

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: 34

Facility Results
 Kagisanong Clinic 6:44
 Bloemspruit Clinic 6:55

6:50

Comparison Results

National Average:	4:12
Province Average:	5:36
Best District Result:	1:52
Worst District Result:	7:32

Earliest Patient Arrival Time

Patient Responses: 34

Facility Results
 Bloemspruit Clinic 5:09
 Kagisanong Clinic 5:06

5:08

Comparison Results

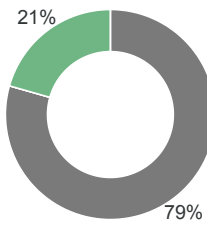
National Average:	5:51
Province Average:	5:22
Best District Result:	7:07
Worst District Result:	4:17

How Safe is the Facility to Wait Before it Opens?

Patient Responses: 34

Facility Results
 Bloemspruit Clinic 2.11
 Kagisanong Clinic 1.50

Very Unsafe:	79%
Unsafe:	0%
Neither Safe or Unsafe:	0%
Safe:	0%
Very Safe:	21%
Don't know:	0%



District Score*

1.82

Comparison Results

National Average:	2.18
Province Average:	2.13
Best District Result:	4.77
Worst District Result:	1.81

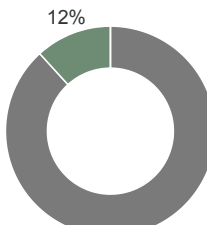
* Scores based on average of all survey responses with a maximum score of 5 and a minimum score of 1. **HIGHER scores are better.**

Are the Queues at the Facility Long?

Patient Responses: 34

Facility Results
 Bloemspruit Clinic 78%
 Kagisanong Clinic 100%

Yes:	88%
No:	12%
Don't know:	0%



District Score*

88%

Comparison Results

National Average:	68%
Province Average:	66%
Best District Result:	13%
Worst District Result:	97%

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

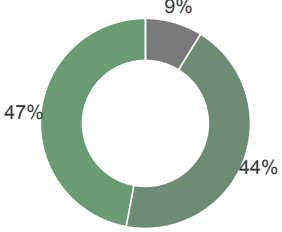
Facility Staff

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: 34

Always:	9%
Sometimes:	44%
Never:	47%
Don't know:	0%



District Score* **0.62**

Comparison Results

National Average:	1.10
Province Average:	1.12
Best District Result:	1.89
Worst District Result:	0.26

* 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

Bloemspruit Clinic	0.89
Kagisanong Clinic	0.31

Are Staff Friendly and Professional?

Patient Responses: 34

Yes:	15%
Sometimes:	65%
Never:	21%
Don't know:	0%



District Score* **0.94**

Comparison Results

National Average:	1.46
Province Average:	1.22
Best District Result:	1.98
Worst District Result:	0.94

* 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

Bloemspruit Clinic	0.94
Kagisanong Clinic	0.94

Which Cadres are Understaffed?

No Data

Facility Results

No Data

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:

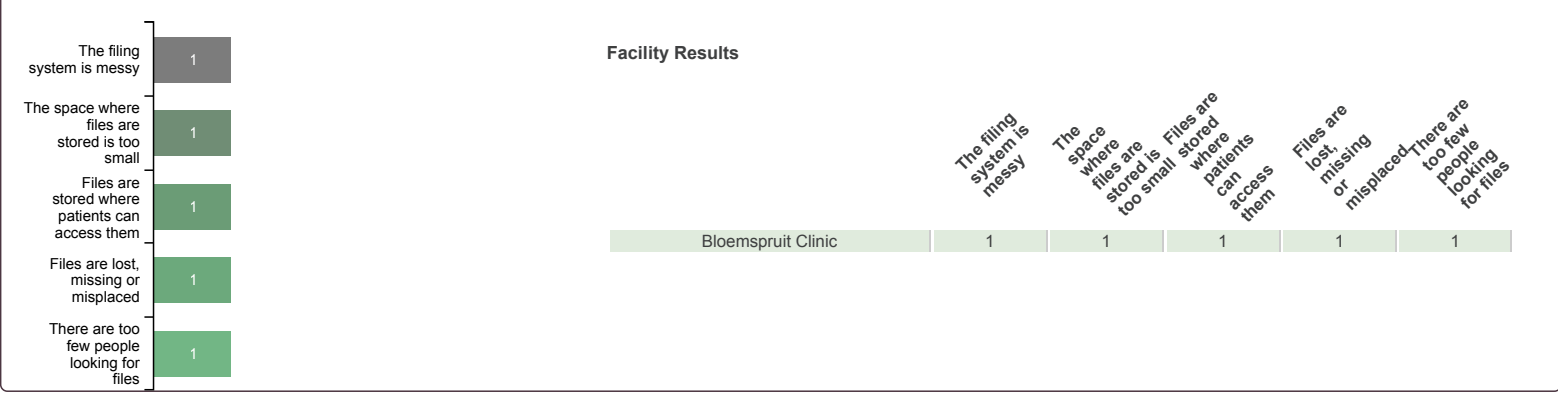
No Data	Facility Results
	No Data

What do you need more space for?

No Data	Facility Results
	No Data

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

Total Observations:1



Access to Medicines and Shortages/Stockouts

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

Any Patients left without the Medicine due to Shortage

Patient Responses: 34

Yes:	12%
No:	76%
Don't know:	12%

District Score* **13%**

Comparison Results

National Average:	41%
Province Average:	10%
Best District Result:	0%
Worst District Result:	59%

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

Facility Results

Kagisanong Clinic	0%
Bloemspruit Clinic	27%

Patient Reports of Medicine Shortage(s)

Patient Responses: 3

Facility Results

Bloemspruit Clinic	HIV medicine: 2	Contraceptives: 1	Pregnancy Test: 1	Vaccines: 1
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Contraception shortage(s)

Patient Responses: 1

Facility Results

Bloemspruit Clinic	Birth control pill: 1	Implant: 1
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HIV medication shortage(s)

Patient Responses: 2

Facility Results

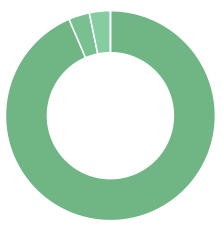
Bloemspruit Clinic	DTG-Based First Line FDC: 1	Nevirapine (NVP): 1
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ARV Collection and Access

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?

1 week:	0%
2 weeks:	0%
3 weeks:	0%
1 month:	0%
2 months:	94%
3 months:	3%
6 months:	3%
Don't know:	0%



94%

Patient Responses: 31

District Score*

2.16

Comparison Results


National Average:	1.54
Province Average:	1.86
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

Bloemspruit Clinic	2.27
Kagisanong Clinic	2.06

When Patients Miss a Visit to Collect ARVs:



25

Patient Responses: 25

Facility Results