

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: 160

Amount of time spent: **4:59**

Comparison Results

National Average:	4:12
Province Average:	5:36
Best District Result:	1:52
Worst District Result:	7:32

Facility Results

Harrismith Clinic	3:35
Bohlokong Clinic	3:46
Reitumetse Clinic	4:36
Thusa Bophelo Clinic	4:47
Namahali Clinic	5:04
Mphohadi Clinic	5:26
Boiketlo Clinic	5:27
Phuthaditjhaba Clinic	6:19

Earliest Patient Arrival Time

Patient Responses: 161

Earliest arrival time: **5:21**

Comparison Results

National Average:	5:51
Province Average:	5:22
Best District Result:	7:07
Worst District Result:	4:17

Facility Results

Thusa Bophelo Clinic	6:16
Harrismith Clinic	5:28
Reitumetse Clinic	5:27
Namahali Clinic	5:24
Bohlokong Clinic	5:23
Boiketlo Clinic	5:07
Phuthaditjhaba Clinic	4:52
Mphohadi Clinic	4:51

How Safe is the Facility to Wait Before it Opens?

Patient Responses: 73

Very Unsafe:	56%
Unsafe:	22%
Neither Safe or Unsafe:	7%
Safe:	8%
Very Safe:	7%
Don't know:	0%

District Score* **1.88**

Comparison Results

National Average:	2.18
Province Average:	2.13
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

Harrismith Clinic	2.22
Namahali Clinic	2.07
Boiketlo Clinic	1.83
Phuthaditjhaba Clinic	1.83
Bohlokong Clinic	1.75
Thusa Bophelo Clinic	1.71
Mphohadi Clinic	1.67
Reitumetse Clinic	1.50

Are the Queues at the Facility Long?

Patient Responses: 161

Yes:	66%
No:	31%
Don't know:	2%

District Score* **68%**

Comparison Results

National Average:	68%
Province Average:	66%
Best District Result:	13%
Worst District Result:	97%

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

Facility Results

Bohlokong Clinic	17%
Thusa Bophelo Clinic	32%
Harrismith Clinic	71%
Boiketlo Clinic	73%
Namahali Clinic	84%
Reitumetse Clinic	88%
Mphohadi Clinic	89%
Phuthaditjhaba Clinic	91%

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: 161

Always:	57%
Sometimes:	27%
Never:	13%
Don't know:	2%

District Score* **1.45**

Comparison Results

National Average:	1.10
Province Average:	1.12
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

Bohlokong Clinic	1.94
Harrismith Clinic	1.87
Thusa Bophelo Clinic	1.75
Mphohadi Clinic	1.71
Namahali Clinic	1.58
Boiketlo Clinic	1.11
Phuthaditjhaba Clinic	1.05
Reitumetse Clinic	0.82

Are Staff Friendly and Professional?

Patient Responses: 161

Yes:	61%
Sometimes:	22%
Never:	16%
Don't know:	1%

District Score* **1.46**

Comparison Results

National Average:	1.46
Province Average:	1.22
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

Bohlokong Clinic	2.00
Harrismith Clinic	2.00
Namahali Clinic	1.89
Mphohadi Clinic	1.89
Thusa Bophelo Clinic	1.63
Boiketlo Clinic	1.23
Reitumetse Clinic	0.71
Phuthaditjhaba Clinic	0.59

Which Cadres are Understaffed?

Facility Responses: 4

Doctor	2
Professional nurse	1
Enrolled nurse	1
Enrolled nurse assistant	1
Pharmacist	1
Assistant pharmacist	1
Lab technician	1
Lay counselors	1
Linkage officers	1
Data capturer	1
Security guard	2
Cleaner	3
General assistant	1

Facility Results

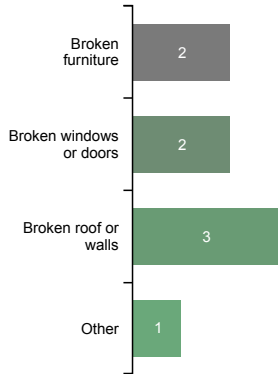
	Doctor	Professional nurse	Enrolled nurse	Enrolled nurse assistant	Pharmacist	Assistant pharmacist	Lab technician	Lay counselors	Linkage officers	Data capturer	Security guard	Cleaner	General assistant
Thusa Bophelo Clinic	1										1		
Phuthaditjhaba Clinic	1	1	1	1	1	1	1	1	1	1	1	1	1
Bohlokong Clinic													
Harrismith Clinic											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:5

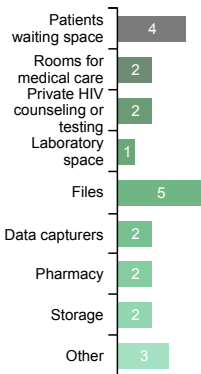


Facility Results

	Broken furniture	Broken windows or doors	Broken roof or walls	Other
Boiketlo Clinic	1	1		
Phuthaditjhaba Clinic		1	1	
Reitumetse Clinic	1		1	
Mphohadi Clinic				1
Namahali Clinic			1	

What do you need more space for?

Facility Responses:7

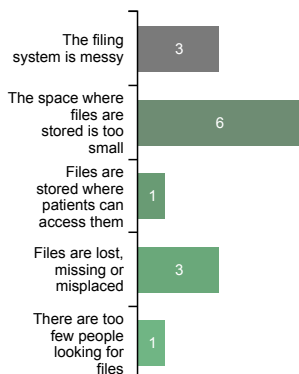


Facility Results

	Patients waiting space	Rooms for medical care	Private HIV counseling or testing, laboratory space	Files	Data capturers	Pharmacy	Storage	Other
Phuthaditjhaba Clinic	1	1	1	1	1	1	1	
Reitumetse Clinic	1	1	1	1	1	1		1
Mphohadi Clinic	1			1			1	
Boiketlo Clinic	1			1				
Bohlokong Clinic				1				
Namahali Clinic								1
Thusa Bophelo Clinic								1

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

Total Observations:6



Facility Results

	The filing system is messy	The space where files are stored is too small	Files are stored where patients can access them	Files are lost, missing or misplaced	There are too few people looking for files
Reitumetse Clinic	1	1		1	1
Boiketlo Clinic	1	1		1	
Bohlokong Clinic		1	1		
Namahali Clinic	1	1			
Phuthaditjhaba Clinic		1		1	
Thusa Bophelo Clinic		1			

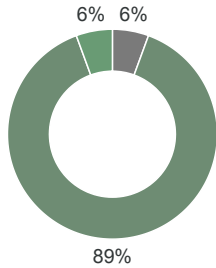
Access to Medicines and Shortages/Stockouts

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

Patient Responses: 161

Yes:	6%
No:	89%
Don't know:	6%



District Score*

6%

Comparison Results

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

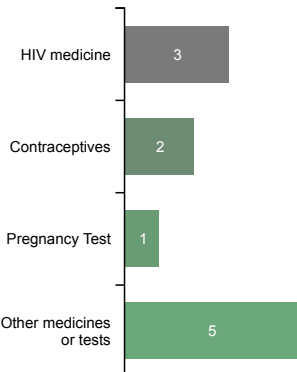
* Percent of survey responses responding Yes (excluding "Don't Know"). **LOWER scores are better.**

Facility Results

Boiketlo Clinic	0%
Harrismith Clinic	0%
Reitumetse Clinic	0%
Bohlokong Clinic	6%
Mphohadi Clinic	6%
Thusa Bophelo Clinic	8%
Phuthaditjhaba Clinic	10%
Namahali Clinic	17%

Patient Reports of Medicine Shortage(s)

Patient Responses: 9

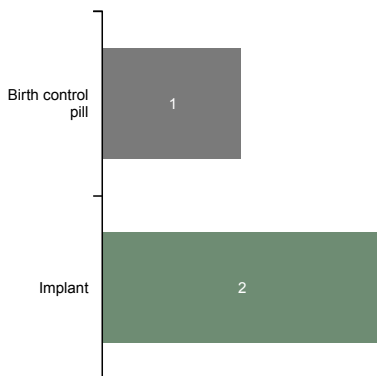


Facility Results

Facility	HIV medicine	Contraceptives	Pregnancy Test	Other medicines or tests
Namahali Clinic	2	1		1
Mphohadi Clinic		1	1	
Phuthaditjhaba Clinic	1			1
Bohlokong Clinic				1
Thusa Bophelo Clinic				2

Contraception shortage(s)

Patient Responses: 2

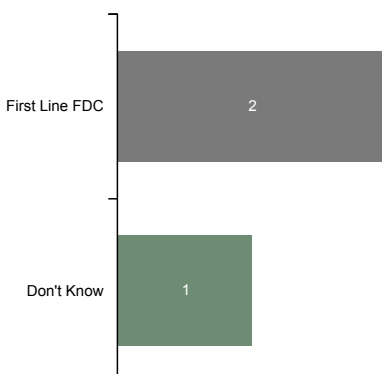


Facility Results

Facility	Birth control pill	Implant
Mphohadi Clinic	1	1
Namahali Clinic		1

HIV medication shortage(s)

Patient Responses: 3



Facility Results

Facility	First Line FDC	Don't Know
Namahali Clinic	1	1
Phuthaditjhaba Clinic	1	

ARV Collection and Access

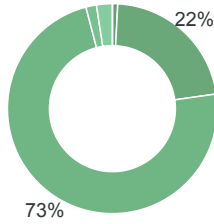
Currently many people in South Africa who could benefit from HIV treatment are not, with many people who are living with HIV not on treatment – either never having known their HIV status, or having started on treatment then disengaged from care. To ensure we get more people to start and importantly stay 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: 123

Facility Results

1 week:	0%
2 weeks:	0%
3 weeks:	1%
1 month:	22%
2 months:	73%
3 months:	2%
6 months:	2%
Don't know:	0%



District Score* **1.88**

Comparison Results

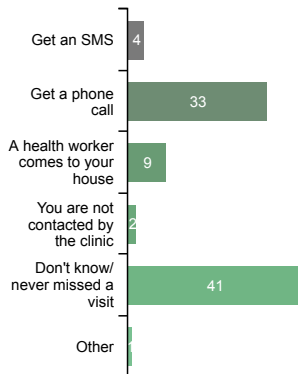
National Average:	1.54
Province Average:	1.86
Best District Result:	2.95
Worst District Result:	1.43

* 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.**

Thusa Bophelo Clinic	2.33
Boiketlo Clinic	2.18
Harrismith Clinic	1.87
Phuthaditjhaba Clinic	1.85
Mphohadi Clinic	1.81
Bohlokong Clinic	1.80
Reitumetse Clinic	1.67
Namahali Clinic	1.53

When Patients Miss a Visit to Collect ARVs:

Patient Responses: 83

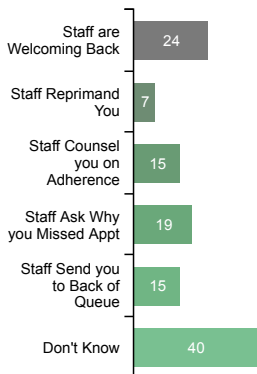


Facility Results

	Get an SMS	Get a phone call	A health worker comes to your house	You are not contacted by the clinic	Don't know/never missed a visit	Other
Thusa Bophelo Clinic	1	1		1		1
Mphohadi Clinic		9	1	1	4	
Bohlokong Clinic		4	2		5	
Boiketlo Clinic		1			9	
Harrismith Clinic		8	1		2	
Namahali Clinic	3	5	5		4	
Phuthaditjhaba Clinic		2			5	
Reitumetse Clinic		3			10	

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

Patient Responses: 83



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
Thusa Bophelo Clinic		3		1	1	1
Reitumetse Clinic		2	1	2	1	10
Namahali Clinic	7	1	2	3	6	4
Mphohadi Clinic	3		4	6	6	4
Harrismith Clinic	8	1	5	4	1	2
Bohlokong Clinic	4		2	2		5
Boiketlo Clinic				1		9
Phuthaditjhaba Clinic	2		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: 110

Yes: 44%

No: 33%

Don't know: 24%

District Score* **56%**

Comparison Results

National Average:	51%
Province Average:	35%
Best District Result:	93%
Worst District Result:	1%

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

Facility Results

Harrismith Clinic	86%
Namahali Clinic	79%
Mphohadi Clinic	63%
Bohlokong Clinic	44%
Boiketlo Clinic	38%
Reitumetse Clinic	38%
Phuthaditjhaba Clinic	33%
Thusa Bophelo Clinic	29%

Does the Adherence Club make HIV medicine pick up faster?

Total Responses: 4

Yes: 100%

District Score* **100%**

Comparison Results

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

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

Facility Results

Bohlokong Clinic	100%
Harrismith Clinic	100%

Information provided by the Adherence Club

Total Responses: 4

Facility Results

	Side effects of medicines	Why patients should adhere to their ARVs	Different medicine options such as new drugs (ex. Doloutegravir)	information (please specify in the next question)	No information provided
Harrismith Clinic	1	1	1	1	1
Bohlokong Clinic	1	1	1	1	1

What clinical services are offered at an adherence club meeting?

Total Responses: 4

Facility Results

	ARV collection	Basic clinical check up	Referral for mental health services or psycho-social support	No clinical services
Harrismith Clinic	3	3	3	1
Bohlokong Clinic	3	3	3	1

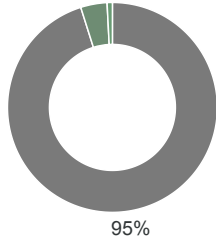
Access to Viral Load Testing / Information

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: 123

Yes:	95%
No:	4%
Don't know:	1%



District Score* **96%**

Comparison Results

National Average:	96%
Province Average:	93%
Best District Result:	100%
Worst District Result:	78%

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

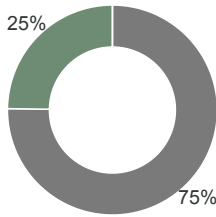
Facility Results

Bohlokong Clinic	100%
Harrismith Clinic	100%
Mphohadi Clinic	100%
Namahali Clinic	100%
Phuthadijhaba Clinic	100%
Thusa Bophelo Clinic	93%
Boiketlo Clinic	88%
Reitumetse Clinic	87%

Did a Health Worker Explain the Viral Load Test Result?

Patient Responses: 117

Yes:	75%
No:	25%
Don't know:	0%



District Score* **75%**

Comparison Results

National Average:	80%
Province Average:	82%
Best District Result:	100%
Worst District Result:	57%

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

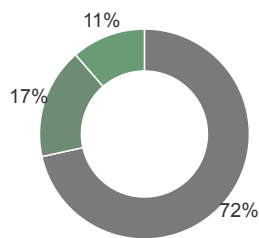
Facility Results

Bohlokong Clinic	100%
Harrismith Clinic	100%
Mphohadi Clinic	100%
Namahali Clinic	100%
Phuthadijhaba Clinic	67%
Thusa Bophelo Clinic	64%
Boiketlo Clinic	36%
Reitumetse Clinic	23%

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

Patient Responses: 123

Yes:	72%
No:	17%
Don't know:	11%



District Score* **0.72**

Comparison Results

National Average:	0.94
Province Average:	0.83
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.**

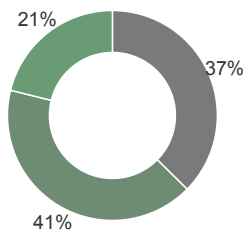
Facility Results

Bohlokong Clinic	1.00
Harrismith Clinic	1.00
Mphohadi Clinic	1.00
Namahali Clinic	0.93
Phuthadijhaba Clinic	0.60
Thusa Bophelo Clinic	0.47
Boiketlo Clinic	0.41
Reitumetse Clinic	0.33

Treatment Literacy: Do Patients Understand Viral Load and Transmission?

Patient Responses: 123

Yes:	37%
No:	41%
Don't know:	21%



District Score* **0.37**

Comparison Results

National Average:	0.65
Province Average:	0.63
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

Harrismith Clinic	0.87
Namahali Clinic	0.60
Phuthadijhaba Clinic	0.60
Boiketlo Clinic	0.29
Thusa Bophelo Clinic	0.27
Mphohadi Clinic	0.25
Reitumetse Clinic	0.13
Bohlokong Clinic	0.00

Index Testing

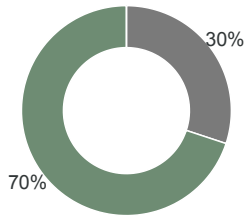
Index testing (aka Assisted Partner Notification Services or Contact Tracing) can help identify PLHIV earlier, get them access treatment to protect their health and interrupt onward transmission of HIV. However, if implemented poorly, index testing can cause harm to individuals, undermine their rights 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: 123

Yes:	30%
No:	70%
Don't know:	0%



District Score* **30%**

Comparison Results

National Average:	69%
Province Average:	43%
Best District Result:	100%
Worst District Result:	0%

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

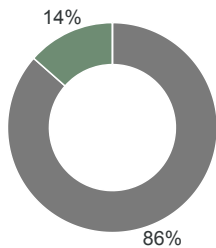
Facility Results

Mphohadi Clinic	63%
Namahali Clinic	60%
Bohlokong Clinic	33%
Harrismith Clinic	33%
Phuthaditjhaba Clinic	20%
Thusa Bophelo Clinic	20%
Reitumetse Clinic	7%
Boiketlo Clinic	6%

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

Patient Responses: 37

Yes:	86%
No:	14%
Don't know:	0%



District Score* **86%**

Comparison Results

National Average:	92%
Province Average:	61%
Best District Result:	100%
Worst District Result:	37%

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

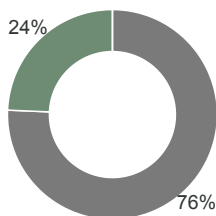
Facility Results

Bohlokong Clinic	100%
Harrismith Clinic	100%
Mphohadi Clinic	100%
Reitumetse Clinic	100%
Namahali Clinic	89%
Thusa Bophelo Clinic	67%
Phuthaditjhaba Clinic	33%
Boiketlo Clinic	0%

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

Patient Responses: 37

Yes:	76%
No:	24%
Don't know:	0%



District Score* **76%**

Comparison Results

National Average:	89%
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.**

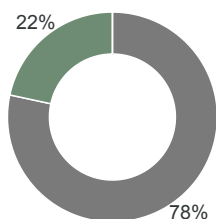
Facility Results

Harrismith Clinic	100%
Phuthaditjhaba Clinic	100%
Reitumetse Clinic	100%
Namahali Clinic	89%
Thusa Bophelo Clinic	67%
Bohlokong Clinic	60%
Mphohadi Clinic	60%
Boiketlo Clinic	0%

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

Patient Responses: 37

Yes:	78%
No:	22%
Don't know:	0%



District Score* **78%**

Comparison Results

National Average:	91%
Province Average:	62%
Best District Result:	100%
Worst District Result:	8%

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

Facility Results

Bohlokong Clinic	100%
Harrismith Clinic	100%
Namahali Clinic	100%
Mphohadi Clinic	70%
Thusa Bophelo Clinic	67%
Phuthaditjhaba Clinic	33%
Boiketlo Clinic	0%
Reitumetse Clinic	0%

TB Infection Control

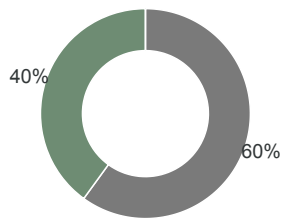
Six simple interventions are at the heart of how clinics can be part of turning the tide on TB infection — a disease that still kills close to 60,000 people a year in South Africa, according to the World Health Organization (WHO). By following a checklist of good practice, clinics can be safer for patients 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: 10

Yes:	60%
No:	40%
Don't know:	0%



District Score* **60%**

Comparison Results

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

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

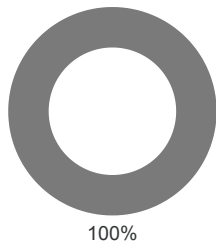
Facility Results

Bohlokong Clinic	100%
Boiketlo Clinic	100%
Namahali Clinic	100%
Thusa Bophelo Clinic	100%
Harrismith Clinic	100%
Phuthaditjhaba Clinic	0%
Reitumetse Clinic	0%
Mphohadi Clinic	0%

Were the Facility Windows Open?

Total Observations: 10

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

Comparison Results

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

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

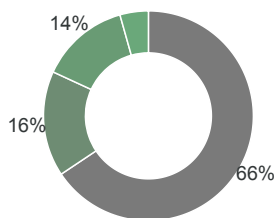
Facility Results

Bohlokong Clinic	100%
Boiketlo Clinic	100%
Namahali Clinic	100%
Phuthaditjhaba Clinic	100%
Reitumetse Clinic	100%
Thusa Bophelo Clinic	100%
Harrismith Clinic	100%
Mphohadi Clinic	100%

Are people being asked for TB symptoms?

Patient Responses: 160

Yes:	66%
Only sometimes:	16%
No:	14%
Don't know:	4%



District Score* **68%**

Comparison Results

National Average:	31%
Province Average:	50%
Best District Result:	100%
Worst District Result:	12%

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

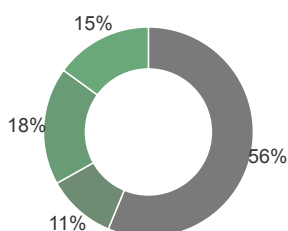
Facility Results

Bohlokong Clinic	100%
Mphohadi Clinic	94%
Harrismith Clinic	87%
Namahali Clinic	68%
Phuthaditjhaba Clinic	67%
Thusa Bophelo Clinic	57%
Reitumetse Clinic	47%
Boiketlo Clinic	41%

Are people who are coughing in a separate room?

Patient Responses: 160

Yes:	56%
Only sometimes:	11%
No:	18%
Don't know:	15%



District Score* **66%**

Comparison Results

National Average:	26%
Province Average:	43%
Best District Result:	100%
Worst District Result:	9%

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

Facility Results

Bohlokong Clinic	89%
Mphohadi Clinic	89%
Namahali Clinic	74%
Harrismith Clinic	73%
Phuthaditjhaba Clinic	59%
Thusa Bophelo Clinic	58%
Reitumetse Clinic	45%
Boiketlo Clinic	35%