

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: 166

Amount of time spent: **3:33**

Comparison Results

National Average:	4:12
Province Average:	4:38
Best District Result:	1:52
Worst District Result:	7:32

Facility Results

Sebei Motsoeneng Clinic	2:20
Zone 17 Clinic	2:41
Boipatong CHC	3:10
Bophelong CDC (Emfuleni)	3:11
Market Avenue Clinic	3:36
Levai Mbatha CHC	4:06
Midvaal CDC	4:11
Empilisweni CDC	5:14

Earliest Patient Arrival Time

Patient Responses: 165

Earliest arrival time: **5:46**

Comparison Results

National Average:	5:51
Province Average:	5:23
Best District Result:	7:07
Worst District Result:	4:17

Facility Results

Boipatong CHC	6:15
Midvaal CDC	6:13
Zone 17 Clinic	5:54
Sebei Motsoeneng Clinic	5:54
Bophelong CDC (Emfuleni)	5:41
Market Avenue Clinic	5:33
Levai Mbatha CHC	5:28
Empilisweni CDC	5:14

How Safe is the Facility to Wait Before it Opens?

Patient Responses: 73

Very Unsafe:	19%
Unsafe:	19%
Neither Safe or Unsafe:	10%
Safe:	34%
Very Safe:	18%
Don't know:	0%

District Score* **3.12**

Comparison Results

National Average:	2.18
Province Average:	2.90
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.**

Facility Results

Zone 17 Clinic	4.20
Bophelong CDC (Emfuleni)	4.09
Boipatong CHC	4.00
Market Avenue Clinic	3.00
Midvaal CDC	2.54
Empilisweni CDC	2.25
Sebei Motsoeneng Clinic	1.75

Are the Queues at the Facility Long?

Patient Responses: 166

Yes:	64%
No:	34%
Don't know:	2%

District Score* **66%**

Comparison Results

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

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

Facility Results

Zone 17 Clinic	7%
Boipatong CHC	20%
Market Avenue Clinic	38%
Bophelong CDC (Emfuleni)	42%
Levai Mbatha CHC	85%
Sebei Motsoeneng Clinic	93%
Empilisweni CDC	95%
Midvaal CDC	100%

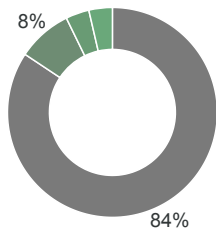
Facility Staff

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: 166

Always:	84%
Sometimes:	8%
Never:	4%
Don't know:	4%



District Score* **1.84**

Comparison Results

National Average:	1.10
Province Average:	1.34
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.**

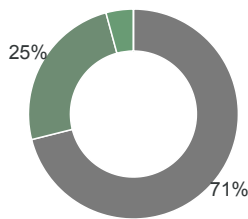
Facility Results

Bophelong CDC (Emfuleni)	2.00
Midvaal CDC	2.00
Boipatong CHC	1.94
Empilisweni CDC	1.90
Zone 17 Clinic	1.80
Sebei Motsoeneng Clinic	1.79
Levai Mbatha CHC	1.68
Market Avenue Clinic	1.50

Are Staff Friendly and Professional?

Patient Responses: 166

Yes:	71%
Sometimes:	25%
Never:	4%
Don't know:	0%



District Score* **1.67**

Comparison Results

National Average:	1.46
Province Average:	1.54
Best District Result:	1.98
Worst District Result:	0.94

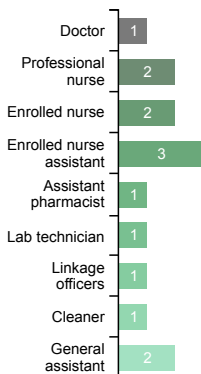
* Scores based on average point value of each response with a maximum score of 2 and a minimum score of 0. **HIGHER scores are better.**

Facility Results

Bophelong CDC (Emfuleni)	1.96
Levai Mbatha CHC	1.85
Boipatong CHC	1.81
Zone 17 Clinic	1.80
Sebei Motsoeneng Clinic	1.69
Midvaal CDC	1.65
Empilisweni CDC	1.32
Market Avenue Clinic	1.24

Which Cadres are Understaffed?

Facility Responses:3



Facility Results

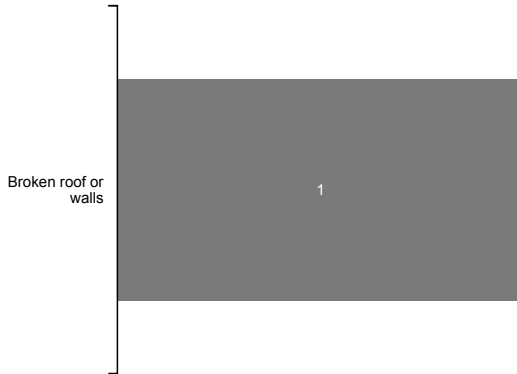
	Doctor	Professional nurse	Enrolled nurse	Enrolled nurse assistant	Assistant pharmacist	Lab technician	Linkage officers	Cleaner	General assistant
Market Avenue Clinic	1			1		1		1	1
Zone 17 Clinic		1	1	1	1		1		
Bophelong CDC (Emfuleni)		1	1	1					1

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:1

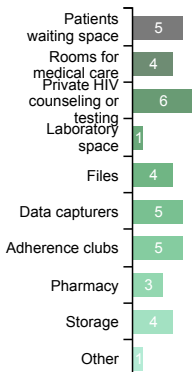


Facility Results

Facility	Broken roof or walls
Zone 17 Clinic	1

What do you need more space for?

Facility Responses:7

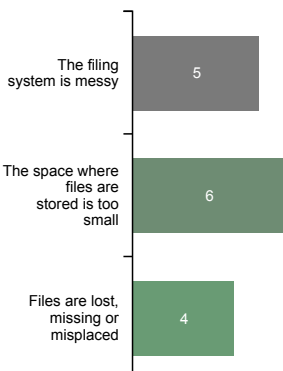


Facility Results

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

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

Total Observations:6



Facility Results

Facility	The filing system is messy	The space where files are stored is too small	Files are lost, missing or misplaced
Bophelong CDC (Emfuleni)	2		2
Levai Mbatha CHC	1	1	1
Sebei Motsoeneng Clinic	1	1	1
Zone 17 Clinic	1	1	
Midvaal CDC		1	

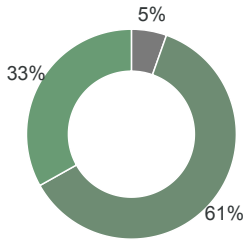
Access to Medicines and Shortages/Stockouts

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: 166

Yes: 5%
No: 61%
Don't know: 33%



District Score*

8%

Comparison Results

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

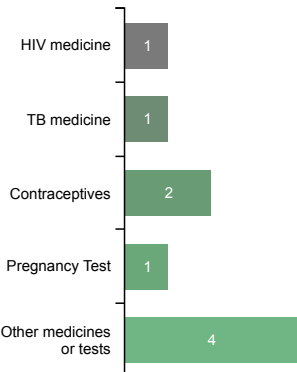
* Percent of survey responses responding Yes (excluding "Don't Know"). **LOWER scores are better.**

Facility Results

Levai Mbatha CHC	0%
Zone 17 Clinic	0%
Bophelong CDC (Emfuleni)	4%
Market Avenue Clinic	6%
Boipatong CHC	6%
Midvaal CDC	11%
Empilisweni CDC	25%
Sebei Motsoeneng Clinic	50%

Patient Reports of Medicine Shortage(s)

Patient Responses: 9



Facility Results

	HIV medicine	TB medicine	Contraceptives	Pregnancy Test	Other medicines or tests
Empilisweni CDC		1	1		1
Boipatong CHC			1		
Bophelong CDC (Emfuleni)				1	
Market Avenue Clinic					1
Midvaal CDC	1				
Sebei Motsoeneng Clinic					2

Contraception shortage(s)

Patient Responses: 2

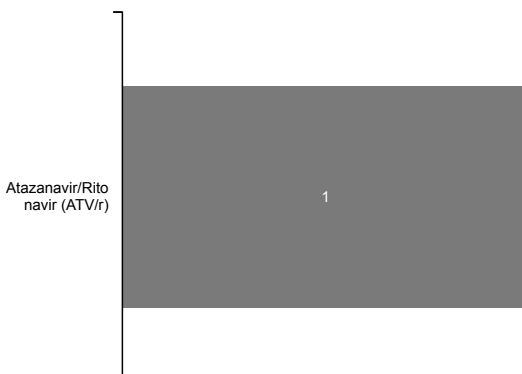


Facility Results

Boipatong CHC	
Empilisweni CDC	Other 1
	Other 1

HIV medication shortage(s)

Patient Responses: 1



Facility Results

Midvaal CDC	Atazanavir/Ritonavir (ATV/r) 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?

Patient Responses: 135

1 week:	0%
2 weeks:	0%
3 weeks:	0%
1 month:	5%
2 months:	76%
3 months:	17%
6 months:	1%
Don't know:	0%

District Score*

2.18

Comparison Results

National Average:	1.54
Province Average:	2.27
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

Midvaal CDC	2.81
Bophelong CDC (Emfuleni)	2.17
Levai Mbatha CHC	2.13
Market Avenue Clinic	2.13
Sebei Motsoeneng Clinic	2.11
Boipatong CHC	2.06
Empilisweni CDC	2.00
Zone 17 Clinic	2.00

When Patients Miss a Visit to Collect ARVs:

Patient Responses: 62

Facility Results

	Get an SMS	Get a phone call	A health worker comes to your house	Don't know/never missed a visit	Other
Empilisweni CDC	7	1			
Levai Mbatha CHC	4	2	1	2	
Market Avenue Clinic	1			4	1
Midvaal CDC	6			4	
Sebei Motsoeneng Clinic	2	10		1	

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

Patient Responses: 62

Facility Results

	Staff are Welcoming Back	Staff Reprimand You	Staff Ask Why you Missed Appt	Staff Send you to Back of Queue	Other	Don't Know
Market Avenue Clinic		2			1	3
Empilisweni CDC	4	4				
Sebei Motsoeneng Clinic	9			4		
Midvaal CDC	7	1				2
Levai Mbatha CHC	4		1			5

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: 128

Yes: 55%

No: 38%

Don't know: 7%

District Score* **59%**

Comparison Results

National Average:	51%
Province Average:	29%
Best District Result:	93%
Worst District Result:	1%

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

Facility Results

Sebei Motsoeneng Clinic	92%
Levai Mbatha CHC	69%
Midvaal CDC	64%
Bophelong CDC (Emfuleni)	63%
Empilisweni CDC	60%
Boipatong CHC	56%
Zone 17 Clinic	53%
Market Avenue Clinic	15%

Does the Adherence Club make HIV medicine pick up faster?

Total Responses: 8

Yes: 100%

District Score* **100%**

Comparison Results

National Average:	89%
Province Average:	76%
Best District Result:	100%
Worst District Result:	0%

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

Facility Results

Levai Mbatha CHC	100%
Midvaal CDC	100%
Sebei Motsoeneng Clinic	100%

Information provided by the Adherence Club

Total Responses: 8

Side effects of medicines: 8

Why patients should adhere to their ARVs: 8

Different medicine options such as new drugs (ex. Doloutegravir): 6

Facility Results

	Side effects of medicines	Why patients should adhere to their ARVs	Different medicine options such as new drugs (ex. Doloutegravir)
Midvaal CDC	1	1	
Levai Mbatha CHC	2	2	1
Sebei Motsoeneng Clinic	5	5	5

What clinical services are offered at an adherence club meeting?

Total Responses: 8

ARV collection: 8

Basic clinical check up: 7

Referral for mental health services or psycho-social support: 1

No clinical services: 1

Facility Results

	ARV collection	Basic clinical check up	Referral for mental health services or psycho-social support	No clinical services
Levai Mbatha CHC	2	2		
Midvaal CDC	1			1
Sebei Motsoeneng Clinic	5	5	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: 135

Yes:	99%
No:	1%
Don't know:	0%

District Score* **99%**

Comparison Results

National Average:	96%
Province Average:	95%
Best District Result:	100%
Worst District Result:	78%

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

Facility Results

Boipatong CHC	100%
Empilisweni CDC	100%
Levai Mbatha CHC	100%
Midvaal CDC	100%
Zone 17 Clinic	100%
Market Avenue Clinic	100%
Sebei Motsoeneng Clinic	100%
Bophelong CDC (Emfuleni)	96%

Did a Health Worker Explain the Viral Load Test Result?

Patient Responses: 134

Yes:	93%
No:	6%
Don't know:	1%

District Score* **94%**

Comparison Results

National Average:	80%
Province Average:	83%
Best District Result:	100%
Worst District Result:	57%

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

Facility Results

Bophelong CDC (Emfuleni)	100%
Empilisweni CDC	100%
Levai Mbatha CHC	100%
Zone 17 Clinic	100%
Sebei Motsoeneng Clinic	100%
Market Avenue Clinic	93%
Boipatong CHC	88%
Midvaal CDC	69%

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

Patient Responses: 135

Yes:	97%
No:	1%
Don't know:	1%

District Score* **0.97**

Comparison Results

National Average:	0.94
Province Average:	0.81
Best District Result:	1.00
Worst District Result:	0.65

* 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
Empilisweni CDC	1.00
Midvaal CDC	1.00
Zone 17 Clinic	1.00
Sebei Motsoeneng Clinic	1.00
Boipatong CHC	0.94
Market Avenue Clinic	0.93
Levai Mbatha CHC	0.87

Treatment Literacy: Do Patients Understand Viral Load and Transmission?

Patient Responses: 135

Yes:	80%
No:	11%
Don't know:	9%

District Score* **0.80**

Comparison Results

National Average:	0.65
Province Average:	0.65
Best District Result:	1.00
Worst District Result:	0.28

* 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
Zone 17 Clinic	1.00
Market Avenue Clinic	1.00
Sebei Motsoeneng Clinic	0.83
Boipatong CHC	0.81
Empilisweni CDC	0.81
Levai Mbatha CHC	0.60
Midvaal CDC	0.25

Index Testing

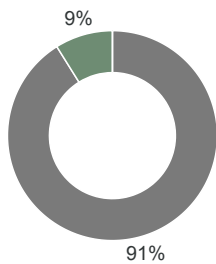
Index testing (aka Assisted Partner Notification Services or Contact Tracing) can help identify PLHIV earlier, get them access treatment to protect their health and interrupt onward transmission of HIV. However, if implemented poorly, index testing can cause harm to individuals, undermine their rights 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: 135

Yes:	91%
No:	9%
Don't know:	0%



District Score* **91%**

Comparison Results

National Average:	69%
Province Average:	63%
Best District Result:	100%
Worst District Result:	0%

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

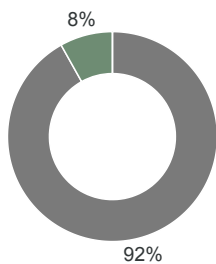
Facility Results

Bophelong CDC (Emfuleni)	100%
Empilisweni CDC	100%
Zone 17 Clinic	100%
Sebei Motsoeneng Clinic	100%
Market Avenue Clinic	93%
Boipatong CHC	81%
Midvaal CDC	75%
Levai Mbatha CHC	73%

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

Patient Responses: 123

Yes:	92%
No:	8%
Don't know:	0%



District Score* **92%**

Comparison Results

National Average:	92%
Province Average:	80%
Best District Result:	100%
Worst District Result:	37%

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

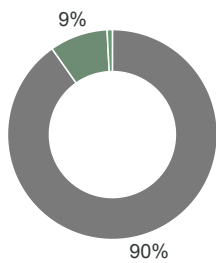
Facility Results

Zone 17 Clinic	100%
Bophelong CDC (Emfuleni)	96%
Sebei Motsoeneng Clinic	94%
Boipatong CHC	92%
Midvaal CDC	92%
Empilisweni CDC	88%
Market Avenue Clinic	86%
Levai Mbatha CHC	82%

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

Patient Responses: 123

Yes:	90%
No:	9%
Don't know:	1%



District Score* **91%**

Comparison Results

National Average:	89%
Province Average:	64%
Best District Result:	100%
Worst District Result:	0%

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

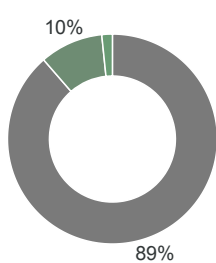
Facility Results

Empilisweni CDC	100%
Zone 17 Clinic	100%
Sebei Motsoeneng Clinic	100%
Bophelong CDC (Emfuleni)	92%
Midvaal CDC	92%
Boipatong CHC	85%
Levai Mbatha CHC	80%
Market Avenue Clinic	71%

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

Patient Responses: 123

Yes:	89%
No:	10%
Don't know:	2%



District Score* **90%**

Comparison Results

National Average:	91%
Province Average:	56%
Best District Result:	100%
Worst District Result:	8%

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

Facility Results

Bophelong CDC (Emfuleni)	100%
Zone 17 Clinic	100%
Sebei Motsoeneng Clinic	100%
Boipatong CHC	92%
Levai Mbatha CHC	82%
Midvaal CDC	80%
Market Avenue Clinic	79%
Empilisweni CDC	75%

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: 9

Yes:	89%
No:	11%
Don't know:	0%

District Score* **89%**

Comparison Results

National Average:	57%
Province Average:	52%
Best District Result:	100%
Worst District Result:	0%

* Percent of survey responses responding Yes (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%
Sebei Motsoeneng Clinic	100%
Zone 17 Clinic	100%
Midvaal CDC	0%

Were the Facility Windows Open?

Total Observations: 9

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

Comparison Results

National Average:	100%
Province Average:	98%
Best District Result:	100%
Worst District Result:	79%

* Percent of survey responses responding Yes (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: 166

Yes:	72%
Only sometimes:	11%
No:	9%
Don't know:	8%

District Score* **78%**

Comparison Results

National Average:	31%
Province Average:	64%
Best District Result:	100%
Worst District Result:	12%

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

Facility Results

Boipatong CHC	100%
Bophelong CDC (Emfuleni)	100%
Zone 17 Clinic	93%
Sebei Motsoeneng Clinic	77%
Market Avenue Clinic	76%
Midvaal CDC	67%
Empilisweni CDC	56%
Levai Mbatha CHC	53%

Are people who are coughing in a separate room?

Patient Responses: 166

Yes:	80%
Only sometimes:	5%
No:	9%
Don't know:	6%

District Score* **85%**

Comparison Results

National Average:	26%
Province Average:	57%
Best District Result:	100%
Worst District Result:	9%

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

Facility Results

Bophelong CDC (Emfuleni)	100%
Sebei Motsoeneng Clinic	96%
Empilisweni CDC	94%
Zone 17 Clinic	93%
Midvaal CDC	90%
Market Avenue Clinic	69%
Boipatong CHC	60%
Levai Mbatha CHC	58%