

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: 219

Amount of time spent:

3:45

Comparison Results

National Average:	4:15
Provincial Average:	3:29
Best District Result:	2:00
Worst District Result:	7:13

Facility Results (5 Best/Worst)

Port Shepstone Clinic	2:21
Southport Clinic	2:33
Gcilima Clinic	3:11
Margate Clinic	3:21
Izingolweni Clinic	3:37
KwaMbunde Clinic	3:42
Marburg Clinic	3:50
Gamalakhe CHC	4:03
Port Edward Clinic	4:04
Turton CHC	4:04
Umzinto Clinic	6:27

Earliest Patient Arrival Time

Patient Responses: 219

Earliest arrival time

7:09

Comparison Results

National Average:	5:47
Provincial Average:	5:56
Best District Result:	7:09
Worst District Result:	4:39

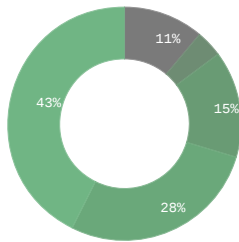
Facility Results (5 Best/Worst)

Margate Clinic	8:36
KwaMbunde Clinic	8:31
Port Edward Clinic	8:05
Gamalakhe CHC	8:00
Gcilima Clinic	7:41
Izingolweni Clinic	7:21
Port Shepstone Clinic	6:18
Southport Clinic	6:03
Turton CHC	5:52
Marburg Clinic	5:32
Umzinto Clinic	4:42

How Safe is the Facility to Wait Before it Opens?

Patient Responses: 54

Very Unsafe:	11%
Unsafe:	4%
Neither Safe or Unsafe:	15%
Safe:	28%
Very Safe:	43%



District Score*

3.87

Comparison Results

National Average:	3.14
Provincial Average:	3.5
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.**

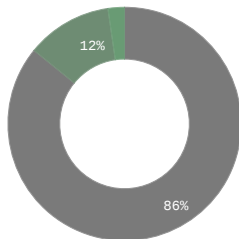
Facility Results

Turton CHC	4.8
KwaMbunde Clinic	4.56
Gcilima Clinic	4.5
Southport Clinic	4.33
Port Shepstone Clinic	4.25
Marburg Clinic	4.0
Margate Clinic	3.14
Umzinto Clinic	3.11

Are the Queues at the Facility Long?

Patient Responses: 219

Yes:	86%
No:	12%
Don't know:	2%



District Score*

88%

Comparison Results

National Average:	66%
Provincial Average:	68%
Best District Result:	33%
Worst District Result:	98%

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

Facility Results (5 Best/Worst)

Izingolweni Clinic	47
KwaMbunde Clinic	76
Gcilima Clinic	83
Marburg Clinic	94
Margate Clinic	95
Gamalakhe CHC	100
Port Edward Clinic	100
Port Shepstone Clinic	100
Southport Clinic	100
Turton CHC	100
Umzinto Clinic	100

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

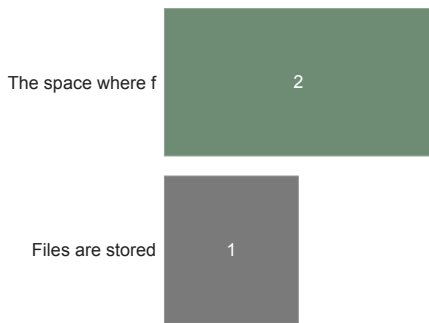
Margate Clinic	1	Old building needs renovation
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What do you need more space for?

Facility Responses: 0

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

Total Observations: 3



Facility Results

Gamalakhe CHC	1.0	The space where files are stored is too small	1.0
Izingolweni Clinic	1.0	The space where files are stored is too small	1.0
KwaMbunde Clinic	1.0	Files are stored where patients can access them	1.0

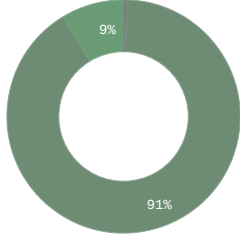
Access to Medicines and Shortages/Stockouts

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: 219

Yes:	0%
No:	91%
Dont know:	9%



District Score*

0%

Comparison Results

National Average:	11%
Provincial Average:	9%
Best District Result:	0%
Worst District Result:	50%

* 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
KwaMbunde Clinic	0
Marburg Clinic	0
Margate Clinic	0
Port Edward Clinic	0
Port Shepstone Clinic	0
Southport Clinic	0
Turton CHC	0
Umzinto Clinic	0
Izingolweni Clinic	4

Patient Reports of Medicine Shortage(s)

Patient Responses: 1

Facility Results



PrEP 1

Contraception shortage(s)

Patient Responses: 0

HIV medication shortage(s)

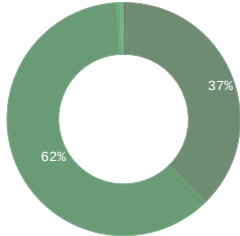
Patient Responses: 0

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:	0%
1 month:	37%
2 months:	62%
3 months:	0%
6 months:	0%



District Score*

1.64

Comparison Results

National Average:	2.26
Provincial Average:	2.21
Best District Result:	4.0
Worst District Result:	1.64

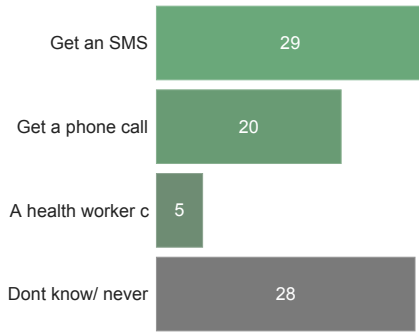
* Scores based on average point value of each response with a maximum score of 6 and a minimum score of 0.25. **HIGHER scores are better.**

Facility Results (5 Best/Worst)

KwaMbunde Clinic	2.2
Margate Clinic	2.0
Gcilima Clinic	1.79
Marburg Clinic	1.75
Port Shepstone Clinic	1.73
Turton CHC	1.73
Umzinto Clinic	1.71
Southport Clinic	1.67
Izingolweni Clinic	1.57
Gamalakhe CHC	1.18
Port Edward Clinic	1.0

When Patients Miss a Visit to Collect ARVs:

Patient Responses: 70

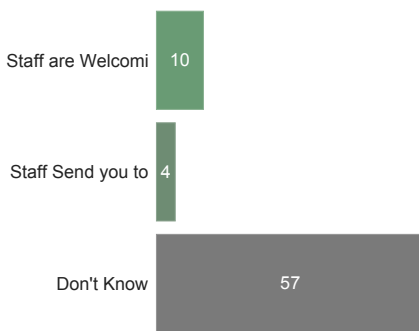


Facility Results

	Get an SMS	Get a phone call	A health worker comes to your house	Don't know/ never missed a visit
Gamalakhe CHC	1.0	2.0		
Izingolweni Clinic		1.0	1.0	3.0
Marburg Clinic	5.0			8.0
Port Edward Clinic	6.0	6.0	4.0	
Port Shepstone Clinic	7.0			3.0
Southport Clinic	3.0	1.0		11.0
Turton CHC	1.0	10.0		
Umzinto Clinic	6.0			

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

Patient Responses: 70



Facility Results

	Staff are Welcoming Back	Staff Send you to Back of Queue	Don't Know
Gcilima Clinic		1.0	3.0
Izingolweni Clinic	2.0		
Gamalakhe CHC	2.0		
Port Edward Clinic	6.0		

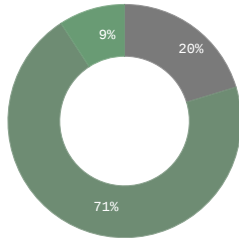
Adherence Clubs

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: 207

Yes:	20%
No:	71%
Dont know:	9%



District Score*

22%

Comparison Results

National Average:	41%
Provincial Average:	55%
Best District Result:	92%
Worst District Result:	0%

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

Facility Results (5 Best/Worst)

Port Edward Clinic	100
Gamalakhe CHC	85
Izingolweni Clinic	23
Gcilima Clinic	0
KwaMbunde Clinic	0
Marburg Clinic	0
Margate 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?

Total Responses: 0

Facility Results

District Score*

NA

Comparison Results

National Average:	93%
Provincial 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

Total Responses: 0

What clinical services are offered at an adherence club meeting?

Total Responses: 0

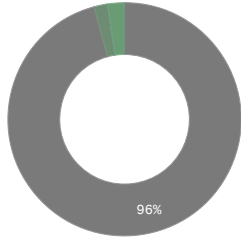
Access to Viral Load Testing / Information

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: 213

Yes:	96%
No:	2%
Dont know:	2%



District Score* **98%**

Comparison Results

National Average:	95%
Provincial Average:	97%
Best District Result:	100%
Worst District Result:	84%

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

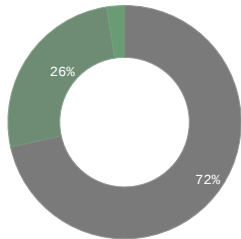
Facility Results (5 Best/Worst)

Izingolweni Clinic	100
KwaMbunde Clinic	100
Marburg Clinic	100
Port Edward Clinic	100
Port Shepstone Clinic	100
Southport Clinic	100
Turton CHC	100
Umzinto Clinic	100
Margate Clinic	95
Gamalakhe CHC	93
Gcilima Clinic	91

Did a Health Worker Explain the Viral Load Test Result?

Patient Responses: 204

Yes:	72%
No:	26%
Dont know:	2%



District Score* **73%**

Comparison Results

National Average:	86%
Provincial Average:	90%
Best District Result:	100%
Worst District Result:	34%

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

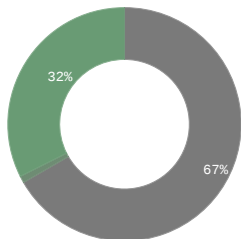
Facility Results (5 Best/Worst)

Gamalakhe CHC	100
KwaMbunde Clinic	100
Margate Clinic	100
Port Edward Clinic	100
Izingolweni Clinic	96
Gcilima Clinic	95
Port Shepstone Clinic	54
Turton CHC	43
Southport Clinic	33
Marburg Clinic	14
Umzinto Clinic	12

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

Patient Responses: 213

Yes:	67%
No:	1%
Dont know:	32%



District Score* **0.67**

Comparison Results

National Average:	0.82
Provincial Average:	0.89
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.**

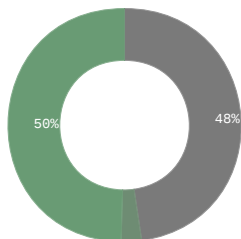
Facility Results (5 Best/Worst)

KwaMbunde Clinic	1.0
Margate Clinic	1.0
Umzinto Clinic	1.0
Gcilima Clinic	0.91
Izingolweni Clinic	0.89
Port Shepstone Clinic	0.8
Southport Clinic	0.6
Gamalakhe CHC	0.35
Turton CHC	0.27
Marburg Clinic	0.25
Port Edward Clinic	0.15

Treatment Literacy: Do Patients Understand Viral Load and Transmission?

Patient Responses: 212

Yes:	48%
No:	3%
Dont know:	50%



District Score* **0.48**

Comparison Results

National Average:	0.74
Provincial Average:	0.8
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 (5 Best/Worst)

KwaMbunde Clinic	1.0
Margate Clinic	1.0
Gcilima Clinic	0.91
Izingolweni Clinic	0.71
Umzinto Clinic	0.38
Southport Clinic	0.27
Gamalakhe CHC	0.24
Port Shepstone Clinic	0.13
Port Edward Clinic	0.11
Turton CHC	0.07
Marburg Clinic	0.0

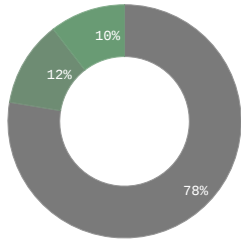
Index Testing

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: 210

Yes:	78%
No:	12%
Dont know:	10%



District Score* **85%**

Comparison Results

National Average:	66%
Provincial Average:	78%
Best District Result:	100%
Worst District Result:	3%

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

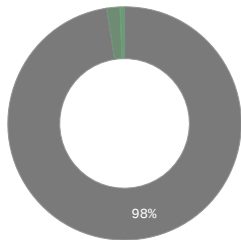
Facility Results (5 Best/Worst)

Gamalakhe CHC	100
KwaMbunde Clinic	100
Margate Clinic	100
Port Edward Clinic	100
Port Shepstone Clinic	100
Gcilima Clinic	96
Izingolweni Clinic	96
Turton CHC	62
Southport Clinic	53
Marburg Clinic	38
Umzinto Clinic	35

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

Patient Responses: 163

Yes:	98%
No:	2%
Dont know:	1%



District Score* **98%**

Comparison Results

National Average:	81%
Provincial Average:	85%
Best District Result:	100%
Worst District Result:	0%

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

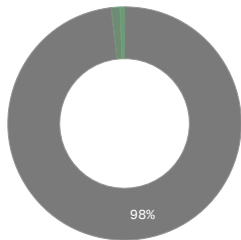
Facility Results (5 Best/Worst)

Gamalakhe CHC	100
Marburg Clinic	100
Margate Clinic	100
Port Edward Clinic	100
Port Shepstone Clinic	100
Southport Clinic	100
Turton CHC	100
Umzinto Clinic	100
Izingolweni Clinic	96
Gcilima Clinic	95
KwaMbunde Clinic	95

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

Patient Responses: 163

Yes:	98%
No:	1%
Dont know:	1%



District Score* **99%**

Comparison Results

National Average:	79%
Provincial Average:	88%
Best District Result:	100%
Worst District Result:	0%

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

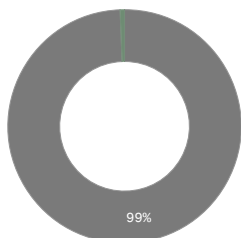
Facility Results (5 Best/Worst)

Gamalakhe CHC	100
Gcilima Clinic	100
KwaMbunde Clinic	100
Marburg Clinic	100
Margate Clinic	100
Port Shepstone Clinic	100
Southport Clinic	100
Turton CHC	100
Umzinto Clinic	100
Izingolweni Clinic	96
Port Edward Clinic	96

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

Patient Responses: 163

Yes:	99%
No:	1%



District Score* **99%**

Comparison Results

National Average:	74%
Provincial Average:	86%
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
Marburg Clinic	100
Margate Clinic	100
Port Edward Clinic	100
Port Shepstone Clinic	100
Southport Clinic	100
Turton CHC	100
Umzinto Clinic	100
KwaMbunde Clinic	95

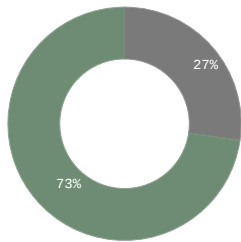
TB Infection Control

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: 27%
No: 73%



District Score* **27%**

Comparison Results

National Average: 47%
Provincial Average: 44%
Best District Result: 75%
Worst District Result: 0%

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

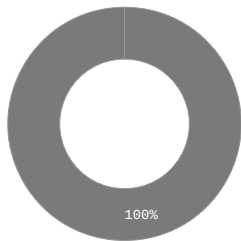
Facility Results (5 Best/Worst)

Gamalakhe CHC	100
KwaMbunde Clinic	100
Turton CHC	100
Gcilima Clinic	0
Izingolweni Clinic	0
Marburg Clinic	0
Margate Clinic	0
Port Edward Clinic	0
Port Shepstone Clinic	0
Southport Clinic	0
Umzinto Clinic	0

Were the Facility Windows Open?

Total Observations: 11

Yes: 100%



District Score* **100%**

Comparison Results

National Average: 95%
Provincial Average: 98%
Best District Result: 100%
Worst District Result: 60%

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

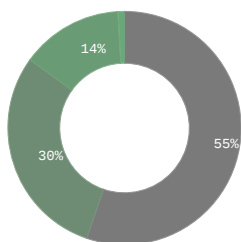
Facility Results (5 Best/Worst)

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
Umzinto Clinic	100

Are people being asked for TB symptoms?

Patient Responses: 219

Yes: 55%
Only sometimes: 30%
No: 14%
Dont know: 1%



District Score* **56%**

Comparison Results

National Average: 64%
Provincial Average: 75%
Best District Result: 100%
Worst District Result: 6%

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

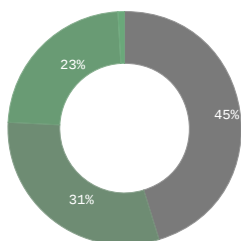
Facility Results (5 Best/Worst)

Port Edward Clinic	93
Southport Clinic	93
KwaMbunde Clinic	80
Izingolweni Clinic	70
Gamalakhe CHC	68
Gcilima Clinic	55
Marburg Clinic	50
Margate Clinic	50
Umzinto Clinic	6
Port Shepstone Clinic	0
Turton CHC	0

Are people who are coughing in a separate room?

Patient Responses: 219

Yes: 45%
Only sometimes: 31%
No: 23%
Dont know: 1%



District Score* **46%**

Comparison Results

National Average: 56%
Provincial Average: 66%
Best District Result: 100%
Worst District Result: 14%

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

Facility Results (5 Best/Worst)

Southport Clinic	73
Port Edward Clinic	71
KwaMbunde Clinic	70
Margate Clinic	55
Gcilima Clinic	52
Izingolweni Clinic	50
Marburg Clinic	38
Gamalakhe CHC	28
Umzinto Clinic	24
Turton CHC	7
Port Shepstone Clinic	0