

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: 481

Amount of time spent: **4:NaN**

Facility Results (5 Best/Worst)

Eziweni Clinic	3:05
Kanyamazane CHC	3:29
Cottondale Clinic	3:33
Msogwaba Clinic	3:36
Agincourt CHC	3:38
.....	--
Nkwalini Clinic	5:19
Mangweni CHC	5:24
Langloop CHC	5:36
Naas CHC	5:52
Tonga Block C Clinic	6:03

Comparison Results

National Average:	5:57
Province Average:	4:49
Best District Result:	2:00
Worst District Result:	7:25

Earliest Patient Arrival Time

Patient Responses: 469

Earliest arrival time: **5:NaN**

Facility Results (5 Best/Worst)

Buffelspruit CHC	6:37
Bhuga CHC	6:35
Nelspruit CHC	6:30
Gutshwa Clinic	6:23
Agincourt CHC	5:54
.....	--
Manzini Clinic	5:19
Mthimba Clinic	5:19
Phola-Nzikasi CHC	5:00
Naas CHC	4:48
Tonga Block C Clinic	4:31

Comparison Results

National Average:	5:31
Province Average:	5:45
Best District Result:	7:09
Worst District Result:	4:39

How Safe is the Facility to Wait Before it Opens?

Patient Responses: 111

Very Unsafe:	6%
Unsafe:	13%
Neither Safe or Unsafe:	39%
Safe:	33%
Very Safe:	9%
Dont know:	0%

District Score* **3.26**

Comparison Results

National Average:	2.25
Province Average:	3.40
Best District Result:	5.00
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 (5 Best/Worst)

Nelspruit CHC	5.00
Mangweni CHC	5.00
Agincourt CHC	4.00
Hazyview Clinic	3.92
White River Clinic	3.57
.....	--
Cottondale Clinic	3.22
Nkwalini Clinic	3.00
Tonga Block C Clinic	2.88
Manzini Clinic	2.86
Eziweni Clinic	1.25

Are the Queues at the Facility Long?

Patient Responses: 467

Yes:	58%
No:	39%
Dont know:	3%

District Score* **58%**

Comparison Results

National Average:	64%
Province Average:	70%
Best District Result:	33%
Worst District Result:	100%

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

Facility Results (5 Best/Worst)

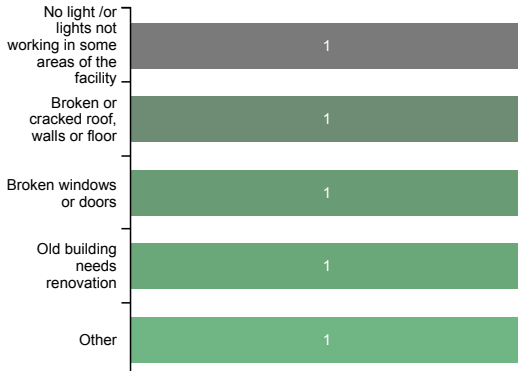
Eziweni Clinic	15%
Gutshwa Clinic	18%
Agincourt CHC	35%
Phola-Nzikasi CHC	36%
Kabokweni CHC	38%
.....	--
Langloop CHC	85%
Nelspruit CHC	86%
Naas CHC	89%
White River Clinic	92%
Buffelspruit CHC	95%

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:5



Facility Results

	No light /or lights not working in some areas of the facility	Broken or cracked roof, walls or floor	Broken windows or doors	Old building needs renovation	Other
Cottondale Clinic				1	
Kabokweni CHC			1		
Mangweni CHC	1				
Manzini Clinic		1			
Nkwalini Clinic					1

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



Facility Results

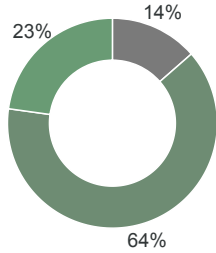
	The space where files are stored is too small
Buffelspruit CHC	1

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

Yes: 14%
No: 64%
Dont know: 23%



District Score*

17%

Comparison Results

National Average: 22%
Province Average: 22%
Best District Result: 0%
Worst District Result: 41%

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

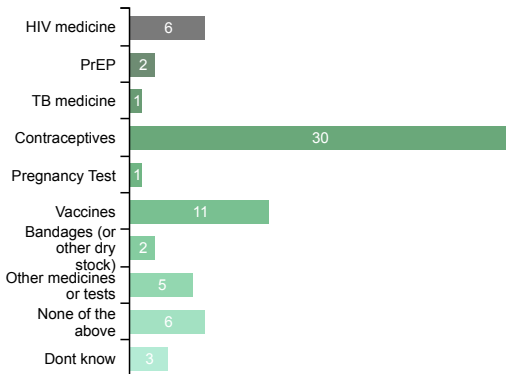
Patient Responses: 465

Facility Results (5 Best/Worst)

Tonga Block C Clinic	0%
Mthimba Clinic	5%
Gutshwa Clinic	6%
Phola-Nzikasi CHC	9%
Agincourt CHC	10%
.....	--
Eziweni Clinic	24%
Hazyview Clinic	24%
Kabokweni CHC	25%
Manzini Clinic	26%
Buffelspruit CHC	27%

Patient Reports of Medicine Shortage(s)

Patient Responses: 63

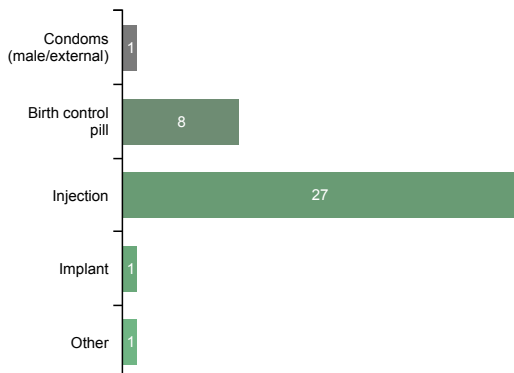


Facility Results

	HIV medicine	PrEP	TB medicine	Contraceptives	Pregnancy Test	Vaccines	Bandages (or other dry stock)	Other medicines or tests	None of the above	Dont know
Manzini Clinic				5		1				
White River Clinic	1			2						
Langloop CHC		1			1					
Bhuga CHC									1	
Msogwaba Clinic				4						
Mthimba Clinic						1				
Gutshwa Clinic				1						
Eziweni Clinic				5						
Cottondale Clinic				1						
Agincourt CHC										1

Contraception shortage(s)

Patient Responses: 30

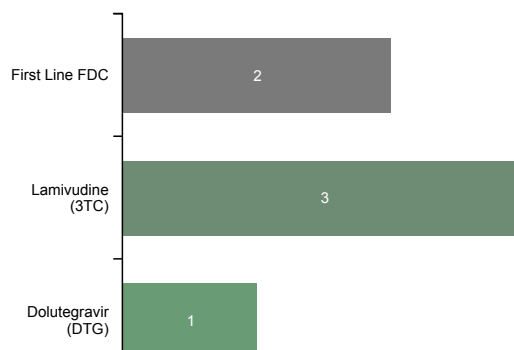


Facility Results

	Condoms (male/external)	Birth control pill	Injection	Implant	Other
Manzini Clinic		2	5		
Nkwalini Clinic		1	1		
Cottondale Clinic			1		
Hazyview Clinic			1		
Kabokweni CHC		1			
Mangweni CHC			1		
Msogwaba Clinic			4		
Naas CHC			1		
Phola-Nzikasi CHC		1			
White River Clinic			2		

HIV medication shortage(s)

Patient Responses: 6



Facility Results

	First Line FDC	Lamivudine (3TC)	Dolutegravir (DTG)
Hazyview Clinic	1		
Kabokweni CHC		3	
Kanyamazane CHC			1
White River Clinic	1		

ARV Collection and Access

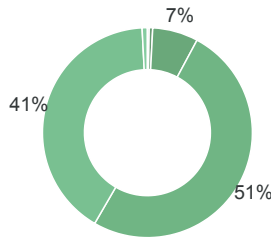
Currently many people in South Africa who could benefit from HIV treatment are not, with many people who are living with HIV not on treatment – either never having known their HIV status, or having started on treatment then disengaged from care. To ensure we get more people to start and importantly stay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

Patient Responses: 370

Facility Results (5 Best/Worst)

1 week:	0%
2 weeks:	0%
3 weeks:	1%
1 month:	7%
2 months:	51%
3 months:	41%
6 months:	1%
Dont know:	0%



District Score*

2.36

Comparison Results

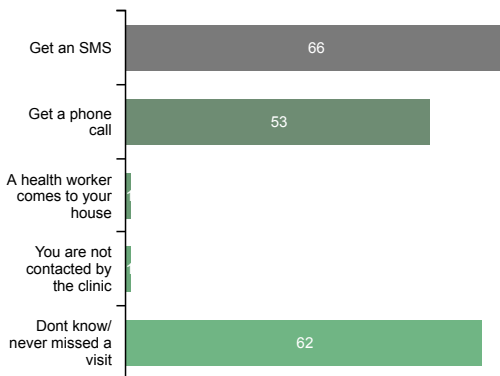
National Average:	1.76
Province Average:	2.32
Best District Result:	4.31
Worst District Result:	1.64

* Scores based on average point value of each response with a maximum score of 6 and a minimum score of 0. **HIGHER scores are better.**

Gutshwa Clinic	3.14
Eziweni Clinic	2.89
White River Clinic	2.81
Kanyamazane CHC	2.78
Msogwaba Clinic	2.72
.....	--
Nkwalini Clinic	2.06
Mthimba Clinic	2.05
Langloop CHC	1.88
Buffelspruit CHC	1.86
Lillydale Clinic	1.83

When Patients Miss a Visit to Collect ARVs:

Patient Responses: 159

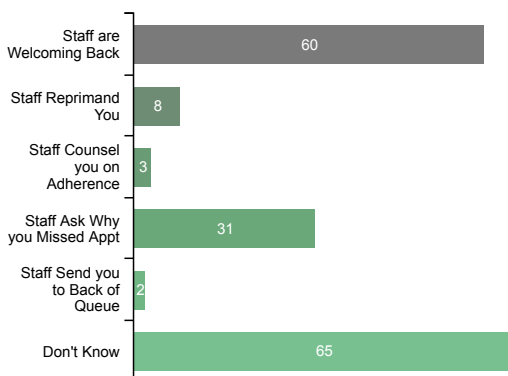


Facility Results

	Get an SMS	Get a phone call	A health worker comes to your house	You are not contacted by the clinic	Dont know/ never missed a visit
Phola-Nzikasi CHC	5	3			4
Agincourt CHC	2				4
Kabokweni CHC	4	3			2
Hazyview Clinic	3	2			5
Gutshwa Clinic	1	1			4
Cottondale Clinic	3				4
Buffelspruit CHC	5	6			
Bhuga CHC	3	4			4
Langloop CHC	6	5			1
Tonga Block C Clinic	1	1			5

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

Patient Responses: 159



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
Agincourt CHC	1			1		4
Bhuga CHC	3			1		4
Hazyview Clinic	1			1		4
Kabokweni CHC	3			4		2
Langloop CHC	8		1	3		1
Lillydale Clinic	6			4		6
Mangweni CHC	2					
Mthimba Clinic	9			5		2
Phola-Nzikasi CHC	6			2		4
Tonga Block C Clinic	3					4

Adherence Clubs

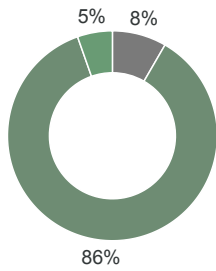
Adherence clubs should simplify and adapt HIV services to both serve the needs of people living with HIV better and reduce unnecessary burdens on the health system. Adherence clubs provide space to get much-needed treatment literacy information and support PLHIV to remain adherent to treatment. Yet currently 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: 371

Facility Results (5 Best/Worst)

Yes:	8%
No:	86%
Dont know:	5%



District Score*

9%

Comparison Results

National Average:	28%
Province Average:	15%
Best District Result:	92%
Worst District Result:	0%

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

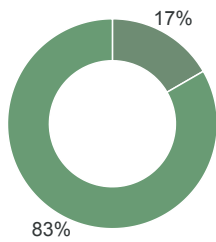
Hazyview Clinic	58%
Agincourt CHC	20%
Lillydale Clinic	18%
Phola-Nzikasi CHC	16%
Nelspruit CHC	12%
.....	--
Msogwaba Clinic	0%
Eziweni Clinic	0%
Kabokweni CHC	0%
Langloop CHC	0%
Naas CHC	0%

Does the Adherence Club make HIV medicine pick up faster?

Total Responses: 6

Facility Results

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



District Score*

0%

Comparison Results

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

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

Mangweni CHC	0%
Tonga Block C Clinic	0%
Naas CHC	0%

Information provided by the Adherence Club

Total Responses: 6



Facility Results

Eziweni Clinic	1
Kanyamazane CHC	1
Langloop CHC	1
Mangweni CHC	1
Msogwaba Clinic	1
White River Clinic	1

What clinical services are offered at an adherence club meeting?

Total Responses: 6



Facility Results

Eziweni Clinic	1
Kanyamazane CHC	1
Langloop CHC	1
Mangweni CHC	1
Msogwaba Clinic	1
White River Clinic	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: 376

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

District Score* **98%**

Comparison Results

National Average:	86%
Province Average:	96%
Best District Result:	100%
Worst District Result:	75%

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

Facility Results (5 Best/Worst)

Mthimba Clinic	100%
Kanyamazane CHC	100%
Agincourt CHC	100%
Buffelspruit CHC	100%
Mangweni CHC	100%
.....	--
Naas CHC	94%
Kabokweni CHC	94%
Tonga Block C Clinic	94%
Bhuga CHC	90%
Gutshwa Clinic	89%

Did a Health Worker Explain the Viral Load Test Result?

Patient Responses: 369

Yes:	85%
No:	15%
Dont know:	0%

District Score* **85%**

Comparison Results

National Average:	77%
Province Average:	84%
Best District Result:	100%
Worst District Result:	34%

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

Facility Results (5 Best/Worst)

Gutshwa Clinic	100%
Mthimba Clinic	100%
Kabokweni CHC	100%
Eziweni Clinic	100%
Lillydale Clinic	100%
.....	--
Nelspruit CHC	80%
Naas CHC	80%
White River Clinic	69%
Kanyamazane CHC	56%
Msogwaba Clinic	22%

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

Patient Responses: 376

Yes:	75%
No:	2%
Dont know:	23%

District Score* **0.75**

Comparison Results

National Average:	0.76
Province Average:	0.79
Best District Result:	1.00
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)

Gutshwa Clinic	1.00
Mangweni CHC	1.00
Langloop CHC	1.00
Phola-Nzikasi CHC	1.00
Kabokweni CHC	1.00
.....	--
Cottondale Clinic	0.53
Agincourt CHC	0.33
Kanyamazane CHC	0.17
Msogwaba Clinic	0.17
White River Clinic	0.13

Treatment Literacy: Do Patients Understand Viral Load and Transmission?

Patient Responses: 376

Yes:	73%
No:	3%
Dont know:	23%

District Score* **0.73**

Comparison Results

National Average:	0.69
Province Average:	0.70
Best District Result:	1.00
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)

Gutshwa Clinic	1.00
Mangweni CHC	1.00
Langloop CHC	1.00
Mthimba Clinic	1.00
Buffelspruit CHC	0.94
.....	--
Eziweni Clinic	0.56
Agincourt CHC	0.47
Kanyamazane CHC	0.22
Msogwaba Clinic	0.17
White River Clinic	0.13

Index Testing

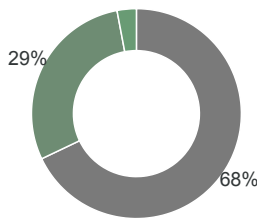
Index testing (aka Assisted Partner Notification Services or Contact Tracing) can help identify PLHIV earlier, get them access treatment to protect their health and interrupt onward transmission of HIV. However, if implemented poorly, index testing can cause harm to individuals, undermine their rights 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: 371

Yes:	68%
No:	29%
Dont know:	3%



District Score* **69%**

Comparison Results

National Average:	63%
Province Average:	69%
Best District Result:	100%
Worst District Result:	3%

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

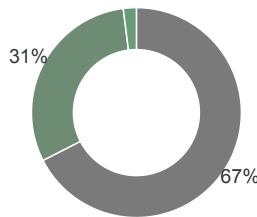
Facility Results (5 Best/Worst)

Naas CHC	100%
Eziweni Clinic	100%
Msogwaba Clinic	100%
Kanyamazane CHC	100%
White River Clinic	100%
.....	--
Langloop CHC	47%
Manzini Clinic	38%
Bhuga CHC	38%
Cottondale Clinic	38%
Nelspruit CHC	35%

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

Patient Responses: 249

Yes:	67%
No:	31%
Dont know:	2%



District Score* **68%**

Comparison Results

National Average:	69%
Province Average:	71%
Best District Result:	100%
Worst District Result:	0%

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

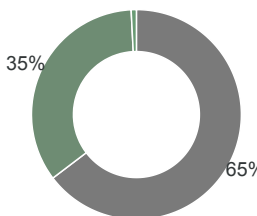
Facility Results (5 Best/Worst)

Cottondale Clinic	100%
Langloop CHC	100%
Phola-Nzikasi CHC	100%
Kabokweni CHC	100%
Agincourt CHC	100%
.....	--
Naas CHC	69%
Eziweni Clinic	13%
Kanyamazane CHC	11%
White River Clinic	7%
Msogwaba Clinic	0%

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

Patient Responses: 249

Yes:	65%
No:	35%
Dont know:	1%



District Score* **64%**

Comparison Results

National Average:	62%
Province Average:	68%
Best District Result:	100%
Worst District Result:	0%

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

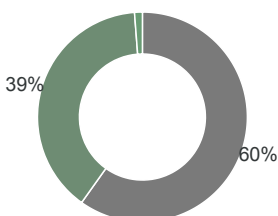
Facility Results (5 Best/Worst)

Mangweni CHC	100%
Langloop CHC	100%
Kabokweni CHC	100%
Nkwalini Clinic	100%
Agincourt CHC	100%
.....	--
Nelspruit CHC	57%
White River Clinic	0%
Kanyamazane CHC	0%
Msogwaba Clinic	0%
Eziweni Clinic	0%

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

Patient Responses: 249

Yes:	60%
No:	39%
Dont know:	1%



District Score* **60%**

Comparison Results

National Average:	62%
Province Average:	66%
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)

Langloop CHC	100%
Phola-Nzikasi CHC	100%
Agincourt CHC	100%
Lillydale Clinic	100%
Kabokweni CHC	93%
.....	--
Gutshwa Clinic	50%
White River Clinic	0%
Kanyamazane CHC	0%
Msogwaba Clinic	0%
Eziweni 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.

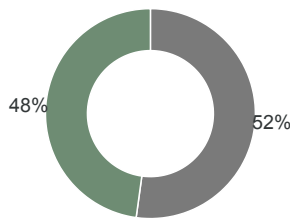
The six measures are: ensuring enough room and space for patients to wait without overcrowding; keeping windows open; ensuring there are TB information posters prominently displayed; reducing clinic waiting times to less than an average of an hour and 15 minutes; screening all arriving patients for TB 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: 23

Facility Results (5 Best/Worst)

Yes: 52%
No: 48%



District Score* **52%**

Comparison Results

National Average: 44%
Province Average: 50%
Best District Result: 75%
Worst District Result: 0%

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

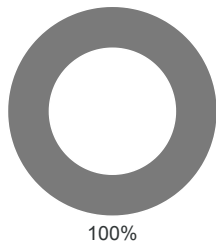
Mthimba Clinic	100%
Kanyamazane CHC	100%
Tonga Block C Clinic	100%
Phola-Nzikasi CHC	100%
Kabokweni CHC	100%
.....	--
Langloop CHC	0%
Hazyview Clinic	0%
Nelspruit CHC	0%
Eziweni Clinic	0%
Buffelspruit CHC	0%

Were the Facility Windows Open?

Total Observations: 23

Facility Results (5 Best/Worst)

Yes: 100%



District Score* **100%**

Comparison Results

National Average: 98%
Province Average: 93%
Best District Result: 100%
Worst District Result: 60%

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

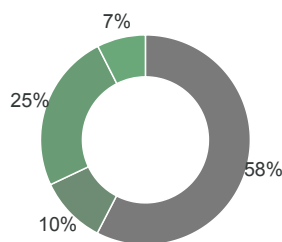
Buffelspruit CHC	100%
Gutshwa Clinic	100%
Tonga Block C Clinic	100%
Phola-Nzikasi CHC	100%
Kabokweni CHC	100%
.....	--
Hazyview Clinic	100%
Nelspruit CHC	100%
Eziweni Clinic	100%
Manzini Clinic	100%
Naas CHC	100%

Are people being asked for TB symptoms?

Patient Responses: 481

Facility Results (5 Best/Worst)

Yes: 58%
Only sometimes: 10%
No: 25%
Dont know: 7%



District Score* **62%**

Comparison Results

National Average: 37%
Province Average: 51%
Best District Result: 100%
Worst District Result: 6%

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

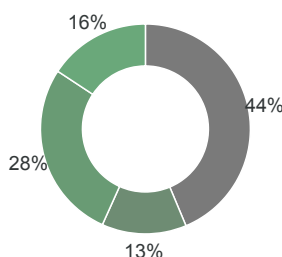
Eziweni Clinic	96%
Msogwaba Clinic	88%
Gutshwa Clinic	85%
Langloop CHC	83%
Manzini Clinic	79%
.....	--
Buffelspruit CHC	41%
Cottendale Clinic	40%
Hazyview Clinic	35%
Mthimba Clinic	32%
Bhuga CHC	17%

Are people who are coughing in a separate room?

Patient Responses: 483

Facility Results (5 Best/Worst)

Yes: 44%
Only sometimes: 13%
No: 28%
Dont know: 16%



District Score* **52%**

Comparison Results

National Average: 25%
Province Average: 41%
Best District Result: 100%
Worst District Result: 14%

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

Msogwaba Clinic	100%
Eziweni Clinic	88%
Gutshwa Clinic	88%
Manzini Clinic	83%
Nkwalini Clinic	75%
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Cottendale Clinic	25%
Hazyview Clinic	23%
Nelspruit CHC	21%
Bhuga CHC	18%
White River Clinic	0%