

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: 236

Amount of time spent:

3:26

Facility Results

Bhekuzulu Clinic	2:18
Hlobane Clinic	2:30
Ulundi A Clinic	2:45
Ncotshane Clinic	2:47
Mdumezulu Clinic	2:59
Queen Nolonolo Clinic	3:34
Mason Street Clinic	4:01
Pongola Clinic	4:48
eDumbe CHC	5:00

Comparison Results

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

Earliest Patient Arrival Time

Patient Responses: 191

Earliest arrival time

6:20

Facility Results

Ulundi A Clinic	6:45
Mason Street Clinic	6:44
Hlobane Clinic	6:33
Bhekuzulu Clinic	6:30
Queen Nolonolo Clinic	6:18
Mdumezulu Clinic	6:15
eDumbe CHC	6:04
Ncotshane Clinic	5:48
Pongola Clinic	5:21

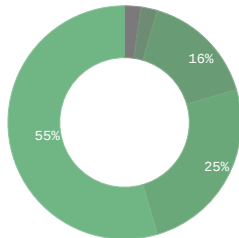
Comparison Results

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

How Safe is the Facility to Wait Before it Opens?

Patient Responses: 44

Very Unsafe:	2%
Unsafe:	2%
Neither Safe or Unsafe:	16%
Safe:	25%
Very Safe:	55%



District Score*

4.27

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.**

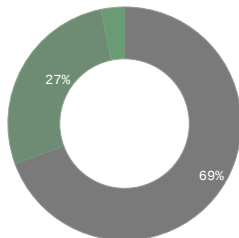
Facility Results

Ulundi A Clinic	5.0
Hlobane Clinic	4.86
Mason Street Clinic	4.73
Bhekuzulu Clinic	4.6
Ncotshane Clinic	3.33
eDumbe CHC	3.0
Queen Nolonolo Clinic	2.25

Are the Queues at the Facility Long?

Patient Responses: 245

Yes:	69%
No:	27%
Don't know:	3%



District Score*

71%

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

Ncotshane Clinic	19
Ulundi A Clinic	54
Mdumezulu Clinic	63
Mason Street Clinic	72
Bhekuzulu Clinic	74
Queen Nolonolo Clinic	80
Hlobane Clinic	81
Pongola Clinic	88
eDumbe CHC	94

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:

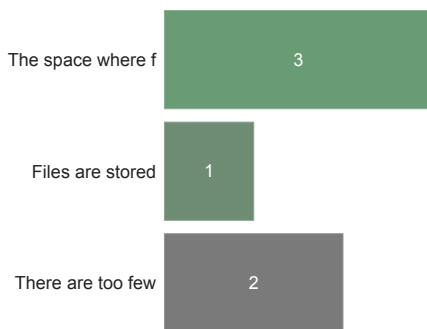
Total Observations: 0

What do you need more space for?

Facility Responses: 0

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

Total Observations: 4



Facility Results

Facility	The space where files are stored is too small	Files are stored where patients can access them	There are too few people looking for files
Pongola Clinic			
Ulundi A Clinic	1.0		1.0
Mdumezulu Clinic	1.0		
Queen Nolonolo Clinic	1.0		

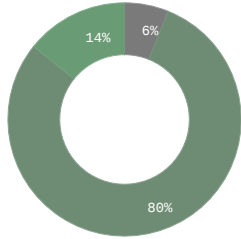
Access to Medicines and Shortages/Stockouts

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: 246

Yes:	6%
No:	80%
Dont know:	14%



District Score*

7%

Comparison Results

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

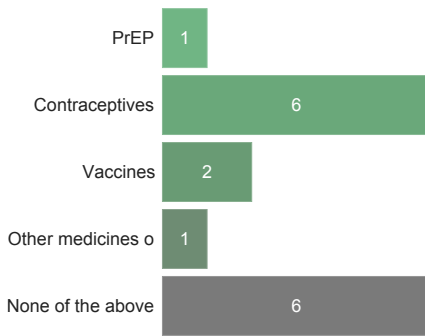
* Percent of survey responses responding "Yes" (excluding "Don't Know") **LOWER scores are better.**

Facility Results

Ulundi A Clinic	0
Hlobane Clinic	4
Ncotshane Clinic	4
Mdumezulu Clinic	5
Bhekuzulu Clinic	8
Mason Street Clinic	8
eDumbe CHC	10
Pongola Clinic	14
Queen Nolonolo Clinic	15

Patient Reports of Medicine Shortage(s)

Patient Responses: 15

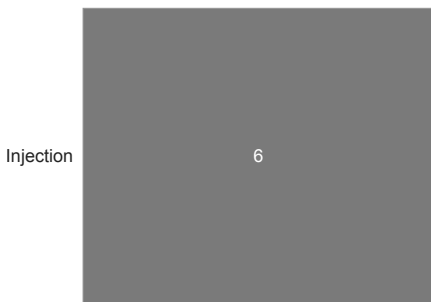


Facility Results

Facility	PrEP	Contraceptives	Vaccines	Other medicines or tests	None of the above
eDumbe CHC			2.0	1.0	1.0
Mason Street Clinic	1.0	1.0			
Pongola Clinic		1.0			2.0
Bhekuzulu Clinic		2.0			
Hlobane Clinic		1.0			
Mdumezulu Clinic		1.0			
Ncotshane Clinic					1.0
Queen Nolonolo Clinic					2.0

Contraception shortage(s)

Patient Responses: 6



Facility Results

Facility	Injection
Bhekuzulu Clinic	2
Hlobane Clinic	1
Mason Street Clinic	1
Mdumezulu Clinic	1
Pongola Clinic	1

HIV medication shortage(s)

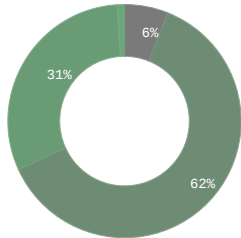
Patient Responses: 0

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 month:	6%
2 months:	62%
3 months:	31%
6 months:	1%



District Score*

2.29

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.**

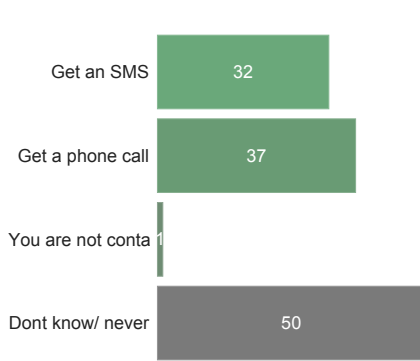
Patient Responses: 198

Facility Results

Pongola Clinic	2.53
Ncotshane Clinic	2.5
eDumbe CHC	2.43
Mdumezulu Clinic	2.4
Queen Nolonolo Clinic	2.4
Ulundi A Clinic	2.38
Mason Street Clinic	2.14
Bhekuzulu Clinic	2.13
Hlobane Clinic	2.03

When Patients Miss a Visit to Collect ARVs:

Patient Responses: 115

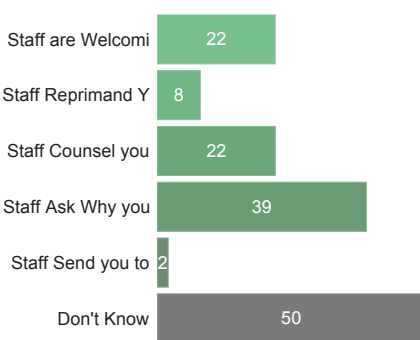


Facility Results

Facility	Get an SMS	Get a phone call	You are not contacted by the clinic	Dont know/ never missed a visit
Ulundi A Clinic	1.0	3.0	1.0	5.0
Bhekuzulu Clinic	7.0	7.0		5.0
Hlobane Clinic	6.0	2.0		
Mason Street Clinic	10.0	8.0		8.0
Mdumezulu Clinic	1.0	4.0		7.0
Ncotshane Clinic		2.0		9.0
Pongola Clinic	2.0			8.0
Queen Nolonolo Clinic		4.0		6.0
eDumbe CHC	5.0	7.0		2.0

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

Patient Responses: 115



Facility Results

Facility	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
Hlobane Clinic		2.0		7.0		
Mason Street Clinic	2.0	2.0	9.0	8.0	2.0	8.0
Bhekuzulu Clinic	4.0	3.0	4.0	10.0		5.0
eDumbe CHC	7.0	1.0	2.0	4.0		2.0
Mdumezulu Clinic				5.0		7.0
Ncotshane Clinic	2.0		2.0	2.0		9.0
Pongola Clinic	2.0		1.0			8.0
Queen Nolonolo Clinic	1.0		3.0	2.0		6.0
Ulundi A Clinic	4.0		1.0	1.0		5.0

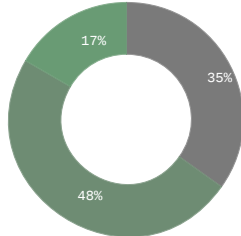
Adherence Clubs

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: 198

Yes:	35%
No:	48%
Dont know:	17%



District Score*

42%

Comparison Results

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

Facility Results

Mason Street Clinic	68
Bhekuzulu Clinic	67
Hlobane Clinic	50
Ncotshane Clinic	47
Queen Nolonolo Clinic	46
eDumbe CHC	43
Pongola Clinic	13
Mdumezulu Clinic	0
Ulundi A Clinic	0

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

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

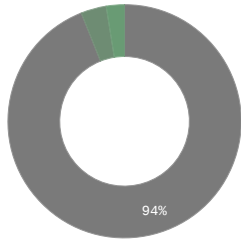
Access to Viral Load Testing / Information

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: 198

Yes:	94%
No:	4%
Dont know:	3%



District Score*

96%

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.**

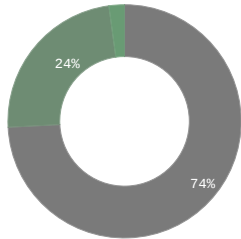
Facility Results

Mdumezulu Clinic	100
Ncotshane Clinic	100
Pongola Clinic	100
Queen Nolonolo Clinic	100
Ulundi A Clinic	100
Hlobane Clinic	97
Bhekuzulu Clinic	93
Mason Street Clinic	93
eDumbe CHC	93

Did a Health Worker Explain the Viral Load Test Result?

Patient Responses: 186

Yes:	74%
No:	24%
Dont know:	2%



District Score*

76%

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.**

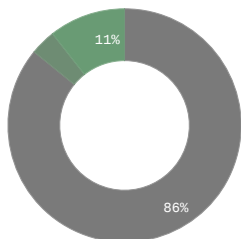
Facility Results

Ncotshane Clinic	89
eDumbe CHC	86
Queen Nolonolo Clinic	85
Bhekuzulu Clinic	79
Mdumezulu Clinic	79
Hlobane Clinic	71
Pongola Clinic	71
Ulundi A Clinic	69
Mason Street Clinic	57

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

Patient Responses: 198

Yes:	86%
No:	4%
Dont know:	11%



District Score*

0.86

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.**

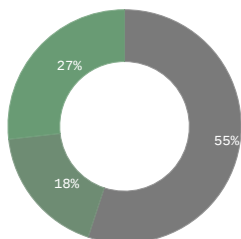
Facility Results

Bhekuzulu Clinic	1.0
Mdumezulu Clinic	1.0
Ncotshane Clinic	1.0
Pongola Clinic	1.0
Ulundi A Clinic	0.88
Queen Nolonolo Clinic	0.87
eDumbe CHC	0.8
Hlobane Clinic	0.7
Mason Street Clinic	0.69

Treatment Literacy: Do Patients Understand Viral Load and Transmission?

Patient Responses: 198

Yes:	55%
No:	18%
Dont know:	27%



District Score*

0.55

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

Bhekuzulu Clinic	0.77
eDumbe CHC	0.77
Hlobane Clinic	0.67
Mason Street Clinic	0.62
Ncotshane Clinic	0.5
Pongola Clinic	0.47
Queen Nolonolo Clinic	0.27
Ulundi A Clinic	0.19
Mdumezulu Clinic	0.13

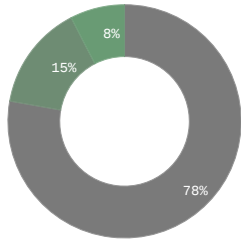
Index Testing

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: 198

Yes:	78%
No:	15%
Dont know:	8%



District Score* **84%**

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.**

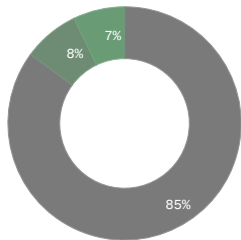
Facility Results

Mdumezulu Clinic	100
Ncotshane Clinic	100
Pongola Clinic	100
eDumbe CHC	87
Queen Nolonolo Clinic	83
Ulundi A Clinic	80
Bhekuzulu Clinic	79
Hlobane Clinic	76
Mason Street Clinic	73

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

Patient Responses: 154

Yes:	85%
No:	8%
Dont know:	7%



District Score* **92%**

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.**

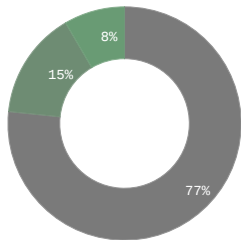
Facility Results

Ncotshane Clinic	100
eDumbe CHC	100
Bhekuzulu Clinic	96
Hlobane Clinic	91
Mason Street Clinic	88
Mdumezulu Clinic	86
Pongola Clinic	85
Ulundi A Clinic	83
Queen Nolonolo Clinic	75

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

Patient Responses: 154

Yes:	77%
No:	15%
Dont know:	8%



District Score* **84%**

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.**

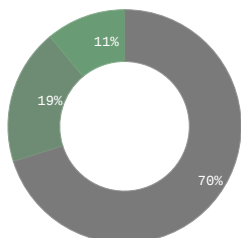
Facility Results

Bhekuzulu Clinic	96
Hlobane Clinic	95
eDumbe CHC	92
Mason Street Clinic	89
Ncotshane Clinic	86
Pongola Clinic	77
Mdumezulu Clinic	71
Queen Nolonolo Clinic	71
Ulundi A Clinic	27

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

Patient Responses: 154

Yes:	70%
No:	19%
Dont know:	11%



District Score* **79%**

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

Ncotshane Clinic	100
Bhekuzulu Clinic	96
Hlobane Clinic	95
eDumbe CHC	88
Queen Nolonolo Clinic	80
Mason Street Clinic	72
Pongola Clinic	64
Mdumezulu Clinic	33
Ulundi A Clinic	18

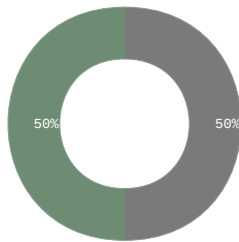
TB Infection Control

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: 50%
No: 50%



District Score* **50%**

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.**

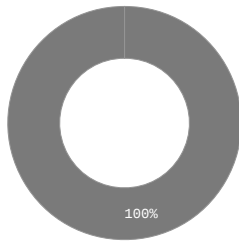
Facility Results

Bhekuzulu Clinic	100
Hlobane Clinic	100
Pongola Clinic	100
Queen Nolonolo Clinic	100
Mdumezulu Clinic	50
Mason Street Clinic	0
Ncotshane Clinic	0
Ulundi A Clinic	0
eDumbe CHC	0

Were the Facility Windows Open?

Total Observations: 10

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.**

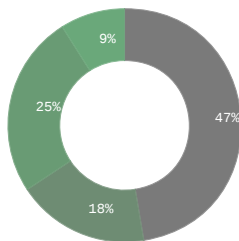
Facility Results

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: 245

Yes: 47%
Only sometimes: 18%
No: 25%
Dont know: 9%



District Score* **52%**

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.**

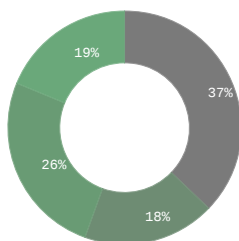
Facility Results

eDumbe CHC	85
Ncotshane Clinic	77
Bhekuzulu Clinic	53
Ulundi A Clinic	48
Mason Street Clinic	39
Mdumezulu Clinic	38
Queen Nolonolo Clinic	38
Hlobane Clinic	36
Pongola Clinic	36

Are people who are coughing in a separate room?

Patient Responses: 245

Yes: 37%
Only sometimes: 18%
No: 26%
Dont know: 19%



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

eDumbe CHC	82
Bhekuzulu Clinic	69
Mason Street Clinic	61
Hlobane Clinic	38
Ncotshane Clinic	38
Queen Nolonolo Clinic	20
Ulundi A Clinic	20
Mdumezulu Clinic	15
Pongola Clinic	6