

## 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: 36

Facility Results	
Soweto Clinic	6:22
Motherwell CHC	6:47

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

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#### Comparison Results

National Average:	4:58
Province Average:	5:25
Best District Result:	3:36
Worst District Result:	7:55

### Earliest Patient Arrival Time

Patient Responses: 37

Facility Results	
Soweto Clinic	4:49
Motherwell CHC	4:26

Earliest arrival time: **4:NaN**

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#### Comparison Results

National Average:	5:26
Province Average:	5:31
Best District Result:	7:54
Worst District Result:	4:18

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

Patient Responses: 66

Facility Results	
Motherwell CHC	1.00
Soweto Clinic	1.00

Very Unsafe: 100%

District Score\* **1.00**

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#### Comparison Results

National Average:	2.92
Province Average:	2.24
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.**

### Are the Queues at the Facility Long?

Patient Responses: 37

Facility Results	
Motherwell CHC	100%
Soweto Clinic	100%

Yes: 100%

District Score\* **100%**

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#### Comparison Results

National Average:	81%
Province Average:	86%
Best District Result:	46%
Worst District Result:	100%

\* Percent of survey responses responding undefined (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: 37

Always:	5%
Sometimes:	0%
Never:	86%
Dont know:	8%

**District Score\*** 0.12

**Comparison Results**

National Average:	1.02
Province Average:	0.82
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**

Motherwell CHC	0.24
Soweto Clinic	0.00

### Are Staff Friendly and Professional?

Patient Responses: 37

Yes:	68%
Sometimes:	16%
Never:	16%
Dont know:	0%

**District Score\*** 1.51

**Comparison Results**

National Average:	1.46
Province Average:	1.42
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**

Motherwell CHC	1.56
Soweto Clinic	1.47

### Which Cadres are Understaffed?

Facility Responses: 2

Cadre	Count
Doctor	1
Professional nurse	1
Enrolled nurse	1
Enrolled nurse assistant	1
Assistant pharmacist	2
Lab technician	1
Linkage officers	1
Adherence club facilitators	1
Cleaner	2
General assistant	1

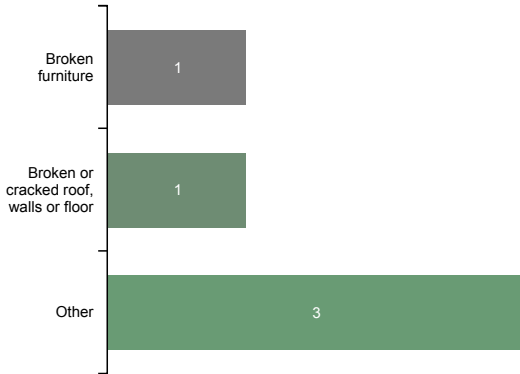
Facility	Doctor	Professional nurse	Enrolled nurse	Enrolled nurse assistant	Assistant pharmacist	Lab technician	Linkage officers	Adherence club facilitators	Cleaner	General assistant
Motherwell CHC	1	1	1	1	1	1	1	1	1	1
Nomangesi Jayiya Clinic				1	1				1	

## 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:

Total Observations:3

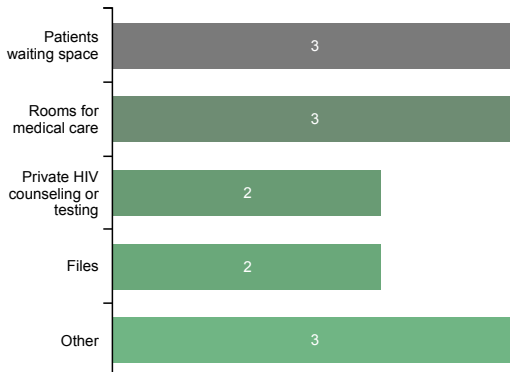


#### Facility Results

Facility	Broken furniture	Broken or cracked roof, walls or floor	Other
Motherwell CHC	1	1	1
Nomangesi Jayiya Clinic	0	0	2

### What do you need more space for?

Facility Responses:3



#### Facility Results

Facility	Patients waiting space	Rooms for medical care	Private HIV counseling or testing	Files	Other
Soweto Clinic	1	1	1	1	1
Motherwell CHC	1	1	1	0	1
Nomangesi Jayiya Clinic	1	1	0	1	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: 37

**Yes:** 54%

**No:** 46%

**Don't know:** 0%

**District Score\*** 54%

**Comparison Results**

National Average:	15%
Province Average:	17%
Best District Result:	0%
Worst District Result:	82%

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

**Facility Results**

Soweto Clinic	53%
Motherwell CHC	56%

### Patient Reports of Medicine Shortage(s)

Patient Responses: 20

**Facility Results**

Facility	HIV medicine	Contraceptives	Other medicines or tests
Soweto Clinic	9	1	3
Motherwell CHC	9		1

### Contraception shortage(s)

Patient Responses: 1

**Facility Results**

Facility	Injection
Soweto Clinic	1

### HIV medication shortage(s)

Patient Responses: 18

**Facility Results**

Facility	First Line FDC	DTG-Based First Line FDC	Emtricitabine (FTC)	Dolutegravir (DTG)
Motherwell CHC	6	1	1	1
Soweto Clinic	5	4		

## ARV Collection and Access

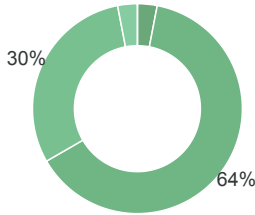
Currently many people in South Africa who could benefit from HIV treatment are not, with many people who are living with HIV not on treatment – either never having known their HIV status, or having started on treatment then disengaged from care. To ensure we get more people to start and importantly stay 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: 33

#### Facility Results

1 week:	0%
2 weeks:	0%
3 weeks:	0%
1 month:	3%
2 months:	64%
3 months:	30%
6 months:	3%
Dont know:	0%



#### District Score\*

**2.39**

Soweto Clinic	2.47
Motherwell CHC	2.33

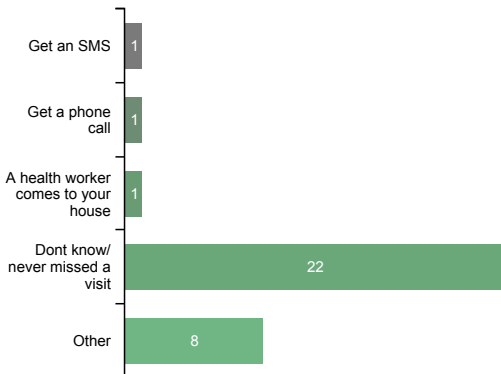
#### Comparison Results

National Average:	2.03
Province Average:	1.86
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.**

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

Patient Responses: 32

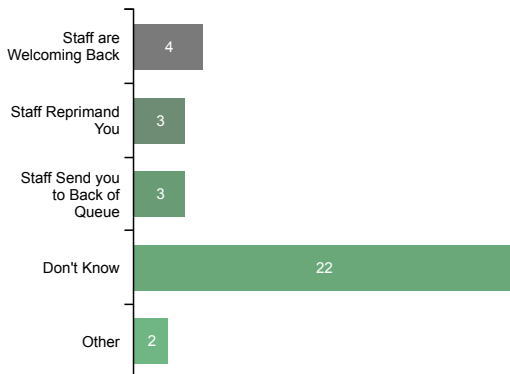


#### Facility Results

	Get an SMS	Get a phone call	A health worker comes to your house	Dont know/ never missed a visit	Other
Motherwell CHC	1	1	1	12	4
Soweto Clinic				10	4

### 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 Send you to Back of Queue	Don't Know	Other
Soweto Clinic	1	2	3	10	
Motherwell CHC	3	1		12	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: 33

Yes:	15%
No:	82%
Dont know:	3%

**District Score\*** **16%**

**Comparison Results**

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

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

**Facility Results**

Soweto Clinic	27%
Motherwell CHC	6%

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

Total Responses: 1

Dont know:	100%
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**District Score\*** **NA**

**Comparison Results**

National Average:	94%
Province Average:	98%
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

Total Responses: 1

**Facility Results**

Soweto Clinic	0
Dont know	1

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

Total Responses: 1

**Facility Results**

Soweto Clinic	0
Dont know	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: 33

Yes:	67%
No:	27%
Dont know:	6%

**District Score\*** **71%**

**Facility Results**

Motherwell CHC	94%
Soweto Clinic	47%

**Comparison Results**

National Average:	94%
Province Average:	91%
Best District Result:	100%
Worst District Result:	71%

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

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

Patient Responses: 22

Yes:	64%
No:	36%
Dont know:	0%

**District Score\*** **64%**

**Facility Results**

Motherwell CHC	73%
Soweto Clinic	43%

**Comparison Results**

National Average:	77%
Province Average:	72%
Best District Result:	98%
Worst District Result:	34%

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

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

Patient Responses: 33

Yes:	79%
No:	15%
Dont know:	6%

**District Score\*** **0.79**

**Facility Results**

Motherwell CHC	0.83
Soweto Clinic	0.73

**Comparison Results**

National Average:	0.76
Province Average:	0.72
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.**

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

Patient Responses: 33

Yes:	52%
No:	30%
Dont know:	18%

**District Score\*** **0.52**

**Facility Results**

Soweto Clinic	0.53
Motherwell CHC	0.50

**Comparison Results**

National Average:	0.56
Province Average:	0.57
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.**

## 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.

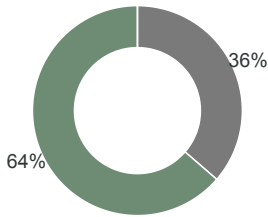
HIV diagnosis increases the risk of intimate partner violence (IPV). Improperly conducted or pressured participation in index testing exacerbates these risks. In order to be conducted safely, index testing must always be voluntary and there must always be screening to assess the risk of IPV. Where violence 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: 33

#### Facility Results

Yes:	36%
No:	64%
Dont know:	0%



**District Score\*** **36%**

Motherwell CHC	44%
Soweto Clinic	27%

#### Comparison Results

National Average:	64%
Province Average:	65%
Best District Result:	97%
Worst District Result:	7%

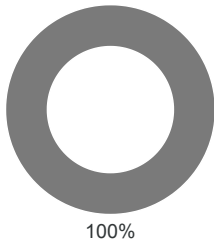
\* Percent of survey responses responding undefined (excluding "Don't Know"). **HIGHER scores are better.**

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

Patient Responses: 12

#### Facility Results

No:	100%
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**District Score\*** **0%**

Motherwell CHC	0%
Soweto Clinic	0%

#### Comparison Results

National Average:	72%
Province Average:	62%
Best District Result:	100%
Worst District Result:	0%

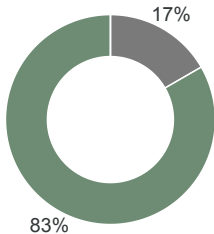
\* Percent of survey responses responding undefined (excluding "Don't Know"). **HIGHER scores are better.**

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

Patient Responses: 12

#### Facility Results

Yes:	17%
No:	83%
Dont know:	0%



**District Score\*** **17%**

Motherwell CHC	25%
Soweto Clinic	0%

#### Comparison Results

National Average:	64%
Province Average:	39%
Best District Result:	100%
Worst District Result:	12%

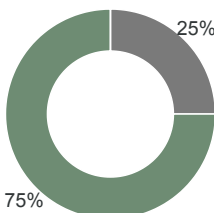
\* Percent of survey responses responding undefined (excluding "Don't Know"). **HIGHER scores are better.**

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

Patient Responses: 12

#### Facility Results

Yes:	25%
No:	75%
Dont know:	0%



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

Motherwell CHC	38%
Soweto Clinic	0%

#### Comparison Results

National Average:	60%
Province Average:	47%
Best District Result:	96%
Worst District Result:	0%

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



## 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.

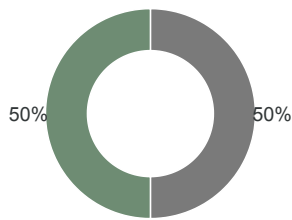
The six measures are: ensuring enough room and space for patients to wait without overcrowding; keeping windows open; ensuring there are TB information posters prominently displayed; reducing clinic waiting times to less than an average of an hour and 15 minutes; screening all arriving patients for TB 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:4

#### Facility Results

Yes:	50%
No:	50%



**District Score\*** **50%**

Motherwell CHC	100%
Nomangesi Jayiya Clinic	0%

#### Comparison Results

National Average:	48%
Province Average:	39%
Best District Result:	100%
Worst District Result:	0%

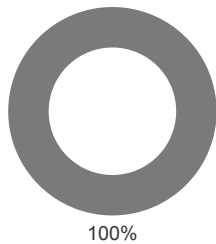
\* Percent of survey responses responding undefined (excluding "Don't Know"). **HIGHER scores are better.**

### Were the Facility Windows Open?

Total Observations:4

#### Facility Results

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

Motherwell CHC	100%
Nomangesi Jayiya Clinic	100%

#### Comparison Results

National Average:	92%
Province Average:	82%
Best District Result:	100%
Worst District Result:	43%

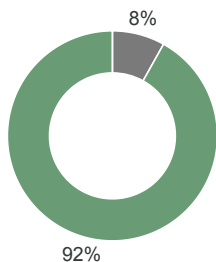
\* Percent of survey responses responding undefined (excluding "Don't Know"). **HIGHER scores are better.**

### Are people being asked for TB symptoms?

Patient Responses: 37

#### Facility Results

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



**District Score\*** **8%**

Motherwell CHC	17%
Soweto Clinic	0%

#### Comparison Results

National Average:	54%
Province Average:	36%
Best District Result:	81%
Worst District Result:	8%

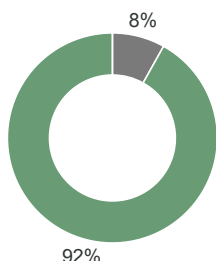
\* Percent of survey responses responding undefined (excluding "Don't Know"). **HIGHER scores are better.**

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

Patient Responses: 37

#### Facility Results

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



**District Score\*** **8%**

Motherwell CHC	17%
Soweto Clinic	0%

#### Comparison Results

National Average:	39%
Province Average:	28%
Best District Result:	71%
Worst District Result:	8%

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