

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: 163

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

Comparison Results

National Average:	4:58
Province Average:	4:53
Best District Result:	3:36
Worst District Result:	7:55

Facility Results

Sebei Motsoeneng Clinic	3:04
Zone 17 Clinic	3:09
Bophelong CDC (Emfuleni)	3:35
Market Avenue Clinic	3:38
Boipatong CHC	3:54
Midvaal CDC	4:55
Levai Mbatha CHC	5:13
Empilisweni CDC	5:52

Earliest Patient Arrival Time

Patient Responses: 159

Earliest arrival time: **5:NaN**

Comparison Results

National Average:	5:26
Province Average:	5:23
Best District Result:	7:54
Worst District Result:	4:18

Facility Results

Zone 17 Clinic	6:43
Bophelong CDC (Emfuleni)	6:20
Market Avenue Clinic	6:17
Midvaal CDC	5:49
Boipatong CHC	5:34
Sebei Motsoeneng Clinic	5:18
Empilisweni CDC	5:11
Levai Mbatha CHC	4:35

How Safe is the Facility to Wait Before it Opens?

Patient Responses: 100

Very Unsafe:	11%
Unsafe:	7%
Neither Safe or Unsafe:	18%
Safe:	26%
Very Safe:	32%
Dont know:	6%

District Score* **3.65**

Comparison Results

National Average:	2.92
Province Average:	3.07
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

Market Avenue Clinic	4.41
Zone 17 Clinic	4.07
Boipatong CHC	4.00
Bophelong CDC (Emfuleni)	3.59
Sebei Motsoeneng Clinic	3.00
Empilisweni CDC	2.83
Midvaal CDC	2.33

Are the Queues at the Facility Long?

Patient Responses: 162

Yes:	75%
No:	22%
Dont know:	3%

District Score* **77%**

Comparison Results

National Average:	81%
Province Average:	79%
Best District Result:	46%
Worst District Result:	100%

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

Facility Results

Sebei Motsoeneng Clinic	53%
Boipatong CHC	57%
Market Avenue Clinic	68%
Bophelong CDC (Emfuleni)	72%
Empilisweni CDC	83%
Midvaal CDC	89%
Zone 17 Clinic	90%
Levai Mbatha CHC	100%

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: 163

Always:	56%
Sometimes:	29%
Never:	13%
Dont know:	2%

District Score* **1.43**

Comparison Results

National Average:	1.02
Province Average:	1.16
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

Market Avenue Clinic	1.88
Midvaal CDC	1.63
Boipatong CHC	1.60
Bophelong CDC (Emfuleni)	1.55
Zone 17 Clinic	1.43
Empilisweni CDC	1.36
Sebei Motsoeneng Clinic	1.00
Levai Mbatha CHC	0.83

Are Staff Friendly and Professional?

Patient Responses: 163

Yes:	65%
Sometimes:	26%
Never:	9%
Dont know:	0%

District Score* **1.56**

Comparison Results

National Average:	1.46
Province Average:	1.48
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

Market Avenue Clinic	1.85
Boipatong CHC	1.80
Bophelong CDC (Emfuleni)	1.80
Midvaal CDC	1.60
Zone 17 Clinic	1.52
Empilisweni CDC	1.52
Levai Mbatha CHC	1.26
Sebei Motsoeneng Clinic	1.11

Which Cadres are Understaffed?

Facility Responses: 3

Facility Results

	Doctor	Professional nurse	Enrolled nurse	Enrolled nurse assistant	Pharmacist	Assistant pharmacist	Linkage officers
Bophelong CDC (Emfuleni)		1	1	1	1		1
Zone 17 Clinic		1	1	1		1	1
Midvaal CDC	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:

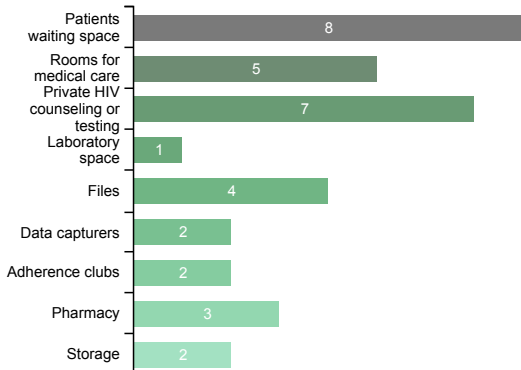
No Data

Facility Results

No Data

What do you need more space for?

Facility Responses:9

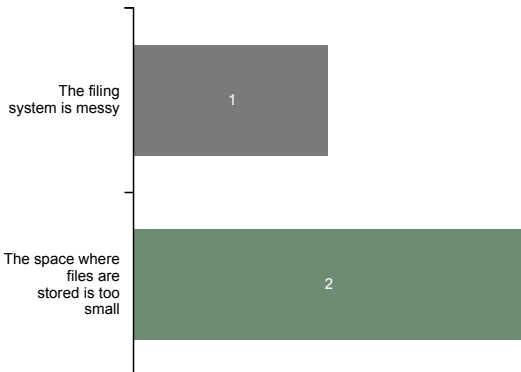


Facility Results

	Patients waiting space	Rooms for medical care	Private HIV counseling or testing	Laboratory space	Files	Data capturers	Adherence clubs	Pharmacy	Storage
Bophelong CDC (Emfuleni)	1	1	1		1	1	1	1	1
Zone 17 Clinic	1	1	1	1	1	1		1	1
Empilisweni CDC	1	1	1		1			1	
Sebei Motsoeneng Clinic		1			1		1		
Market Avenue Clinic	4		4						
Midvaal CDC	1	1							

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

Total Observations:2



Facility Results

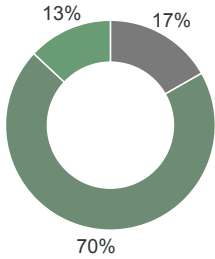
	The filing system is messy	The space where files are stored is too small
Sebei Motsoeneng Clinic	1	
Zone 17 Clinic		1

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: 17%
No: 70%
Dont know: 13%



District Score*

19%

Comparison Results

National Average:	15%
Province Average:	16%
Best District Result:	0%
Worst District Result:	82%

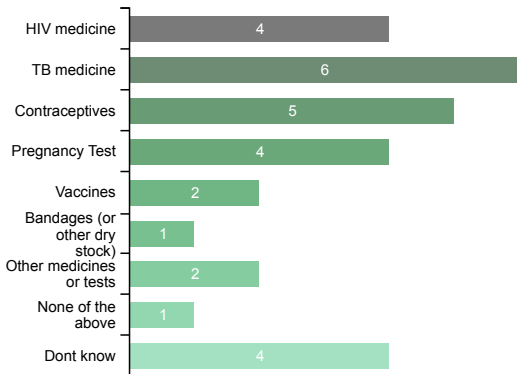
* Percent of survey responses responding undefined (excluding "Don't Know"). LOWER scores are better.

Facility Results

Levai Mbatha CHC	6%
Sebei Motsoeneng Clinic	6%
Empilisweni CDC	11%
Midvaal CDC	12%
Bophelong CDC (Emfuleni)	18%
Boipatong CHC	23%
Market Avenue Clinic	25%
Zone 17 Clinic	50%

Patient Reports of Medicine Shortage(s)

Patient Responses: 27

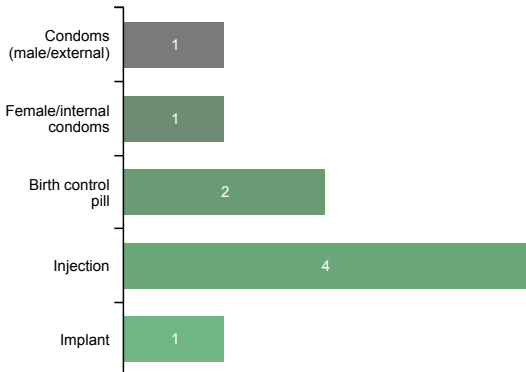


Facility Results

	HIV medicine	TB medicine	Contraceptives	Pregnancy Test	Vaccines	Bandages (or other dry stock)	Other medicines or tests	None of the above	Dont know
Zone 17 Clinic	2	1	1	3	2			1	1
Boipatong CHC	2					1			
Market Avenue Clinic		3		1					2
Midvaal CDC			1				1		
Bophelong CDC (Emfuleni)		2							1
Empilisweni CDC			2						
Levai Mbatha CHC			1						
Sebei Motsoeneng Clinic							1		

Contraception shortage(s)

Patient Responses: 4

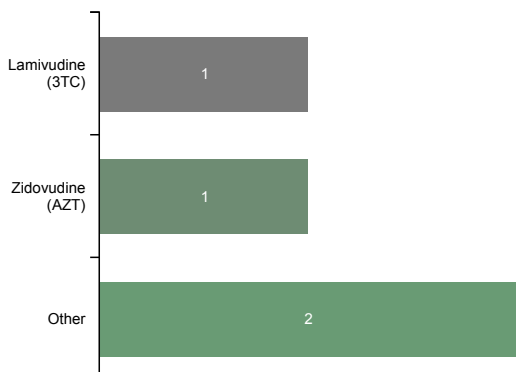


Facility Results

	Condoms (male/external)	Female/internal condoms	Birth control pill	Injection	Implant
Levai Mbatha CHC	1	1		1	1
Zone 17 Clinic			1	1	
Empilisweni CDC				2	

HIV medication shortage(s)

Patient Responses: 4



Facility Results

	Lamivudine (3TC)	Zidovudine (AZT)	Other
Zone 17 Clinic	1	1	
Boipatong CHC			2

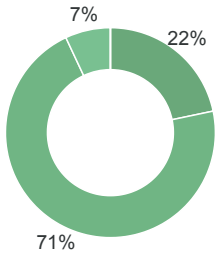
ARV Collection and Access

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: 129

1 week:	0%
2 weeks:	0%
3 weeks:	0%
1 month:	22%
2 months:	71%
3 months:	7%
6 months:	0%
Dont know:	0%



District Score*

1.85

Comparison Results

National Average:	2.03
Province Average:	2.11
Best District Result:	2.39
Worst District Result:	1.56

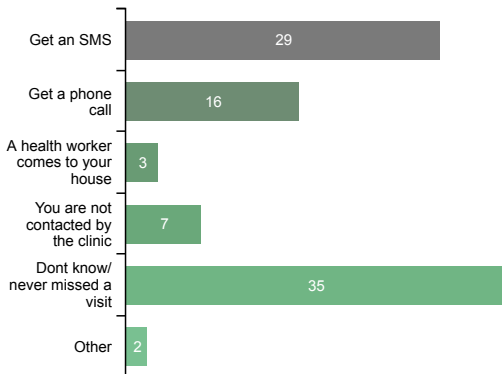
* Scores based on average point value of each response with a maximum score of 6 and a minimum score of 0. **HIGHER scores are better.**

Facility Results

Boipatong CHC	2.13
Midvaal CDC	2.06
Sebei Motsoeneng Clinic	2.00
Levai Mbatha CHC	1.94
Bophelong CDC (Emfuleni)	1.87
Market Avenue Clinic	1.87
Zone 17 Clinic	1.53
Empilisweni CDC	1.50

When Patients Miss a Visit to Collect ARVs:

Patient Responses: 80

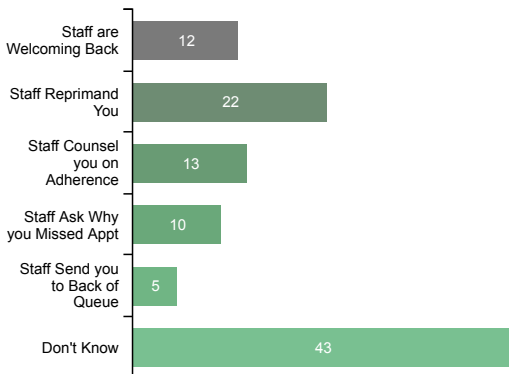


Facility Results

	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	Other
Bophelong CDC (Emfuleni)				2	6	1
Empilisweni CDC	7	3	1	3	5	
Market Avenue Clinic	2	2		1	7	
Zone 17 Clinic	4	3	1	1	4	
Boipatong CHC	3	2	1		1	
Levai Mbatha CHC	4	2			2	
Midvaal CDC	9	1			4	
Sebei Motsoeneng Clinic		3			6	1

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

Patient Responses: 80



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
Bophelong CDC (Emfuleni)		2				6
Midvaal CDC	1	4	1		1	8
Levai Mbatha CHC	2	4				2
Sebei Motsoeneng Clinic	1	3	2	3	3	5
Empilisweni CDC	1	5	4	3	1	9
Zone 17 Clinic	3	2	3			5
Market Avenue Clinic	2	1	2	1		7
Boipatong CHC	2	1	1	3		1

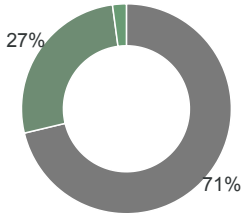
Adherence Clubs

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: 94

Yes:	71%
No:	27%
Dont know:	2%



District Score* **73%**

Comparison Results

National Average:	35%
Province Average:	36%
Best District Result:	91%
Worst District Result:	1%

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

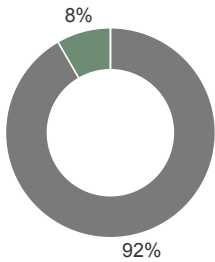
Facility Results

Bophelong CDC (Emfuleni)	100%
Zone 17 Clinic	100%
Boipatong CHC	88%
Midvaal CDC	73%
Levai Mbatha CHC	63%
Empilisweni CDC	61%
Sebei Motsoeneng Clinic	60%
Market Avenue Clinic	57%

Does the Adherence Club make HIV medicine pick up faster?

Total Responses: 24

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



District Score* **92%**

Comparison Results

National Average:	94%
Province Average:	90%
Best District Result:	100%
Worst District Result:	0%

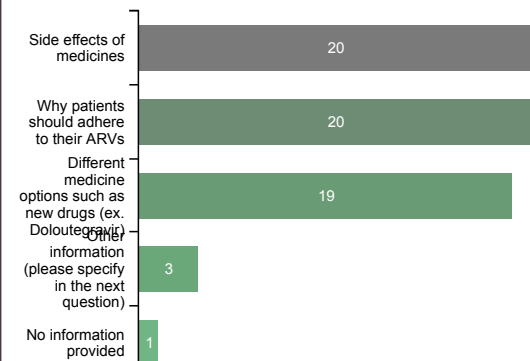
* Percent of survey responses responding undefined (excluding "Don't Know"). **HIGHER scores are better.**

Facility Results

Boipatong CHC	100%
Empilisweni CDC	100%
Levai Mbatha CHC	100%
Sebei Motsoeneng Clinic	83%
Bophelong CDC (Emfuleni)	67%

Information provided by the Adherence Club

Total Responses: 23

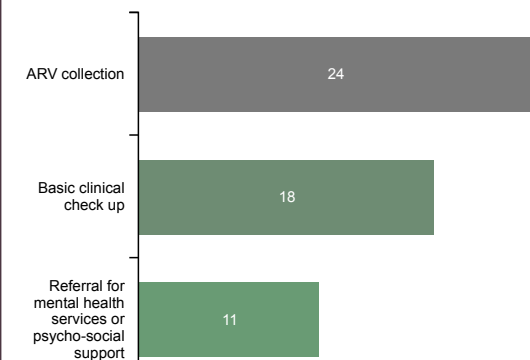


Facility Results

	Side effects of medicines	Why patients should adhere to their ARVs	Different medicine options such as new drugs (ex. Doloutegvir)	Information (please specify in the next question)	No information provided
Bophelong CDC (Emfuleni)	1			1	1
Empilisweni CDC	1	1	1		
Levai Mbatha CHC	10	10	10		
Sebei Motsoeneng Clinic	6	6	6	1	
Boipatong CHC	2	3	2	1	

What clinical services are offered at an adherence club meeting?

Total Responses: 24



Facility Results

	ARV collection	Basic clinical check up	Referral for mental health services or psycho-social support
Bophelong CDC (Emfuleni)	3		
Sebei Motsoeneng Clinic	6	6	
Boipatong CHC	4	1	2
Empilisweni CDC	1	1	1
Levai Mbatha CHC	10	10	8

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: 129

Yes:	96%
No:	4%
Dont know:	0%

District Score* **96%**

Comparison Results

National Average:	94%
Province Average:	93%
Best District Result:	100%
Worst District Result:	71%

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

Facility Results

Boipatong CHC	100%
Bophelong CDC (Emfuleni)	100%
Market Avenue Clinic	100%
Sebei Motsoeneng Clinic	100%
Levai Mbatha CHC	94%
Midvaal CDC	94%
Zone 17 Clinic	93%
Empilisweni CDC	90%

Did a Health Worker Explain the Viral Load Test Result?

Patient Responses: 122

Yes:	89%
No:	9%
Dont know:	2%

District Score* **89%**

Comparison Results

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

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

Facility Results

Market Avenue Clinic	100%
Levai Mbatha CHC	94%
Midvaal CDC	94%
Boipatong CHC	93%
Bophelong CDC (Emfuleni)	93%
Empilisweni CDC	88%
Zone 17 Clinic	79%
Sebei Motsoeneng Clinic	71%

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

Patient Responses: 129

Yes:	91%
No:	5%
Dont know:	5%

District Score* **0.91**

Comparison Results

National Average:	0.76
Province Average:	0.76
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

Bophelong CDC (Emfuleni)	1.00
Market Avenue Clinic	1.00
Levai Mbatha CHC	0.94
Sebei Motsoeneng Clinic	0.93
Zone 17 Clinic	0.93
Boipatong CHC	0.87
Empilisweni CDC	0.85
Midvaal CDC	0.76

Treatment Literacy: Do Patients Understand Viral Load and Transmission?

Patient Responses: 129

Yes:	81%
No:	4%
Dont know:	15%

District Score* **0.81**

Comparison Results

National Average:	0.56
Province Average:	0.61
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

Market Avenue Clinic	1.00
Bophelong CDC (Emfuleni)	0.93
Zone 17 Clinic	0.93
Levai Mbatha CHC	0.82
Boipatong CHC	0.80
Sebei Motsoeneng Clinic	0.80
Midvaal CDC	0.76
Empilisweni CDC	0.55

Index Testing

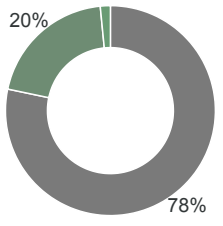
Index testing (aka Assisted Partner Notification Services or Contact Tracing) can help identify PLHIV earlier, get them access treatment to protect their health and interrupt onward transmission of HIV. However, if implemented poorly, index testing can cause harm to individuals, undermine their rights 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: 129

Yes:	78%
No:	20%
Dont know:	2%



District Score* **80%**

Comparison Results

National Average:	64%
Province Average:	61%
Best District Result:	97%
Worst District Result:	7%

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

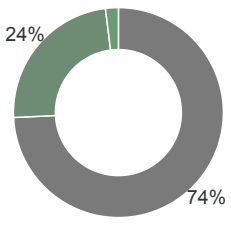
Facility Results

Bophelong CDC (Emfuleni)	93%
Boipatong CHC	87%
Market Avenue Clinic	87%
Levai Mbatha CHC	82%
Sebei Motsoeneng Clinic	80%
Midvaal CDC	75%
Empilisweni CDC	74%
Zone 17 Clinic	60%

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

Patient Responses: 101

Yes:	74%
No:	24%
Dont know:	2%



District Score* **76%**

Comparison Results

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

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

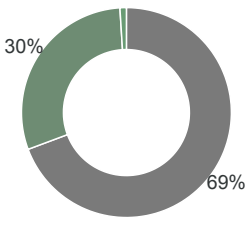
Facility Results

Bophelong CDC (Emfuleni)	100%
Market Avenue Clinic	100%
Zone 17 Clinic	100%
Sebei Motsoeneng Clinic	91%
Boipatong CHC	85%
Midvaal CDC	58%
Levai Mbatha CHC	46%
Empilisweni CDC	36%

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

Patient Responses: 101

Yes:	69%
No:	30%
Dont know:	1%



District Score* **70%**

Comparison Results

National Average:	64%
Province Average:	58%
Best District Result:	100%
Worst District Result:	12%

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

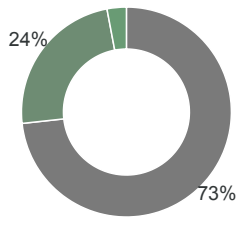
Facility Results

Market Avenue Clinic	92%
Zone 17 Clinic	89%
Bophelong CDC (Emfuleni)	79%
Boipatong CHC	77%
Sebei Motsoeneng Clinic	73%
Midvaal CDC	67%
Levai Mbatha CHC	64%
Empilisweni CDC	29%

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

Patient Responses: 101

Yes:	73%
No:	24%
Dont know:	3%



District Score* **76%**

Comparison Results

National Average:	60%
Province Average:	50%
Best District Result:	96%
Worst District Result:	0%

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

Facility Results

Bophelong CDC (Emfuleni)	100%
Market Avenue Clinic	100%
Zone 17 Clinic	100%
Boipatong CHC	85%
Midvaal CDC	73%
Levai Mbatha CHC	62%
Sebei Motsoeneng Clinic	45%
Empilisweni CDC	43%

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: 8

Yes:	75%
No:	25%

District Score* **75%**

Comparison Results

National Average:	48%
Province Average:	64%
Best District Result:	100%
Worst District Result:	0%

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

Facility Results

Boipatong CHC	100%
Bophelong CDC (Emfuleni)	100%
Empilisweni CDC	100%
Levai Mbatha CHC	100%
Market Avenue Clinic	100%
Zone 17 Clinic	100%
Midvaal CDC	0%
Sebei Motsoeneng Clinic	0%

Were the Facility Windows Open?

Total Observations: 8

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

Comparison Results

National Average:	92%
Province Average:	93%
Best District Result:	100%
Worst District Result:	43%

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

Facility Results

Boipatong CHC	100%
Bophelong CDC (Emfuleni)	100%
Empilisweni CDC	100%
Levai Mbatha CHC	100%
Market Avenue Clinic	100%
Midvaal CDC	100%
Sebei Motsoeneng Clinic	100%
Zone 17 Clinic	100%

Are people being asked for TB symptoms?

Patient Responses: 163

Yes:	66%
Only sometimes:	12%
No:	13%
Dont know:	9%

District Score* **72%**

Comparison Results

National Average:	54%
Province Average:	61%
Best District Result:	81%
Worst District Result:	8%

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

Facility Results

Boipatong CHC	93%
Levai Mbatha CHC	88%
Empilisweni CDC	86%
Market Avenue Clinic	83%
Midvaal CDC	65%
Bophelong CDC (Emfuleni)	63%
Sebei Motsoeneng Clinic	50%
Zone 17 Clinic	41%

Are people who are coughing in a separate room?

Patient Responses: 163

Yes:	56%
Only sometimes:	7%
No:	22%
Dont know:	14%

District Score* **66%**

Comparison Results

National Average:	39%
Province Average:	48%
Best District Result:	71%
Worst District Result:	8%

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

Facility Results

Boipatong CHC	93%
Market Avenue Clinic	83%
Bophelong CDC (Emfuleni)	78%
Levai Mbatha CHC	78%
Empilisweni CDC	65%
Midvaal CDC	63%
Zone 17 Clinic	39%
Sebei Motsoeneng Clinic	0%