

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: 202

Amount of time spent:

4:46

Facility Results

Boipatong CHC	3:30
Sebei Motsoeneng Clinic	3:57
Midvaal CDC	4:35
Market Avenue Clinic	4:36
Zone 17 Clinic	4:38
Levai Mbatha CHC	5:19
Bophelong CDC (Emfuleni)	5:42
Empilisweni CDC	5:55

Comparison Results

National Average:	4:15
Provincial Average:	4:24
Best District Result:	2:00
Worst District Result:	7:13

Earliest Patient Arrival Time

Patient Responses: 203

Earliest arrival time

5:58

Facility Results

Midvaal CDC	6:23
Boipatong CHC	6:15
Market Avenue Clinic	6:15
Sebei Motsoeneng Clinic	6:03
Empilisweni CDC	5:57
Zone 17 Clinic	5:56
Levai Mbatha CHC	5:36
Bophelong CDC (Emfuleni)	5:25

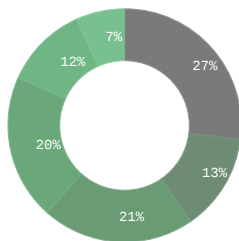
Comparison Results

National Average:	5:47
Provincial Average:	5:38
Best District Result:	7:09
Worst District Result:	4:39

How Safe is the Facility to Wait Before it Opens?

Patient Responses: 104

Very Unsafe:	27%
Unsafe:	13%
Neither Safe or Unsafe:	21%
Safe:	20%
Very Safe:	12%
Dont know:	7%



District Score*

2.74

Comparison Results

National Average:	3.14
Provincial Average:	3.07
Best District Result:	4.98
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.**

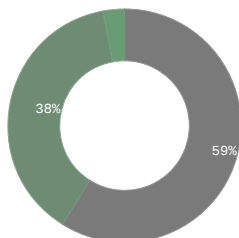
Facility Results

Boipatong CHC	4.0
Midvaal CDC	3.64
Zone 17 Clinic	3.35
Sebei Motsoeneng Clinic	3.33
Market Avenue Clinic	2.44
Bophelong CDC (Emfuleni)	2.12
Empilisweni CDC	1.82

Are the Queues at the Facility Long?

Patient Responses: 202

Yes:	59%
No:	38%
Dont know:	3%



District Score*

60%

Comparison Results

National Average:	66%
Provincial Average:	61%
Best District Result:	33%
Worst District Result:	98%

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

Facility Results

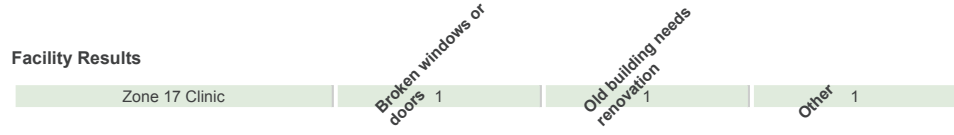
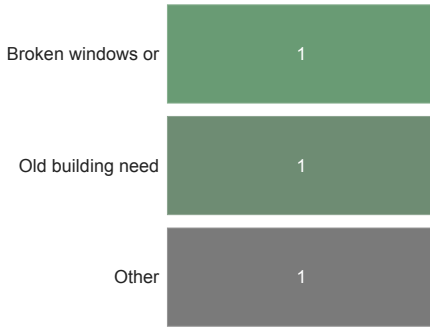
Sebei Motsoeneng Clinic	20
Boipatong CHC	42
Market Avenue Clinic	55
Midvaal CDC	64
Zone 17 Clinic	64
Bophelong CDC (Emfuleni)	68
Levai Mbatha CHC	87
Empilisweni CDC	88

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

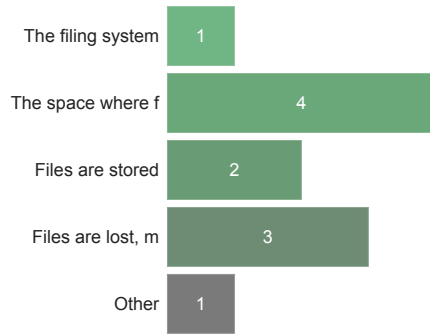


What do you need more space for?

Facility Responses: 0

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

Total Observations: 4



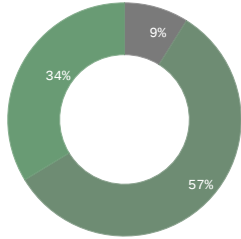
Access to Medicines and Shortages/Stockouts

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: 202

Yes:	9%
No:	57%
Don't know:	34%



District Score*

13%

Comparison Results

National Average:	11%
Provincial Average:	7%
Best District Result:	0%
Worst District Result:	50%

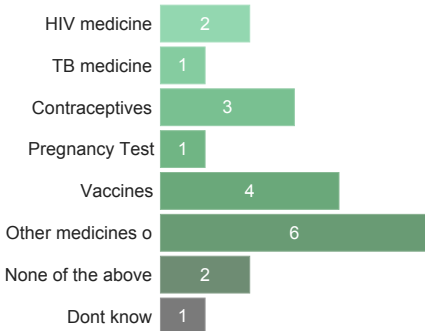
Facility Results

Boipatong CHC	0
Midvaal CDC	0
Levai Mbatha CHC	9
Market Avenue Clinic	12
Zone 17 Clinic	15
Bophelong CDC (Emfuleni)	20
Sebei Motsoeneng Clinic	20
Empilisweni CDC	33

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

Patient Reports of Medicine Shortage(s)

Patient Responses: 18



Facility Results

	HIV medicine	TB medicine	Contraceptives	Pregnancy Test	Vaccines	Other medicines or tests	None of the above	Don't know
Bophelong CDC (Emfuleni)	2.0	1.0	2.0		1.0			
Empilisweni CDC			1.0		1.0	2.0		
Sebei Motsoeneng Clinic					1.0	1.0	1.0	
Zone 17 Clinic				1.0	1.0	2.0		
Levai Mbatha CHC						1.0		
Market Avenue Clinic							1.0	1.0

Contraception shortage(s)

Patient Responses: 3

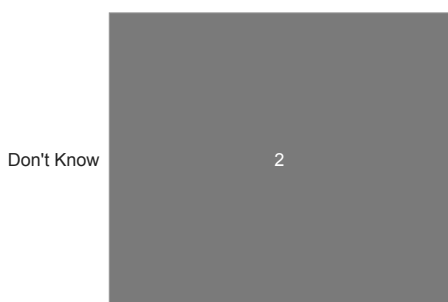


Facility Results

	Condoms (male/external)	Birth control pill	Injection
Bophelong CDC (Emfuleni)			
Empilisweni CDC	1.0	1.0	1.0

HIV medication shortage(s)

Patient Responses: 2



Facility Results

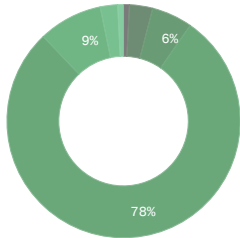
	Don't Know
Bophelong CDC (Emfuleni)	2

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?

1 week:	1%
3 weeks:	3%
1 month:	6%
2 months:	78%
3 months:	9%
6 months:	2%
Dont know:	1%



District Score*

2.08

Comparison Results

National Average:	2.26
Provincial Average:	2.43
Best District Result:	4.0
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 0.25. **HIGHER scores are better.**

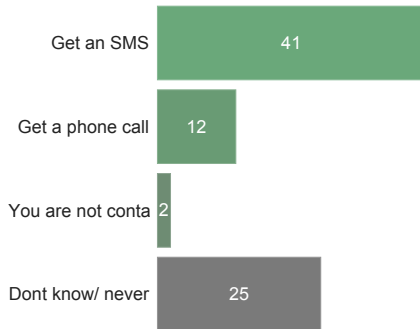
Patient Responses: 124

Facility Results

Sebei Motsoeneng Clinic	2.52
Boipatong CHC	2.19
Zone 17 Clinic	2.13
Midvaal CDC	2.12
Levai Mbatha CHC	2.07
Empilisweni CDC	1.94
Market Avenue Clinic	1.93
Bophelong CDC (Emfuleni)	1.7

When Patients Miss a Visit to Collect ARVs:

Patient Responses: 72

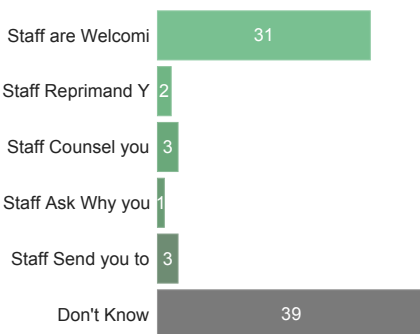


Facility Results

Facility	Get an SMS	Get a phone call	You are not contacted by the clinic	Dont know/ never missed a visit
Boipatong CHC	1.0			2.0
Bophelong CDC (Emfuleni)	1.0	6.0		6.0
Empilisweni CDC	5.0	1.0		1.0
Levai Mbatha CHC	7.0	1.0		3.0
Market Avenue Clinic	4.0	3.0		8.0
Midvaal CDC	10.0			2.0
Sebei Motsoeneng Clinic	12.0			1.0
Zone 17 Clinic	1.0	1.0		2.0

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

Patient Responses: 72



Facility Results

Facility	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
Levai Mbatha CHC	4.0	1.0				6.0
Bophelong CDC (Emfuleni)	8.0		1.0		2.0	5.0
Market Avenue Clinic	3.0		2.0		1.0	5.0
Sebei Motsoeneng Clinic	4.0	1.0		1.0		8.0
Boipatong CHC	1.0					4.0
Empilisweni CDC	2.0					4.0
Midvaal CDC	7.0					5.0
Zone 17 Clinic	2.0					2.0

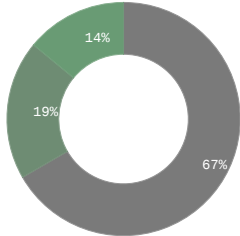
Adherence Clubs

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: 114

Yes:	67%
No:	19%
Dont know:	14%



District Score*

77%

Comparison Results

National Average:	41%
Provincial Average:	31%
Best District Result:	92%
Worst District Result:	0%

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

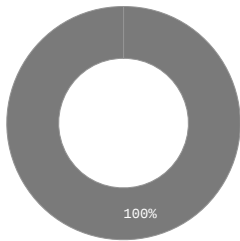
Facility Results

Boipatong CHC	100
Sebei Motsoeneng Clinic	90
Levai Mbatha CHC	89
Bophelong CDC (Emfuleni)	86
Midvaal CDC	80
Emphilisweni CDC	77
Market Avenue Clinic	71
Zone 17 Clinic	36

Does the Adherence Club make HIV medicine pick up faster?

Total Responses: 11

Yes:	100%
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District Score*

100%

Comparison Results

National Average:	93%
Provincial Average:	74%
Best District Result:	100%
Worst District Result:	0%

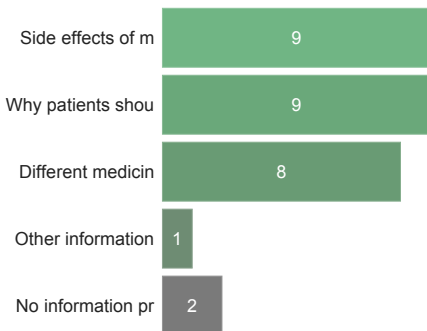
* Percent of survey responses responding "Yes" (excluding "Don't Know") **HIGHER scores are better.**

Facility Results

Bophelong CDC (Emfuleni)	100
Levai Mbatha CHC	100
Market Avenue Clinic	100
Sebei Motsoeneng Clinic	100

Information provided by the Adherence Club

Total Responses: 11

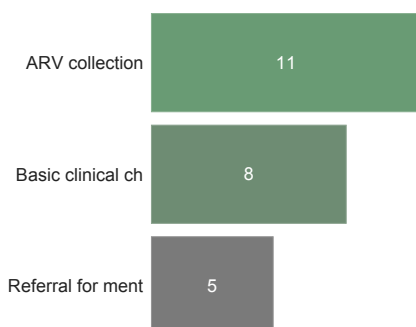


Facility Results

	Side effects of medicines	Why patients should adhere to their ARVs	Different medicine options such as new drugs (ex. Dolutegravir)	Other information (please specify in the next question)	No information provided
Levai Mbatha CHC	6.0	6.0	5.0		
Market Avenue Clinic	1.0	1.0	1.0		
Bophelong CDC (Emfuleni)	1.0	1.0	1.0	1.0	
Sebei Motsoeneng Clinic	1.0	1.0	1.0		2.0

What clinical services are offered at an adherence club meeting?

Total Responses: 11



Facility Results

	ARV collection	Basic clinical check up	Referral for mental health services or psycho-social support
Sebei Motsoeneng Clinic	3.0	2.0	
Bophelong CDC (Emfuleni)	1.0	1.0	1.0
Levai Mbatha CHC	6.0	4.0	3.0
Market Avenue Clinic	1.0	1.0	1.0

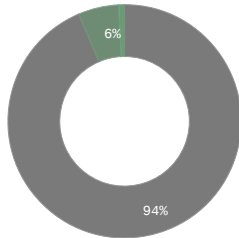
Access to Viral Load Testing / Information

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: 124

Yes:	94%
No:	6%
Dont know:	1%



District Score*

94%

Comparison Results

National Average:	95%
Provincial Average:	92%
Best District Result:	100%
Worst District Result:	84%

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

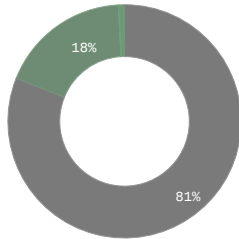
Facility Results

Bophelong CDC (Emfuleni)	100
Empilisweni CDC	100
Market Avenue Clinic	100
Midvaal CDC	100
Levai Mbatha CHC	93
Sebei Motsoeneng Clinic	93
Zone 17 Clinic	87
Boipatong CHC	81

Did a Health Worker Explain the Viral Load Test Result?

Patient Responses: 116

Yes:	81%
No:	18%
Dont know:	1%



District Score*

82%

Comparison Results

National Average:	86%
Provincial Average:	83%
Best District Result:	100%
Worst District Result:	34%

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

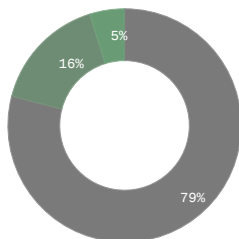
Facility Results

Empilisweni CDC	100
Levai Mbatha CHC	93
Midvaal CDC	93
Bophelong CDC (Emfuleni)	88
Market Avenue Clinic	87
Sebei Motsoeneng Clinic	86
Boipatong CHC	50
Zone 17 Clinic	46

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

Patient Responses: 124

Yes:	79%
No:	16%
Dont know:	5%



District Score*

0.79

Comparison Results

National Average:	0.82
Provincial Average:	0.78
Best District Result:	1.0
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.**

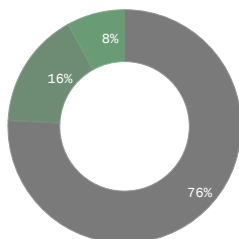
Facility Results

Empilisweni CDC	1.0
Levai Mbatha CHC	0.93
Bophelong CDC (Emfuleni)	0.88
Midvaal CDC	0.88
Sebei Motsoeneng Clinic	0.87
Market Avenue Clinic	0.8
Boipatong CHC	0.62
Zone 17 Clinic	0.33

Treatment Literacy: Do Patients Understand Viral Load and Transmission?

Patient Responses: 124

Yes:	76%
No:	16%
Dont know:	8%



District Score*

0.76

Comparison Results

National Average:	0.74
Provincial Average:	0.72
Best District Result:	1.0
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

Empilisweni CDC	0.94
Market Avenue Clinic	0.93
Midvaal CDC	0.88
Levai Mbatha CHC	0.87
Sebei Motsoeneng Clinic	0.8
Bophelong CDC (Emfuleni)	0.69
Boipatong CHC	0.56
Zone 17 Clinic	0.4

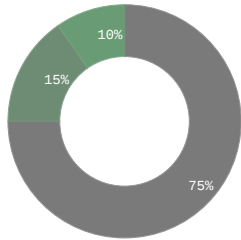
Index Testing

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: 124

Yes:	75%
No:	15%
Dont know:	10%



District Score* **83%**

Comparison Results

National Average:	66%
Provincial Average:	63%
Best District Result:	100%
Worst District Result:	3%

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

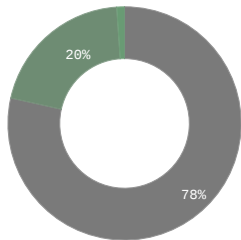
Facility Results

Levai Mbatha CHC	100
Midvaal CDC	100
Sebei Motsoeneng Clinic	100
Market Avenue Clinic	93
Empilisweni CDC	88
Boipatong CHC	69
Zone 17 Clinic	56
Bophelong CDC (Emfuleni)	43

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

Patient Responses: 93

Yes:	78%
No:	20%
Dont know:	1%



District Score* **79%**

Comparison Results

National Average:	81%
Provincial Average:	79%
Best District Result:	100%
Worst District Result:	0%

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

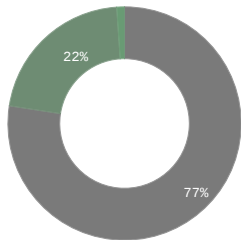
Facility Results

Midvaal CDC	86
Bophelong CDC (Emfuleni)	83
Sebei Motsoeneng Clinic	80
Zone 17 Clinic	80
Empilisweni CDC	79
Market Avenue Clinic	79
Boipatong CHC	78
Levai Mbatha CHC	73

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

Patient Responses: 93

Yes:	77%
No:	22%
Dont know:	1%



District Score* **78%**

Comparison Results

National Average:	79%
Provincial Average:	70%
Best District Result:	100%
Worst District Result:	0%

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

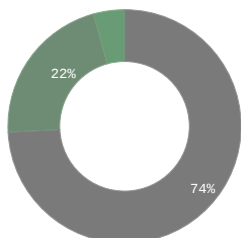
Facility Results

Bophelong CDC (Emfuleni)	100
Levai Mbatha CHC	87
Midvaal CDC	80
Empilisweni CDC	79
Sebei Motsoeneng Clinic	79
Market Avenue Clinic	71
Boipatong CHC	67
Zone 17 Clinic	60

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

Patient Responses: 93

Yes:	74%
No:	22%
Dont know:	4%



District Score* **78%**

Comparison Results

National Average:	74%
Provincial Average:	60%
Best District Result:	100%
Worst District Result:	0%

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

Facility Results

Midvaal CDC	87
Empilisweni CDC	86
Bophelong CDC (Emfuleni)	83
Zone 17 Clinic	80
Market Avenue Clinic	77
Levai Mbatha CHC	71
Sebei Motsoeneng Clinic	71
Boipatong CHC	62

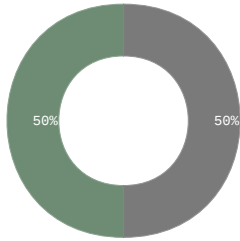
TB Infection Control

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: 12

Yes:	50%
No:	50%



District Score* **50%**

Comparison Results

National Average:	47%
Provincial Average:	53%
Best District Result:	75%
Worst District Result:	0%

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

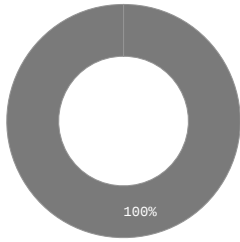
Facility Results

Boipatong CHC	100
Empilisweni CDC	100
Levai Mbatha CHC	100
Sebei Motsoeneng Clinic	50
Bophelong CDC (Emfuleni)	0
Market Avenue Clinic	0
Midvaal CDC	0
Zone 17 Clinic	0

Were the Facility Windows Open?

Total Observations: 12

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

Comparison Results

National Average:	95%
Provincial Average:	97%
Best District Result:	100%
Worst District Result:	60%

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

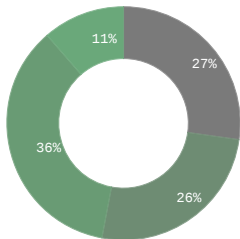
Facility Results

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: 202

Yes:	27%
Only sometimes:	26%
No:	36%
Dont know:	11%



District Score* **30%**

Comparison Results

National Average:	64%
Provincial Average:	64%
Best District Result:	100%
Worst District Result:	6%

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

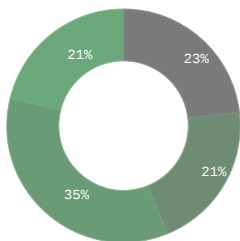
Facility Results

Market Avenue Clinic	80
Boipatong CHC	60
Midvaal CDC	40
Sebei Motsoeneng Clinic	30
Bophelong CDC (Emfuleni)	22
Levai Mbatha CHC	10
Zone 17 Clinic	8
Empilisweni CDC	5

Are people who are coughing in a separate room?

Patient Responses: 203

Yes:	23%
Only sometimes:	21%
No:	35%
Dont know:	21%



District Score* **28%**

Comparison Results

National Average:	56%
Provincial Average:	64%
Best District Result:	100%
Worst District Result:	14%

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

Facility Results

Midvaal CDC	48
Bophelong CDC (Emfuleni)	39
Sebei Motsoeneng Clinic	39
Market Avenue Clinic	38
Boipatong CHC	31
Zone 17 Clinic	16
Empilisweni CDC	14
Levai Mbatha CHC	14