

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: 140

Amount of time spent: **3:NaN**

Comparison Results

National Average:	4:58
Province Average:	4:29
Best District Result:	3:36
Worst District Result:	7:55

Facility Results

Ulundi A Clinic	1:49
eDumbe CHC	2:28
Bhekuzulu Clinic	2:58
Ncotshane Clinic	2:59
Pongola Clinic	3:56
Mason Street Clinic	4:25
Mdumezulu Clinic	4:29
Queen Nolonolo Clinic	5:36
Hlobane Clinic	6:24

Earliest Patient Arrival Time

Patient Responses: 82

Earliest arrival time: **6:NaN**

Comparison Results

National Average:	5:26
Province Average:	5:33
Best District Result:	7:54
Worst District Result:	4:18

Facility Results

Mdumezulu Clinic	6:30
Mason Street Clinic	6:28
Bhekuzulu Clinic	6:18
Hlobane Clinic	6:13
Queen Nolonolo Clinic	6:02
Ulundi A Clinic	5:56
eDumbe CHC	5:45
Ncotshane Clinic	5:41
Pongola Clinic	5:25

How Safe is the Facility to Wait Before it Opens?

Patient Responses: 28

Very Unsafe:	11%
Unsafe:	11%
Neither Safe or Unsafe:	11%
Safe:	18%
Very Safe:	50%
Dont know:	0%

District Score*

3.86

Comparison Results

National Average:	2.92
Province Average:	3.27
Best District Result:	4.54
Worst District Result:	1.00

* 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

Mason Street Clinic	5.00
Queen Nolonolo Clinic	5.00
Hlobane Clinic	4.13
Bhekuzulu Clinic	3.71
Ncotshane Clinic	1.80

Are the Queues at the Facility Long?

Patient Responses: 142

Yes:	73%
No:	25%
Dont know:	2%

District Score*

74%

Comparison Results

National Average:	81%
Province Average:	83%
Best District Result:	46%
Worst District Result:	100%

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

Facility Results

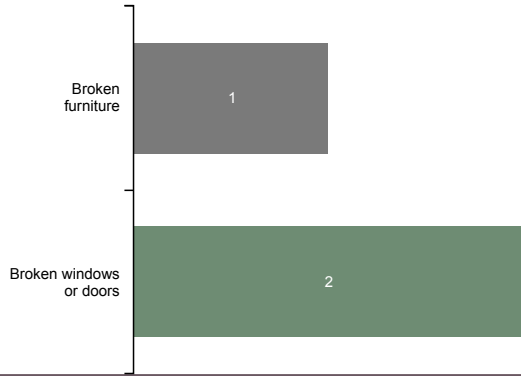
Ncotshane Clinic	40%
Ulundi A Clinic	53%
Bhekuzulu Clinic	60%
Mdumezulu Clinic	63%
eDumbe CHC	81%
Mason Street Clinic	87%
Queen Nolonolo Clinic	87%
Hlobane Clinic	100%
Pongola Clinic	100%

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:3

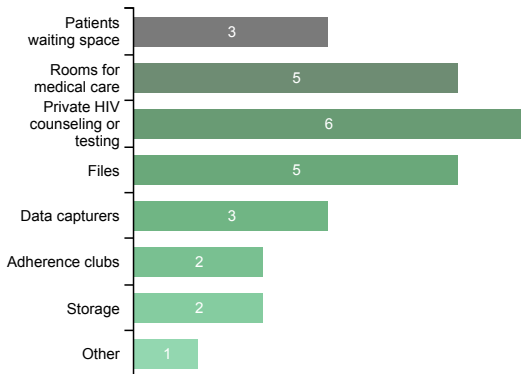


Facility Results

Facility	Broken furniture	Broken windows or doors
Bhekuzulu Clinic		1
Queen Nolonolo Clinic	1	
Ulundi A Clinic		1

What do you need more space for?

Facility Responses:8

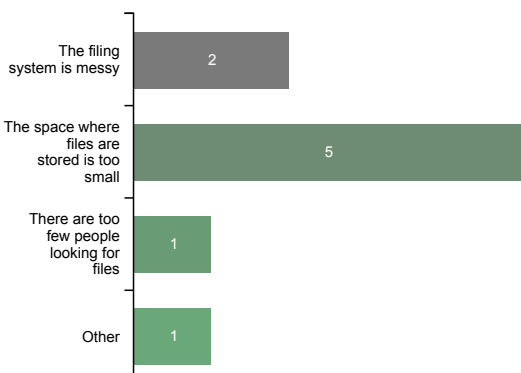


Facility Results

Facility	Patients waiting space	Rooms for medical care	Private HIV counseling or testing	Files	Data capturers	Adherence clubs	Storage	Other
Ncotshane Clinic	1	1	1	1	1	1		
eDumbe CHC	1	1	1	1	1		1	
Bhekuzulu Clinic		1	1			1		
Mason Street Clinic			1	1			1	
Queen Nolonolo Clinic	1		1	1				
Mdumezulu Clinic		1	1					
Pongola Clinic				1	1			
Ulundi A Clinic		1						1

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

Total Observations:6



Facility Results

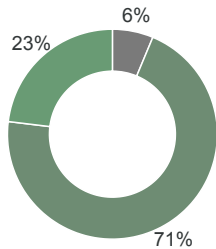
Facility	The filing system is messy	The space where files are stored is too small	There are too few people looking for files	Other
Mason Street Clinic	1	1	7	
Bhekuzulu Clinic	1	1		
Hlobane Clinic		1		
Mdumezulu Clinic		1		
Ncotshane Clinic		1		
Ulundi A Clinic				1

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

Yes: 6%
No: 71%
Dont know: 23%



District Score*

8%

Comparison Results

National Average: 15%
Province Average: 7%
Best District Result: 0%
Worst District Result: 82%

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

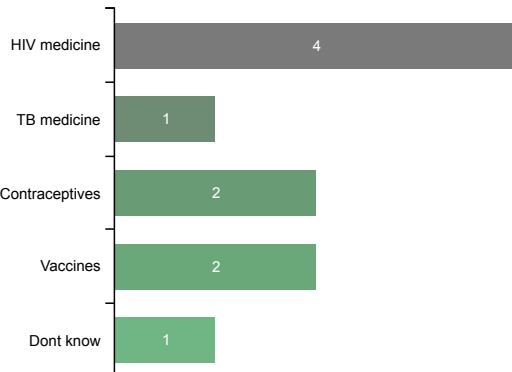
Patient Responses: 143

Facility Results

Mdumezulu Clinic	0%
Ncotshane Clinic	0%
Pongola Clinic	0%
Queen Nolonolo Clinic	0%
Ulundi A Clinic	0%
eDumbe CHC	7%
Mason Street Clinic	15%
Hlobane Clinic	20%
Bhekuzulu Clinic	33%

Patient Reports of Medicine Shortage(s)

Patient Responses: 9



Facility Results

Facility	HIV medicine	TB medicine	Contraceptives	Vaccines	Dont know
Bhekuzulu Clinic	1		1	1	
Hlobane Clinic	1	1		1	1
Mason Street Clinic	2				
eDumbe CHC			1		

Contraception shortage(s)

Patient Responses: 2

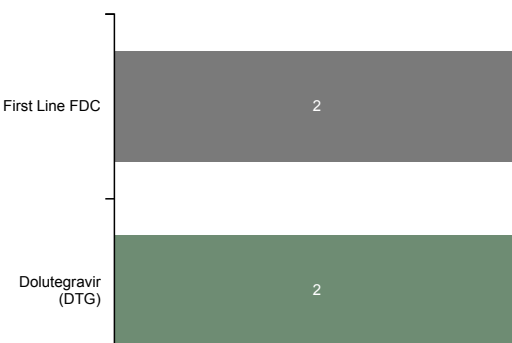


Facility Results

Bhekuzulu Clinic	Implant	1
eDumbe CHC	Implant	1

HIV medication shortage(s)

Patient Responses: 4



Facility Results

Facility	First Line FDC	Dolutegravir (DTG)
Mason Street Clinic	1	1
Bhekuzulu Clinic		1
Hlobane Clinic	1	

ARV Collection and Access

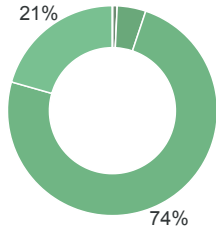
Currently many people in South Africa who could benefit from HIV treatment are not, with many people who are living with HIV not on treatment – either never having known their HIV status, or having started on treatment then disengaged from care. To ensure we get more people to start and importantly stay 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: 136

Facility Results

1 week:	0%
2 weeks:	1%
3 weeks:	0%
1 month:	4%
2 months:	74%
3 months:	21%
6 months:	0%
Dont know:	0%



District Score*

2.15

Comparison Results

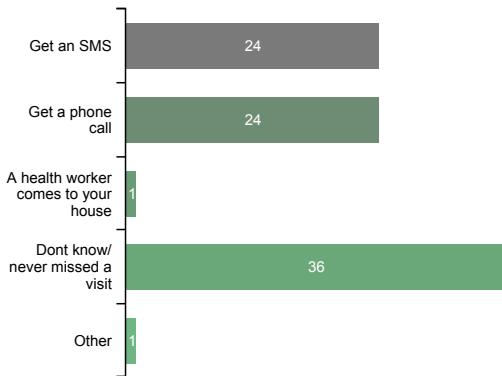
National Average:	2.03
Province Average:	2.02
Best District Result:	2.39
Worst District Result:	1.56

* 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.**

Bhekuzulu Clinic	2.53
eDumbe CHC	2.33
Pongola Clinic	2.27
Mdumezulu Clinic	2.19
Mason Street Clinic	2.13
Ulundi A Clinic	2.07
Hlobane Clinic	2.00
Ncotshane Clinic	2.00
Queen Nolonolo Clinic	1.83

When Patients Miss a Visit to Collect ARVs:

Patient Responses: 81

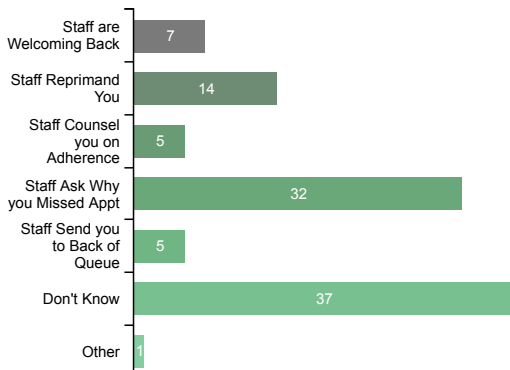


Facility Results

	Get an SMS	Get a phone call	A health worker comes to your house	Dont know/never missed a visit	Other
Bhekuzulu Clinic	6	3		5	
Hlobane Clinic	1	3	1		
Mason Street Clinic	3	1		1	1
Mdumezulu Clinic	3	3		9	
Ncotshane Clinic	1			1	
Pongola Clinic	2	5		6	
Queen Nolonolo Clinic		2		2	
Ulundi A Clinic		6		9	
eDumbe CHC	8	1		3	

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

Patient Responses: 78



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	Other
Hlobane Clinic		3		1	1		
Mdumezulu Clinic			1	3	4	9	
Bhekuzulu Clinic	2	5		6		5	
Queen Nolonolo Clinic	1	1		1		2	
Ulundi A Clinic		1	1	3		10	
Pongola Clinic		2	2	7		6	
eDumbe CHC	1	2		8		3	
Mason Street Clinic	2			2		1	1
Ncotshane Clinic	1		1	1		1	

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: 132

Yes: 25%

No: 60%

Don't know: 15%

District Score* **29%**

Comparison Results

National Average:	35%
Province Average:	39%
Best District Result:	91%
Worst District Result:	1%

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

Facility Results

Ncotshane Clinic	100%
Queen Nolonolo Clinic	58%
Pongola Clinic	47%
Mason Street Clinic	33%
eDumbe CHC	17%
Bhekuzulu Clinic	8%
Hlobane Clinic	0%
Mdumezulu Clinic	0%
Ulundi A Clinic	0%

Does the Adherence Club make HIV medicine pick up faster?

Total Responses: 4

Yes: 100%

District Score* **100%**

Comparison Results

National Average:	94%
Province Average:	99%
Best District Result:	100%
Worst District Result:	0%

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

Facility Results

Ncotshane Clinic	100%
Queen Nolonolo Clinic	100%

Information provided by the Adherence Club

Total Responses: 4

Side effects of medicines: 2

Why patients should adhere to their ARVs: 2

Different medicine options such as new drugs (ex. Doloutegravir): 4

Facility Results

Information	Queen Nolonolo Clinic	Ncotshane Clinic
Side effects of medicines	1	2
Why patients should adhere to their ARVs	1	1
Different medicine options such as new drugs (ex. Doloutegravir)	2	2

Facility Results

Information	Queen Nolonolo Clinic	Ncotshane Clinic
Side effects of medicines	1	2
Why patients should adhere to their ARVs	1	1
Different medicine options such as new drugs (ex. Doloutegravir)	2	2

What clinical services are offered at an adherence club meeting?

Total Responses: 4

ARV collection: 4

Referral for mental health services or psycho-social support: 2

Facility Results

Service	Ncotshane Clinic	Queen Nolonolo Clinic
ARV collection	2	2
Referral for mental health services or psycho-social support	1	1

Facility Results

Service	Ncotshane Clinic	Queen Nolonolo Clinic
ARV collection	2	2
Referral for mental health services or psycho-social support	1	1

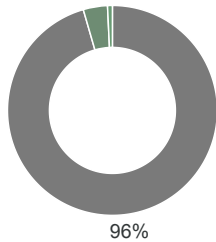
Access to Viral Load Testing / Information

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: 134

Yes:	96%
No:	4%
Dont know:	1%



96%

District Score* **95%**

Comparison Results

National Average:	94%
Province Average:	96%
Best District Result:	100%
Worst District Result:	71%

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

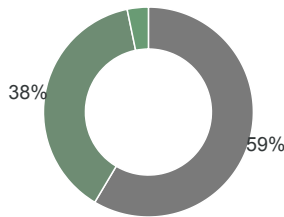
Facility Results

Bhekuzulu Clinic	100%
Hlobane Clinic	100%
Mason Street Clinic	100%
Pongola Clinic	100%
eDumbe CHC	100%
Mdumezulu Clinic	93%
Ncotshane Clinic	93%
Queen Nolonolo Clinic	87%
Ulundi A Clinic	80%

Did a Health Worker Explain the Viral Load Test Result?

Patient Responses: 123

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



38%

59%

District Score* **58%**

Comparison Results

National Average:	77%
Province Average:	79%
Best District Result:	98%
Worst District Result:	34%

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

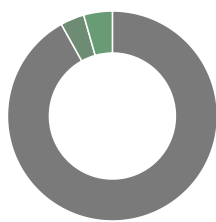
Facility Results

Ncotshane Clinic	85%
eDumbe CHC	73%
Mdumezulu Clinic	64%
Ulundi A Clinic	64%
Hlobane Clinic	60%
Bhekuzulu Clinic	53%
Queen Nolonolo Clinic	46%
Mason Street Clinic	40%
Pongola Clinic	38%

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

Patient Responses: 136

Yes:	92%
No:	4%
Dont know:	4%



92%

District Score* **0.92**

Comparison Results

National Average:	0.76
Province Average:	0.77
Best District Result:	0.98
Worst District Result:	0.19

* 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.**

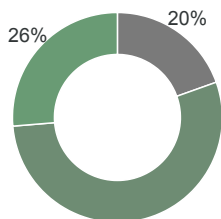
Facility Results

Bhekuzulu Clinic	1.00
Hlobane Clinic	1.00
Ncotshane Clinic	1.00
Pongola Clinic	1.00
eDumbe CHC	1.00
Ulundi A Clinic	0.93
Mason Street Clinic	0.87
Queen Nolonolo Clinic	0.87
Mdumezulu Clinic	0.63

Treatment Literacy: Do Patients Understand Viral Load and Transmission?

Patient Responses: 133

Yes:	20%
No:	54%
Dont know:	26%



26%

54%

District Score* **0.20**

Comparison Results

National Average:	0.56
Province Average:	0.55
Best District Result:	0.94
Worst District Result:	0.10

* 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

Hlobane Clinic	0.53
Mason Street Clinic	0.47
Mdumezulu Clinic	0.19
Ncotshane Clinic	0.15
Bhekuzulu Clinic	0.13
Ulundi A Clinic	0.13
Pongola Clinic	0.07
eDumbe CHC	0.07
Queen Nolonolo 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: 134

Yes:	68%
No:	28%
Dont know:	4%

District Score* **70%**

Comparison Results

National Average:	64%
Province Average:	69%
Best District Result:	97%
Worst District Result:	7%

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

Facility Results

Mdumezulu Clinic	100%
Ncotshane Clinic	100%
eDumbe CHC	87%
Bhekuzulu Clinic	73%
Pongola Clinic	70%
Queen Nolonolo Clinic	67%
Hlobane Clinic	47%
Mason Street Clinic	47%
Ulundi A Clinic	36%

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

Patient Responses: 91

Yes:	93%
No:	5%
Dont know:	1%

District Score* **94%**

Comparison Results

National Average:	72%
Province Average:	78%
Best District Result:	100%
Worst District Result:	0%

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

Facility Results

Hlobane Clinic	100%
Mdumezulu Clinic	100%
Pongola Clinic	100%
Ulundi A Clinic	100%
Ncotshane Clinic	93%
eDumbe CHC	92%
Bhekuzulu Clinic	91%
Queen Nolonolo Clinic	90%
Mason Street Clinic	86%

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

Patient Responses: 88

Yes:	56%
No:	35%
Dont know:	9%

District Score* **59%**

Comparison Results

National Average:	64%
Province Average:	78%
Best District Result:	100%
Worst District Result:	12%

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

Facility Results

Bhekuzulu Clinic	100%
Hlobane Clinic	100%
Mason Street Clinic	100%
eDumbe CHC	100%
Mdumezulu Clinic	31%
Queen Nolonolo Clinic	30%
Ulundi A Clinic	25%
Ncotshane Clinic	20%
Pongola Clinic	0%

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

Patient Responses: 79

Yes:	54%
No:	19%
Dont know:	27%

District Score* **61%**

Comparison Results

National Average:	60%
Province Average:	73%
Best District Result:	96%
Worst District Result:	0%

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

Facility Results

Hlobane Clinic	100%
Ulundi A Clinic	100%
Mason Street Clinic	86%
eDumbe CHC	85%
Bhekuzulu Clinic	82%
Queen Nolonolo Clinic	40%
Pongola Clinic	33%
Mdumezulu Clinic	25%
Ncotshane Clinic	20%

TB Infection Control

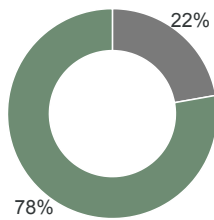
Six simple interventions are at the heart of how clinics can be part of turning the tide on TB infection — a disease that still kills close to 60,000 people a year in South Africa, according to the World Health Organization (WHO). By following a checklist of good practice, clinics can be safer for patients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

The six measures are: ensuring enough room and space for patients to wait without overcrowding; keeping windows open; ensuring there are TB information posters prominently displayed; reducing clinic waiting times to less than an average of an hour and 15 minutes; screening all arriving patients for TB symptoms; and separating patients who are coughing on arrival at the clinic. Previously there was a seventh item on the checklist. It was for people who are coughing to be given a mask to wear on arrival. However, since the onset of COVID-19, everyone has to by law be wearing a mask in a public place such as a clinic.

Enough room in the waiting area?

Total Observations:9

Yes:	22%
No:	78%



District Score* **22%**

Comparison Results

National Average:	48%
Province Average:	42%
Best District Result:	100%
Worst District Result:	0%

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

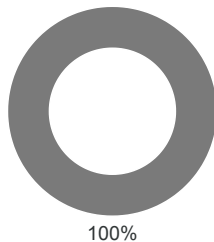
Facility Results

Mdumezulu Clinic	100%
Ulundi A Clinic	100%
Bhekuzulu Clinic	0%
Hlobane Clinic	0%
Mason Street Clinic	0%
Ncotshane Clinic	0%
Pongola Clinic	0%
Queen Nolonolo Clinic	0%
eDumbe CHC	0%

Were the Facility Windows Open?

Total Observations:9

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

Comparison Results

National Average:	92%
Province Average:	92%
Best District Result:	100%
Worst District Result:	43%

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

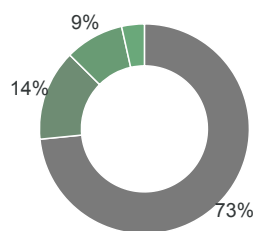
Facility Results

Bhekuzulu Clinic	100%
Hlobane Clinic	100%
Mason Street Clinic	100%
Mdumezulu Clinic	100%
Ncotshane Clinic	100%
Pongola Clinic	100%
Queen Nolonolo Clinic	100%
Ulundi A Clinic	100%
eDumbe CHC	100%

Are people being asked for TB symptoms?

Patient Responses: 143

Yes:	73%
Only sometimes:	14%
No:	9%
Dont know:	3%



District Score* **76%**

Comparison Results

National Average:	54%
Province Average:	60%
Best District Result:	81%
Worst District Result:	8%

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

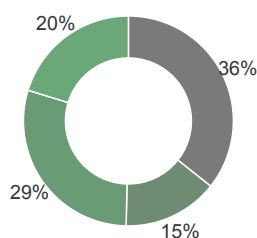
Facility Results

Hlobane Clinic	100%
Ncotshane Clinic	100%
eDumbe CHC	100%
Queen Nolonolo Clinic	93%
Ulundi A Clinic	88%
Mdumezulu Clinic	65%
Mason Street Clinic	62%
Bhekuzulu Clinic	40%
Pongola Clinic	36%

Are people who are coughing in a separate room?

Patient Responses: 143

Yes:	36%
Only sometimes:	15%
No:	29%
Dont know:	20%



District Score* **45%**

Comparison Results

National Average:	39%
Province Average:	40%
Best District Result:	71%
Worst District Result:	8%

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

Facility Results

eDumbe CHC	100%
Ncotshane Clinic	85%
Ulundi A Clinic	62%
Hlobane Clinic	53%
Mason Street Clinic	45%
Pongola Clinic	31%
Queen Nolonolo Clinic	27%
Bhekuzulu Clinic	20%
Mdumezulu Clinic	0%