
Hoopstad Clinic	0.47
Welkom Clinic	0.47

Index Testing

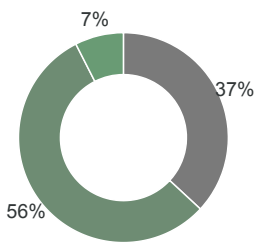
Index testing (aka Assisted Partner Notification Services or Contact Tracing) can help identify PLHIV earlier, get them access treatment to protect their health and interrupt onward transmission of HIV. However, if implemented poorly, index testing can cause harm to individuals, undermine their rights 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: 187

Yes:	37%
No:	56%
Dont know:	7%



District Score* **40%**

Comparison Results

National Average:	64%
Province Average:	45%
Best District Result:	97%
Worst District Result:	7%

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

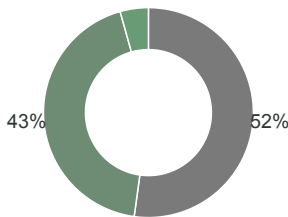
Facility Results (5 Best/Worst)

Tshepong (Welkom) Clinic	67%
Matjhabeng Clinic	53%
Thabong Clinic	47%
Welkom Clinic	47%
Albert Luthuli Memorial Clinic	45%
.....	--
Kgotsoong (Bothaville) Clinic	36%
Phahameng (Bultfontein) Clinic	36%
Hoopstad Clinic	29%
Phomolong (Hennenman) Clinic	18%
Rheeders Park Clinic	13%

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

Patient Responses: 69

Yes:	52%
No:	43%
Dont know:	4%



District Score* **55%**

Comparison Results

National Average:	72%
Province Average:	69%
Best District Result:	100%
Worst District Result:	0%

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

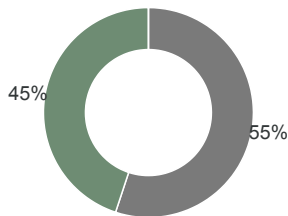
Facility Results (5 Best/Worst)

Matjhabeng Clinic	100%
Thabong Clinic	100%
Kgotsoong (Bothaville) Clinic	80%
OR Tambo Clinic	80%
Hani Park Clinic	75%
.....	--
Albert Luthuli Memorial Clinic	20%
Welkom Clinic	17%
Hoopstad Clinic	0%
Phahameng (Bultfontein) Clinic	0%
Rheeders Park Clinic	0%

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

Patient Responses: 69

Yes:	55%
No:	45%
Dont know:	0%



District Score* **55%**

Comparison Results

National Average:	64%
Province Average:	66%
Best District Result:	100%
Worst District Result:	12%

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

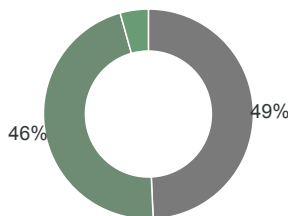
Facility Results (5 Best/Worst)

Matjhabeng Clinic	100%
Kgotsoong (Bothaville) Clinic	80%
Thabong Clinic	71%
Hani Park Clinic	67%
OR Tambo Clinic	60%
.....	--
Welkom Clinic	43%
Albert Luthuli Memorial Clinic	20%
Phahameng (Bultfontein) Clinic	20%
Phomolong (Hennenman) Clinic	0%
Rheeders Park Clinic	0%

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

Patient Responses: 69

Yes:	49%
No:	46%
Dont know:	4%



District Score* **52%**

Comparison Results

National Average:	60%
Province Average:	61%
Best District Result:	96%
Worst District Result:	0%

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

Facility Results (5 Best/Worst)

Matjhabeng Clinic	100%
Thabong Clinic	86%
Hani Park Clinic	78%
Kgotsoong (Bothaville) Clinic	75%
Tshepong (Welkom) Clinic	50%
.....	--
Albert Luthuli Memorial Clinic	20%
Phahameng (Bultfontein) Clinic	20%
Welkom Clinic	14%
Phomolong (Hennenman) Clinic	0%
Rheeders Park 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: 11

Yes:	27%
No:	73%

District Score* **27%**

Comparison Results

National Average:	48%
Province Average:	41%
Best District Result:	100%
Worst District Result:	0%

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

Facility Results (5 Best/Worst)

Hani Park Clinic	100%
Phomolong (Hennenman) Clinic	100%
Welkom Clinic	100%
Albert Luthuli Memorial Clinic	0%
Hoopstad Clinic	0%
.....	--
Matjhabeng Clinic	0%
Phahameng (Bultfontein) Clinic	0%
Rheders Park Clinic	0%
Thabong Clinic	0%
Tshepong (Welkom) Clinic	0%

Were the Facility Windows Open?

Total Observations: 11

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

Comparison Results

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

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

Facility Results (5 Best/Worst)

Albert Luthuli Memorial Clinic	100%
Hani Park Clinic	100%
Hoopstad Clinic	100%
Kgotsoong (Bothaville) Clinic	100%
Matjhabeng Clinic	100%
.....	--
Phomolong (Hennenman) Clinic	100%
Rheders Park Clinic	100%
Thabong Clinic	100%
Tshepong (Welkom) Clinic	100%
Welkom Clinic	100%

Are people being asked for TB symptoms?

Patient Responses: 192

Yes:	40%
Only sometimes:	24%
No:	31%
Dont know:	5%

District Score* **42%**

Comparison Results

National Average:	54%
Province Average:	48%
Best District Result:	81%
Worst District Result:	8%

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

Facility Results (5 Best/Worst)

OR Tambo Clinic	79%
Phomolong (Hennenman) Clinic	69%
Hani Park Clinic	57%
Kgotsoong (Bothaville) Clinic	56%
Thabong Clinic	53%
.....	--
Hoopstad Clinic	21%
Rheders Park Clinic	20%
Albert Luthuli Memorial Clinic	18%
Phahameng (Bultfontein) Clinic	17%
Welkom Clinic	14%

Are people who are coughing in a separate room?

Patient Responses: 192

Yes:	18%
Only sometimes:	12%
No:	43%
Dont know:	27%

District Score* **NA**

Comparison Results

National Average:	39%
Province Average:	30%
Best District Result:	71%
Worst District Result:	8%

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

Facility Results