

## 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: 178

Amount of time spent: **4:57**

#### Comparison Results

National Average:	4:12
Province Average:	3:45
Best District Result:	1:52
Worst District Result:	7:32

#### Facility Results (5 Best/Worst)

Port Edward Clinic	3:01
KwaMbunde Clinic	3:13
Izingolweni Clinic	3:38
Margate Clinic	3:44
Gcilima Clinic	3:59
.....	--
Southport Clinic	5:16
Port Shepstone Clinic	5:35
Umzinto Clinic	6:44
Marburg Clinic	6:45
Turton CHC	7:29

### Earliest Patient Arrival Time

Patient Responses: 179

Earliest arrival time: **6:27**

#### Comparison Results

National Average:	5:51
Province Average:	5:41
Best District Result:	7:07
Worst District Result:	4:17

#### Facility Results (5 Best/Worst)

Margate Clinic	8:52
Port Edward Clinic	8:10
Gcilima Clinic	8:00
Izingolweni Clinic	8:00
Gamalakhe CHC	7:58
.....	--
Port Shepstone Clinic	5:19
Southport Clinic	5:12
Marburg Clinic	5:01
Turton CHC	3:54
Umzinto Clinic	3:48

### How Safe is the Facility to Wait Before it Opens?

Patient Responses: 54

Very Unsafe:	4%
Unsafe:	28%
Neither Safe or Unsafe:	17%
Safe:	7%
Very Safe:	44%
Don't know:	0%

#### District Score\* **3.61**

#### Comparison Results

National Average:	2.18
Province Average:	3.14
Best District Result:	4.77
Worst District Result:	1.81

#### Facility Results

KwaMbunde Clinic	5.00
Port Shepstone Clinic	5.00
Southport Clinic	5.00
Marburg Clinic	4.50
Port Edward Clinic	4.00
Turton CHC	3.62
Umzinto Clinic	2.41
Margate Clinic	2.33

\* Scores based on average of all survey responses with a maximum score of 5 and a minimum score of 1. **HIGHER scores are better.**

### Are the Queues at the Facility Long?

Patient Responses: 179

Yes:	61%
No:	37%
Don't know:	2%

#### District Score\* **62%**

#### Comparison Results

National Average:	68%
Province Average:	64%
Best District Result:	13%
Worst District Result:	97%

#### Facility Results (5 Best/Worst)

Gcilima Clinic	7%
KwaMbunde Clinic	13%
Margate Clinic	14%
Port Edward Clinic	14%
Izingolweni Clinic	40%
.....	--
Marburg Clinic	100%
Port Shepstone Clinic	100%
Southport Clinic	100%
Turton CHC	100%
Umzinto Clinic	100%

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



## 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

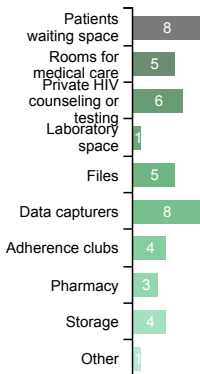
#### Facility Results



Facility	Count
Marburg Clinic	0
Other	1

### What do you need more space for?

Facility Responses:10

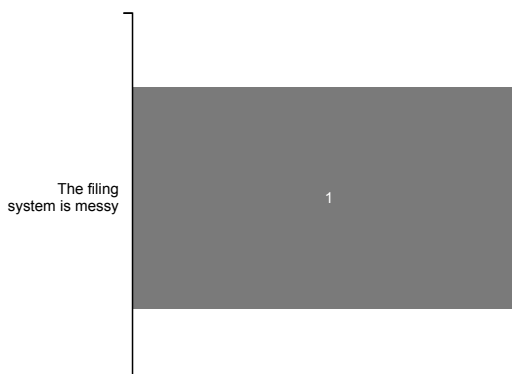


#### Facility Results

Facility	Patients waiting space	Rooms for medical care	Private HIV counseling or testing	Laboratory space	Files	Data capturers	Adherence clubs	Pharmacy	Storage	Other
Southport Clinic	1	1	1		1	1	1	1	1	
Port Edward Clinic	1	1	1	1		1	1			
Turton CHC	1				1	1			1	1
Umzinto Clinic	1		1		1	1			1	
Gamalakhe CHC	1		1		1	1				
Izingolweni Clinic	1	1				1		1		
KwaMbunde Clinic		1	1			1	1			
Port Shepstone Clinic	1		1		1				1	
Margate Clinic	1					1		1		
Gcilima Clinic		1					1			

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

Total Observations:1



#### Facility Results

Facility	Count
Gamalakhe CHC	0
The filing system is messy	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: 0%

No: 90%

Don't know: 10%



**District Score\*** **0%**

**Comparison Results**

National Average:	41%
Province Average:	6%
Best District Result:	0%
Worst District Result:	59%

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

**Facility Results (5 Best/Worst)**

Gamalakhe CHC	0%
Gcilima Clinic	0%
Izingolweni Clinic	0%
KwaMbunde Clinic	0%
Marburg Clinic	0%
.....	--
Port Edward Clinic	0%
Port Shepstone Clinic	0%
Southport Clinic	0%
Turton CHC	0%
Umzinto Clinic	0%

### Patient Reports of Medicine Shortage(s)

**No Data**

**Facility Results**

**No Data**

### Contraception shortage(s)

**No Data**

**Facility Results**

**No Data**

### HIV medication shortage(s)

**No Data**

**Facility Results**

**No Data**

## 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: 169

#### Facility Results (5 Best/Worst)

1 week:	0%
2 weeks:	0%
3 weeks:	0%
1 month:	5%
2 months:	91%
3 months:	5%
6 months:	0%
Don't know:	0%



91%

#### District Score\*

**2.00**

#### Comparison Results

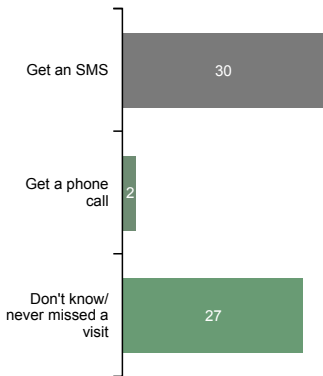
National Average:	1.54
Province Average:	2.20
Best District Result:	2.95
Worst District Result:	1.43

\* 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.**

Southport Clinic	2.13
Umzinto Clinic	2.13
Turton CHC	2.07
Gamalakhe CHC	2.00
Gcilinga Clinic	2.00
.....	--
KwaMbunde Clinic	2.00
Margate Clinic	2.00
Port Edward Clinic	2.00
Port Shepstone Clinic	1.93
Marburg Clinic	1.73

### When Patients Miss a Visit to Collect ARVs:

Patient Responses: 58

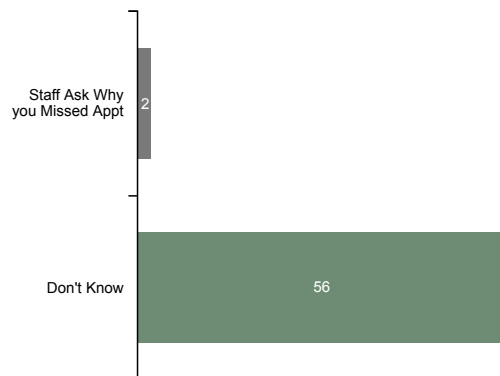


#### Facility Results

	Get an SMS	Get a phone call	Don't know/never missed a visit
Marburg Clinic	14		6
Port Shepstone Clinic	7		7
Southport Clinic	3	2	12
Turton CHC	1		2
Umzinto Clinic	5		

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

Patient Responses: 58



#### Facility Results

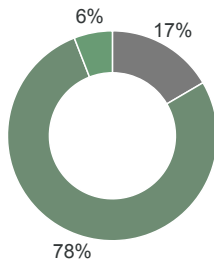
	Staff Ask Why you Missed Appt	Don't Know
Marburg Clinic	2	12

## 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?

Yes:	17%
No:	78%
Don't know:	6%



**District Score\*** **18%**

#### Comparison Results

National Average:	51%
Province Average:	53%
Best District Result:	93%
Worst District Result:	1%

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

Patient Responses: 169

#### Facility Results (5 Best/Worst)

Gamalakhe CHC	57%
Izingolweni Clinic	43%
Gcilima Clinic	33%
KwaMbunde Clinic	25%
Margate Clinic	21%
.....	--
Marburg Clinic	0%
Port Shepstone Clinic	0%
Southport Clinic	0%
Turton CHC	0%
Umzinto Clinic	0%

### Does the Adherence Club make HIV medicine pick up faster?

#### Facility Results

**District Score\*** **NA**

#### Comparison Results

National Average:	89%
Province Average:	99%
Best District Result:	100%
Worst District Result:	0%

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

### Information provided by the Adherence Club

No Data

Facility Results

No Data

### What clinical services are offered at an adherence club meeting?

No Data

Facility Results

No Data

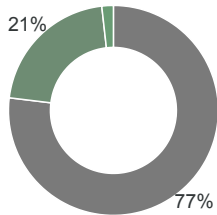
## Access to Viral Load Testing / Information

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: 169

Yes:	77%
No:	21%
Don't know:	2%



**District Score\*** **78%**

#### Comparison Results

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

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

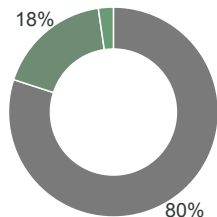
#### Facility Results (5 Best/Worst)

Gamalakhe CHC	100%
Gcilima Clinic	100%
Izingolweni Clinic	100%
KwaMbunde Clinic	100%
Margate Clinic	100%
.....	--
Umzinto Clinic	94%
Southport Clinic	71%
Turton CHC	57%
Marburg Clinic	14%
Port Shepstone Clinic	13%

### Did a Health Worker Explain the Viral Load Test Result?

Patient Responses: 130

Yes:	80%
No:	18%
Don't know:	2%



**District Score\*** **82%**

#### Comparison Results

National Average:	80%
Province Average:	90%
Best District Result:	100%
Worst District Result:	57%

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

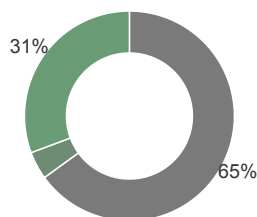
#### Facility Results (5 Best/Worst)

Gamalakhe CHC	100%
Gcilima Clinic	100%
Izingolweni Clinic	100%
KwaMbunde Clinic	100%
Marburg Clinic	100%
.....	--
Port Edward Clinic	100%
Port Shepstone Clinic	100%
Turton CHC	38%
Southport Clinic	25%
Umzinto Clinic	14%

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

Patient Responses: 163

Yes:	65%
No:	4%
Don't know:	31%



**District Score\*** **0.65**

#### Comparison Results

National Average:	0.94
Province Average:	0.85
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.**

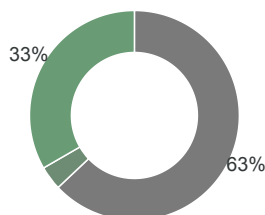
#### Facility Results (5 Best/Worst)

Gamalakhe CHC	1.00
Gcilima Clinic	1.00
Izingolweni Clinic	1.00
KwaMbunde Clinic	1.00
Margate Clinic	1.00
.....	--
Marburg Clinic	0.27
Southport Clinic	0.20
Turton CHC	0.20
Port Shepstone Clinic	0.13
Umzinto Clinic	0.10

### Treatment Literacy: Do Patients Understand Viral Load and Transmission?

Patient Responses: 162

Yes:	63%
No:	4%
Don't know:	33%



**District Score\*** **0.63**

#### Comparison Results

National Average:	0.65
Province Average:	0.72
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 (5 Best/Worst)

Gamalakhe CHC	1.00
Gcilima Clinic	1.00
Izingolweni Clinic	1.00
KwaMbunde Clinic	1.00
Margate Clinic	1.00
.....	--
Southport Clinic	0.20
Marburg Clinic	0.13
Port Shepstone Clinic	0.13
Turton CHC	0.13
Umzinto Clinic	0.00

## Index Testing

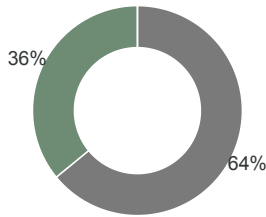
Index testing (aka Assisted Partner Notification Services or Contact Tracing) can help identify PLHIV earlier, get them access treatment to protect their health and interrupt onward transmission of HIV. However, if implemented poorly, index testing can cause harm to individuals, undermine their rights 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: 167

Yes:	64%
No:	36%
Don't know:	0%



**District Score\*** **63%**

#### Comparison Results

National Average:	69%
Province Average:	81%
Best District Result:	100%
Worst District Result:	0%

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

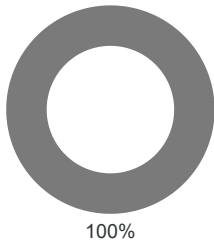
#### Facility Results (5 Best/Worst)

Gamalakhe CHC	100%
Gcilima Clinic	100%
Izingolweni Clinic	100%
KwaMbunde Clinic	100%
Margate Clinic	100%
.....	--
Turton CHC	33%
Southport Clinic	27%
Port Shepstone Clinic	20%
Marburg Clinic	13%
Umginto Clinic	0%

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

Patient Responses: 107

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

#### Comparison Results

National Average:	92%
Province Average:	86%
Best District Result:	100%
Worst District Result:	37%

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

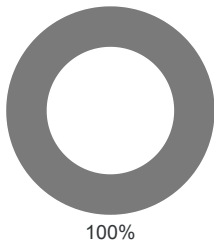
#### Facility Results (5 Best/Worst)

Gamalakhe CHC	100%
Gcilima Clinic	100%
Izingolweni Clinic	100%
KwaMbunde Clinic	100%
Marburg Clinic	100%
.....	--
Margate Clinic	100%
Port Edward Clinic	100%
Port Shepstone Clinic	100%
Southport Clinic	100%
Turton CHC	100%

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

Patient Responses: 107

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

#### Comparison Results

National Average:	89%
Province Average:	85%
Best District Result:	100%
Worst District Result:	0%

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

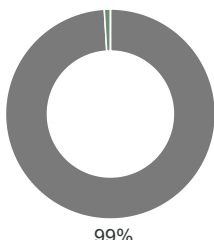
#### Facility Results (5 Best/Worst)

Gamalakhe CHC	100%
Gcilima Clinic	100%
Izingolweni Clinic	100%
KwaMbunde Clinic	100%
Marburg Clinic	100%
.....	--
Margate Clinic	100%
Port Edward Clinic	100%
Port Shepstone Clinic	100%
Southport Clinic	100%
Turton CHC	100%

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

Patient Responses: 107

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



**District Score\*** **99%**

#### Comparison Results

National Average:	91%
Province Average:	84%
Best District Result:	100%
Worst District Result:	8%

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

#### Facility Results (5 Best/Worst)

Gamalakhe CHC	100%
Izingolweni Clinic	100%
KwaMbunde Clinic	100%
Marburg Clinic	100%
Margate Clinic	100%
.....	--
Port Edward Clinic	100%
Port Shepstone Clinic	100%
Southport Clinic	100%
Turton CHC	100%
Gcilima Clinic	93%



## TB Infection Control

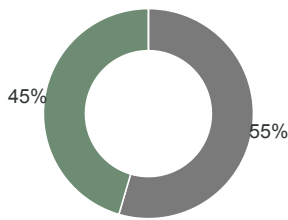
Six simple interventions are at the heart of how clinics can be part of turning the tide on TB infection — a disease that still kills close to 60,000 people a year in South Africa, according to the World Health Organization (WHO). By following a checklist of good practice, clinics can be safer for patients 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: 11

Yes:	55%
No:	45%
Don't know:	0%



**District Score\*** **55%**

#### Comparison Results

National Average:	57%
Province Average:	48%
Best District Result:	100%
Worst District Result:	0%

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

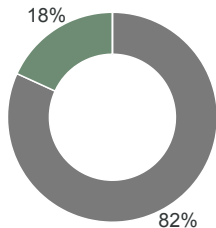
#### Facility Results (5 Best/Worst)

Gamalakhe CHC	100%
Gcilima Clinic	100%
KwaMbunde Clinic	100%
Margate Clinic	100%
Port Edward Clinic	100%
.....	--
Izingolweni Clinic	0%
Marburg Clinic	0%
Port Shepstone Clinic	0%
Southport Clinic	0%
Umzinto Clinic	0%

### Were the Facility Windows Open?

Total Observations: 11

Yes:	82%
No:	18%
Don't know:	0%



**District Score\*** **82%**

#### Comparison Results

National Average:	100%
Province Average:	95%
Best District Result:	100%
Worst District Result:	79%

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

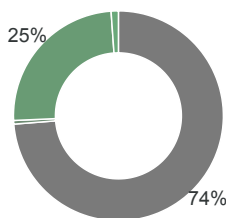
#### Facility Results (5 Best/Worst)

Gamalakhe CHC	100%
Gcilima Clinic	100%
Izingolweni Clinic	100%
KwaMbunde Clinic	100%
Margate Clinic	100%
.....	--
Southport Clinic	100%
Turton CHC	100%
Umzinto Clinic	100%
Marburg Clinic	0%
Port Shepstone Clinic	0%

### Are people being asked for TB symptoms?

Patient Responses: 179

Yes:	74%
Only sometimes:	1%
No:	25%
Don't know:	1%



**District Score\*** **75%**

#### Comparison Results

National Average:	31%
Province Average:	76%
Best District Result:	100%
Worst District Result:	12%

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

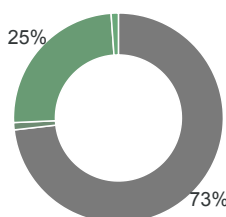
#### Facility Results (5 Best/Worst)

Gamalakhe CHC	100%
Gcilima Clinic	100%
Izingolweni Clinic	100%
KwaMbunde Clinic	100%
Margate Clinic	100%
.....	--
Turton CHC	100%
Marburg Clinic	93%
Port Shepstone Clinic	19%
Southport Clinic	17%
Umzinto Clinic	16%

### Are people who are coughing in a separate room?

Patient Responses: 179

Yes:	73%
Only sometimes:	1%
No:	25%
Don't know:	1%



**District Score\*** **74%**

#### Comparison Results

National Average:	26%
Province Average:	60%
Best District Result:	100%
Worst District Result:	9%

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

#### Facility Results (5 Best/Worst)

Gamalakhe CHC	100%
Gcilima Clinic	100%
Izingolweni Clinic	100%
Margate Clinic	100%
Port Edward Clinic	100%
.....	--
KwaMbunde Clinic	94%
Marburg Clinic	93%
Port Shepstone Clinic	19%
Southport Clinic	17%
Umzinto Clinic	16%