

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: 135

Amount of time spent: **2:38**

Facility Results

Ulundi A Clinic	1:18
Pongola Clinic	1:56
eDumbe CHC	1:58
Ncotshane Clinic	2:22
Mdumezulu Clinic	2:51
Bhekuzulu Clinic	2:55
Queen Nolonolo Clinic	3:22
Mason Street Clinic	3:26
Hlobane Clinic	3:47

Comparison Results

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

Earliest Patient Arrival Time

Patient Responses: 76

Earliest arrival time: **6:11**

Facility Results

Mason Street Clinic	6:34
Pongola Clinic	6:28
Bhekuzulu Clinic	6:23
Mdumezulu Clinic	6:10
Hlobane Clinic	6:07
Queen Nolonolo Clinic	6:00
Ncotshane Clinic	6:00
eDumbe CHC	6:00
Ulundi A Clinic	5:06

Comparison Results

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

How Safe is the Facility to Wait Before it Opens?

Patient Responses: 26

Very Unsafe:	0%
Unsafe:	0%
Neither Safe or Unsafe:	0%
Safe:	23%
Very Safe:	77%
Don't know:	0%

District Score*

4.77

Comparison Results

National Average:	2.18
Province Average:	3.14
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

Ncotshane Clinic	5.00
Bhekuzulu Clinic	4.88
Mason Street Clinic	4.80
Hlobane Clinic	4.75
Queen Nolonolo Clinic	4.40

Are the Queues at the Facility Long?

Patient Responses: 140

Yes:	51%
No:	43%
Don't know:	6%

District Score*

54%

Comparison Results

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

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

Facility Results

Ulundi A Clinic	0%
Ncotshane Clinic	0%
Pongola Clinic	0%
Mdumezulu Clinic	21%
Queen Nolonolo Clinic	69%
eDumbe CHC	93%
Bhekuzulu Clinic	94%
Hlobane Clinic	100%
Mason Street Clinic	100%

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: 140

Always:	31%
Sometimes:	34%
Never:	21%
Don't know:	14%

District Score* **1.12**

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

Ulundi A Clinic	1.64
eDumbe CHC	1.61
Ncotshane Clinic	1.57
Queen Nolonolo Clinic	1.00
Mdumezulu Clinic	1.00
Mason Street Clinic	0.93
Bhekuzulu Clinic	0.69
Hlobane Clinic	0.43

Are Staff Friendly and Professional?

Patient Responses: 140

Yes:	69%
Sometimes:	29%
Never:	2%
Don't know:	1%

District Score* **1.67**

Comparison Results

National Average:	1.46
Province Average:	1.65
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

Pongola Clinic	2.00
eDumbe CHC	1.94
Ncotshane Clinic	1.80
Queen Nolonolo Clinic	1.73
Hlobane Clinic	1.60
Ulundi A Clinic	1.57
Mason Street Clinic	1.56
Bhekuzulu Clinic	1.40
Mdumezulu Clinic	1.33

Which Cadres are Understaffed?

Facility Responses: 7

Facility Results

	Doctor	Professional nurse	Enrolled nurse	Enrolled nurse assistant	Pharmacist	Assistant pharmacist	Lab technician	Lay counselors	Linkage officers	Adherence club facilitators	Data capturer	Security guard	Cleaner	General assistant
Bhekuzulu Clinic		1	1	1			1		1	1	1			
Mason Street Clinic		1	1	1						1	1	1		
Pongola Clinic		1	1	1	1								1	1
Queen Nolonolo Clinic	1					1		1		1			1	1
Mdumezulu Clinic		1	1			1				1			1	
Ncotshane Clinic			1	1	1								1	1
Hlobane 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:

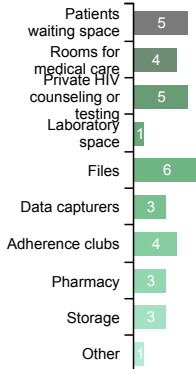
No Data

Facility Results

No Data

What do you need more space for?

Facility Responses:8

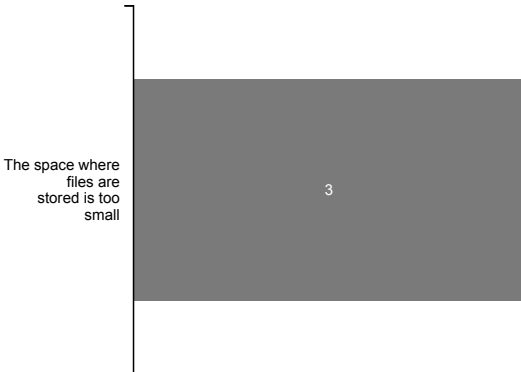


Facility Results

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

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

Total Observations:3



Facility Results

Facility	The space where files are stored is too small
Ncotshane Clinic	1
Queen Nolonolo Clinic	2

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: 141

Yes: 4%

No: 58%

Don't know: 38%

District Score* **6%**

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

Queen Nolonolo Clinic	0%
Ulundi A Clinic	0%
Bhekuzulu Clinic	0%
Mdumezulu Clinic	0%
Ncotshane Clinic	0%
Pongola Clinic	0%
Hlobane Clinic	8%
eDumbe CHC	14%
Mason Street Clinic	18%

Patient Reports of Medicine Shortage(s)

Patient Responses: 5

Facility Results

	Contraceptives	Pregnancy Test	Other medicines or tests
Mason Street Clinic		1	1
Hlobane Clinic	1		
eDumbe CHC	2		

Contraception shortage(s)

Patient Responses: 3

Facility Results

	Birth control pill	Injection
Hlobane Clinic	1	
eDumbe CHC		2

HIV medication shortage(s)

No Data

Facility Results

No Data

ARV Collection and Access

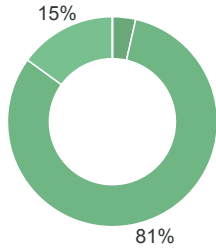
Currently many people in South Africa who could benefit from HIV treatment are not, with many people who are living with HIV not on treatment – either never having known their HIV status, or having started on treatment then disengaged from care. To ensure we get more people to start and importantly stay 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: 140

Facility Results

1 week:	0%
2 weeks:	0%
3 weeks:	0%
1 month:	4%
2 months:	81%
3 months:	15%
6 months:	0%
Don't know:	0%



District Score*

2.11

Comparison Results

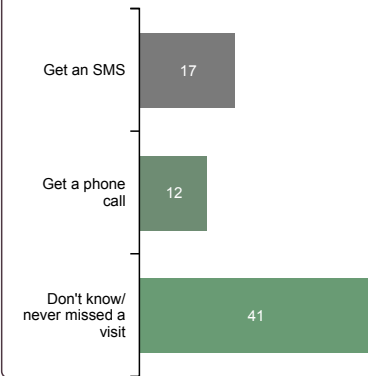
National Average:	1.54
Province Average:	2.20
Best District Result:	2.95
Worst District Result:	1.43

* 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.**

Mdumezulu Clinic	2.27
Mason Street Clinic	2.25
Queen Nolonolo Clinic	2.20
Ulundi A Clinic	2.20
Ncotshane Clinic	2.07
Bhekuzulu Clinic	2.06
eDumbe CHC	2.06
Pongola Clinic	2.00
Hlobane Clinic	1.93

When Patients Miss a Visit to Collect ARVs:

Patient Responses: 67

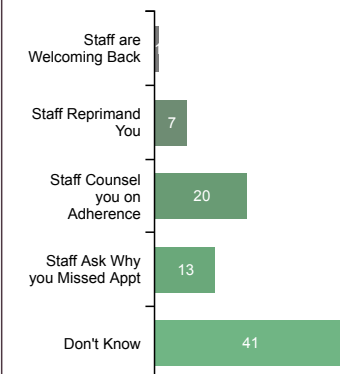


Facility Results

	Get an SMS	Get a phone call	Don't know/never missed a visit
Bhekuzulu Clinic	5	1	7
Hlobane Clinic	2	1	1
Mason Street Clinic	5	1	2
Mdumezulu Clinic		2	11
Ncotshane Clinic		2	7
Queen Nolonolo Clinic		3	8
Ulundi A Clinic		1	8
eDumbe CHC	5	1	2

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

Patient Responses: 67



Facility Results

	Staff are Welcoming Back	Staff Reprimand You	Staff Counsel you on Adherence	Staff Ask Why you Missed Appt	Don't Know
Mdumezulu Clinic		2	2		11
Hlobane Clinic		2	1	3	1
Queen Nolonolo Clinic		1	3		8
Mason Street Clinic		1	4	2	2
Bhekuzulu Clinic		1	4	4	1
Ncotshane Clinic			2		7
Ulundi A Clinic			1		8
eDumbe CHC	1		3	4	2

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: 137

Yes: 36%

No: 40%

Don't know: 23%

District Score* **48%**

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.

Facility Results

Pongola Clinic	89%
Queen Nolonolo Clinic	83%
Bhekuzulu Clinic	83%
Hlobane Clinic	71%
Mason Street Clinic	64%
eDumbe CHC	36%
Ncotshane Clinic	33%
Ulundi A Clinic	0%
Mdumezulu Clinic	0%

Does the Adherence Club make HIV medicine pick up faster?

Total Responses: 1

Yes: 100%

District Score* **100%**

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.

Facility Results

Mason Street Clinic	100%
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Information provided by the Adherence Club

Total Responses: 1

Don't know 1

Facility Results

Mason Street Clinic	Don't know 1
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What clinical services are offered at an adherence club meeting?

Total Responses: 1

Don't know 1

Facility Results

Mason Street Clinic	Don't know 1
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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: 140

Yes: 100%

100%

District Score* **100%**

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

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

Did a Health Worker Explain the Viral Load Test Result?

Patient Responses: 140

Yes: 76%

No: 17%

Don't know: 6%

76%

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

Queen Nolonolo Clinic	100%
Pongola Clinic	100%
Bhekuzulu Clinic	93%
Ncotshane Clinic	92%
eDumbe CHC	78%
Hlobane Clinic	73%
Ulundi A Clinic	71%
Mason Street Clinic	69%
Mdumezulu Clinic	64%

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

Patient Responses: 140

Yes: 92%

No: 3%

Don't know: 5%

92%

District Score* **0.92**

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

Queen Nolonolo Clinic	1.00
Ulundi A Clinic	1.00
Mdumezulu Clinic	1.00
Ncotshane Clinic	1.00
Pongola Clinic	1.00
Bhekuzulu Clinic	0.88
Hlobane Clinic	0.87
eDumbe CHC	0.83
Mason Street Clinic	0.75

Treatment Literacy: Do Patients Understand Viral Load and Transmission?

Patient Responses: 140

Yes: 59%

No: 17%

Don't know: 24%

59%

District Score* **0.59**

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

Pongola Clinic	1.00
Bhekuzulu Clinic	0.88
Hlobane Clinic	0.80
Mason Street Clinic	0.69
Ncotshane Clinic	0.47
eDumbe CHC	0.44
Queen Nolonolo Clinic	0.40
Ulundi A Clinic	0.40
Mdumezulu Clinic	0.20

Index Testing

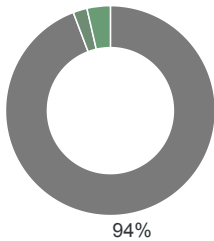
Index testing (aka Assisted Partner Notification Services or Contact Tracing) can help identify PLHIV earlier, get them access treatment to protect their health and interrupt onward transmission of HIV. However, if implemented poorly, index testing can cause harm to individuals, undermine their rights 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: 139

Yes:	94%
No:	2%
Don't know:	4%



94%

District Score* **97%**

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.**

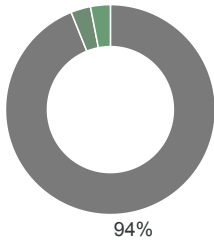
Facility Results

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

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

Patient Responses: 131

Yes:	94%
No:	3%
Don't know:	3%



94%

District Score* **97%**

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.**

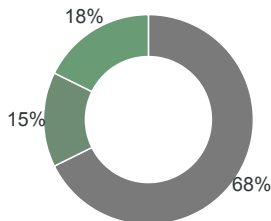
Facility Results

Queen Nolonolo Clinic	100%
Ulundi A Clinic	100%
Mason Street Clinic	100%
Pongola Clinic	100%
eDumbe CHC	100%
Bhekuzulu Clinic	94%
Hlobane Clinic	92%
Ncotshane Clinic	92%
Mdumezulu Clinic	92%

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

Patient Responses: 130

Yes:	68%
No:	15%
Don't know:	18%



68%

District Score* **81%**

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.**

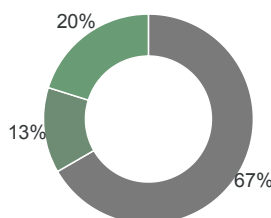
Facility Results

Mason Street Clinic	100%
Pongola Clinic	100%
eDumbe CHC	94%
Bhekuzulu Clinic	94%
Hlobane Clinic	92%
Ulundi A Clinic	56%
Ncotshane Clinic	55%
Queen Nolonolo Clinic	20%
Mdumezulu Clinic	20%

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

Patient Responses: 129

Yes:	67%
No:	13%
Don't know:	20%



67%

District Score* **82%**

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

Mason Street Clinic	100%
Pongola Clinic	100%
eDumbe CHC	94%
Bhekuzulu Clinic	93%
Hlobane Clinic	85%
Ncotshane Clinic	60%
Ulundi A Clinic	50%
Queen Nolonolo Clinic	40%
Mdumezulu Clinic	20%

TB Infection Control

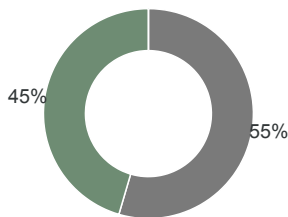
Six simple interventions are at the heart of how clinics can be part of turning the tide on TB infection — a disease that still kills close to 60,000 people a year in South Africa, according to the World Health Organization (WHO). By following a checklist of good practice, clinics can be safer for patients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

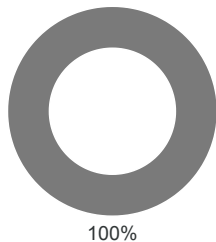
Facility Results

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

Were the Facility Windows Open?

Total Observations: 11

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

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.**

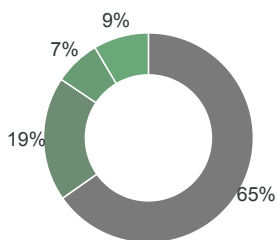
Facility Results

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

Are people being asked for TB symptoms?

Patient Responses: 141

Yes:	65%
Only sometimes:	19%
No:	7%
Don't know:	9%



District Score* **71%**

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.**

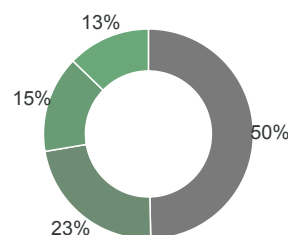
Facility Results

Pongola Clinic	100%
Ulundi A Clinic	92%
Queen Nolonolo Clinic	91%
eDumbe CHC	89%
Ncotshane Clinic	85%
Mdumezulu Clinic	62%
Mason Street Clinic	53%
Hlobane Clinic	40%
Bhekuzulu Clinic	33%

Are people who are coughing in a separate room?

Patient Responses: 141

Yes:	50%
Only sometimes:	23%
No:	15%
Don't know:	13%



District Score* **57%**

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

Pongola Clinic	100%
eDumbe CHC	88%
Ulundi A Clinic	75%
Ncotshane Clinic	69%
Mason Street Clinic	40%
Queen Nolonolo Clinic	38%
Bhekuzulu Clinic	33%
Hlobane Clinic	27%
Mdumezulu Clinic	25%