

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: 234

Facility Results (5 Best/Worst)

Amount of time spent:

2:55

Willowfountain Clinic	1:12
Impilwenhle Clinic	1:57
Mafakathini Clinic	2:01
Mpumuza Clinic	2:15
Sinathing Clinic	2:18
.....	--
Azalea Clinic	3:01
Mpophomeni Clinic	3:41
Richmond Clinic	3:52
Songonzima Clinic	4:02
Caluza Clinic	5:58

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: 226

Facility Results (5 Best/Worst)

Earliest arrival time

5:34

Mooi River Clinic	6:49
Howick Clinic	6:05
Sinathing Clinic	5:48
Azalea Clinic	5:41
Mpophomeni Clinic	5:41
.....	--
Impilwenhle Clinic	5:22
Richmond Clinic	5:19
Mpumuza Clinic	5:18
Songonzima Clinic	5:16
Caluza Clinic	4:45

Comparison Results

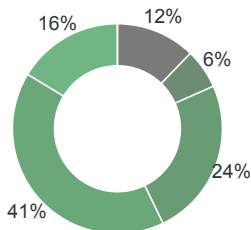
National Average:	5:51
Province Average:	5:41
Best District Result:	7:07
Worst District Result:	4:17

How Safe is the Facility to Wait Before it Opens?

Patient Responses: 49

Facility Results (5 Best/Worst)

Very Unsafe:	12%
Unsafe:	6%
Neither Safe or Unsafe:	24%
Safe:	41%
Very Safe:	16%
Don't know:	0%



District Score*

3.43

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.**

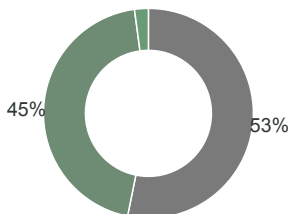
Willowfountain Clinic	5.00
Impilwenhle Clinic	4.14
Songonzima Clinic	4.10
Mafakathini Clinic	4.00
Mpumuza Clinic	3.50
.....	--
Pata Clinic	3.00
Ndalen Clinic	3.00
Mooi River Clinic	2.50
Azalea Clinic	2.00
Howick Clinic	2.00

Are the Queues at the Facility Long?

Patient Responses: 235

Facility Results (5 Best/Worst)

Yes:	53%
No:	45%
Don't know:	2%



District Score*

53%

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.**

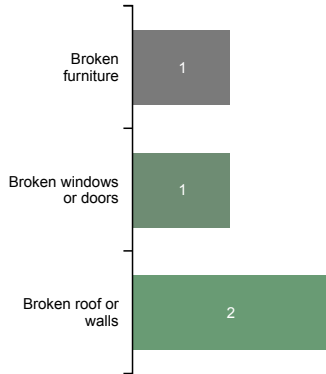
Willowfountain Clinic	0%
Impilwenhle Clinic	6%
Mafakathini Clinic	8%
Sinathing Clinic	13%
Pata Clinic	20%
.....	--
Mooi River Clinic	88%
Mpophomeni Clinic	93%
Ndalen Clinic	94%
Caluza Clinic	100%
Howick Clinic	100%

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:2

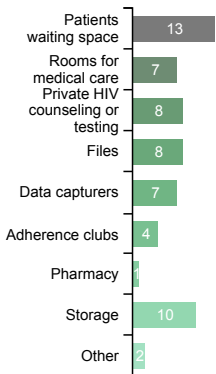


Facility Results

Facility	Broken furniture	Broken windows or doors	Broken roof or walls
Pata Clinic	1	1	1
Howick Clinic			1

What do you need more space for?

Facility Responses:14

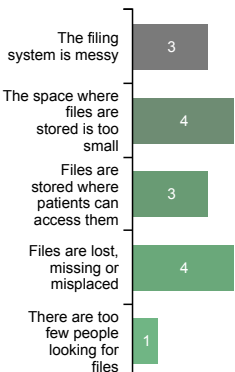


Facility Results

Facility	Patients waiting space	Rooms for medical care	Private HIV counseling or testing	Files	Data capturers	Adherence clubs	Pharmacy	Storage	Other
Willowfontain Clinic	1	1	1	1	1			1	
Songonzima Clinic	1	1	1	1	1				
Mooi River Clinic	1		1	1				1	
Mpophomeni Clinic	1		1			1		1	
Ndaleni Clinic	1		1		1	1			
Azalea Clinic	1	1						1	
Taylors Halt Clinic	1			1					1
Richmond Clinic	1			1					
Sinathing Clinic	1							1	
Impilwenhle Clinic								1	

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

Total Observations:4



Facility Results

Facility	The filing system is messy	The space where files are stored is too small	Files are stored where patients can access them	Files are lost, missing or misplaced	There are too few people looking for files
Azalea Clinic	1	1	1	1	1
Howick Clinic	1	1	1	1	
Richmond Clinic	1	2	1	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: 239

Yes: 10%

No: 68%

Don't know: 22%

District Score* **12%**

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)

Impilwenhle Clinic	0%
Pata Clinic	0%
Songonzima Clinic	0%
Taylor's Halt Clinic	0%
Willowfontain Clinic	0%
.....	--
Azalea Clinic	19%
Mpophomeni Clinic	20%
Ndaleneni Clinic	25%
Mooi River Clinic	44%
Howick Clinic	50%

Patient Reports of Medicine Shortage(s)

Patient Responses: 23

Facility Results

	Contraceptives	Vaccines	Other medicines or tests
Howick Clinic	6	1	1
Mooi River Clinic	6		
Azalea Clinic	3		
Caluza Clinic	1		
Mpophomeni Clinic	2		
Ndaleneni Clinic	4		

Contraception shortage(s)

Patient Responses: 22

Facility Results

	Injection	Other
Azalea Clinic	3	
Caluza Clinic		1
Howick Clinic	6	
Mooi River Clinic	6	
Mpophomeni Clinic	2	
Ndaleneni Clinic	4	

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: 239

1 week:	0%
2 weeks:	0%
3 weeks:	0%
1 month:	5%
2 months:	62%
3 months:	31%
6 months:	2%
Don't know:	0%

District Score*

2.35

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.**

Facility Results (5 Best/Worst)

Howick Clinic	3.00
Mooi River Clinic	2.75
Mafakathini Clinic	2.60
Mpophomeni Clinic	2.60
Taylors Halt Clinic	2.47
.....	--
Richmond Clinic	2.19
Caluza Clinic	2.00
Impilwenhle Clinic	2.00
Songonzima Clinic	2.00
Willowfountain Clinic	2.00

When Patients Miss a Visit to Collect ARVs:

Patient Responses: 150

Facility Results

	Get an SMS	Get a phone call	A health worker comes to your house	Don't know/never missed a visit
Mooi River Clinic	4	5	0	0
Mpophomeni Clinic	5	2	1	2
Mpumuzi Clinic	1	3	0	13
Ndaleneni Clinic	2	2	0	0
Pata Clinic	2	3	1	11
Richmond Clinic	5	7	0	1
Sinathing Clinic	2	3	0	11
Songonzima Clinic	5	4	0	4
Taylors Halt Clinic	3	3	0	9
Willowfountain Clinic	4	4	0	4

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

Patient Responses: 150

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
Impilwenhle Clinic	5	1	5	4	0	5
Azalea Clinic	8	0	6	1	0	4
Caluza Clinic	2	0	3	3	0	4
Mafakathini Clinic	3	0	2	2	0	11
Mpumuzi Clinic	2	0	3	3	0	13
Ndaleneni Clinic	0	0	1	2	0	0
Pata Clinic	3	0	2	3	0	11
Richmond Clinic	3	0	3	3	0	5
Sinathing Clinic	3	0	3	3	0	11
Taylors Halt Clinic	3	0	3	3	0	9

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: 185

District Score* **84%**

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 (5 Best/Worst)

Caluza Clinic	100%
Impilwenhle Clinic	100%
Songonzima Clinic	100%
Willowfountain Clinic	100%
Howick Clinic	100%
.....	--
Pata Clinic	87%
Azalea Clinic	80%
Ndalen Clinic	57%
Richmond Clinic	36%
Mooi River Clinic	7%

Yes: 82%
No: 16%
Don't know: 2%

Does the Adherence Club make HIV medicine pick up faster?

Total Responses: 86

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 (5 Best/Worst)

Caluza Clinic	100%
Impilwenhle Clinic	100%
Mpophomeni Clinic	100%
Ndalen Clinic	100%
Richmond Clinic	100%
.....	--
Sinathing Clinic	100%
Songonzima Clinic	100%
Willowfountain Clinic	100%
Azalea Clinic	100%
Howick Clinic	100%

Yes: 100%

Information provided by the Adherence Club

Total Responses: 86

Side effects of medicines: 70

Why patients should adhere to their ARVs: 74

Different medicine options such as new drugs (ex. Doloutegravir): 64

Other information (please specify in the next question): 1

Don't know: 1

Facility Results

	Side effects of medicines	Why patients should adhere to their ARVs	Different medicine options such as new drugs (ex. Doloutegravir)	Other information (please specify in the next question)	Don't know
Azalea Clinic	1	1	1		
Caluza Clinic	13	15	16		
Howick Clinic	1	2	1		
Impilwenhle Clinic	15	14	14		
Mpophomeni Clinic	4	8	4		
Ndalen Clinic	2	4	1		
Richmond Clinic	2	4	1		
Sinathing Clinic	1	1	1		
Songonzima Clinic	16	14	14		
Willowfountain Clinic	15	11	11	2	2

What clinical services are offered at an adherence club meeting?

Total Responses: 86

Facility Results

	ARV collection	Basic clinical check up	Referral for mental health services or psychosocial support
Caluza Clinic	16		
Impilwenhle Clinic	15		
Songonzima Clinic	16		
Willowfountain Clinic	17		
Azalea Clinic	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: 238

Yes:	97%
No:	2%
Don't know:	0%

District Score* **97%**

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)

Caluza Clinic	100%
Impilwenhle Clinic	100%
Pata Clinic	100%
Songonzima Clinic	100%
Taylors Halt Clinic	100%
.....	--
Sinathing Clinic	100%
Howick Clinic	93%
Mafakathini Clinic	93%
Azalea Clinic	90%
Richmond Clinic	87%

Did a Health Worker Explain the Viral Load Test Result?

Patient Responses: 232

Yes:	98%
No:	1%
Don't know:	1%

District Score* **99%**

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)

Caluza Clinic	100%
Impilwenhle Clinic	100%
Pata Clinic	100%
Songonzima Clinic	100%
Taylors Halt Clinic	100%
.....	--
Ndalen Clinic	100%
Richmond Clinic	100%
Sinathing Clinic	100%
Mpophomeni Clinic	93%
Howick Clinic	86%

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

Patient Responses: 234

Yes:	89%
No:	7%
Don't know:	4%

District Score* **0.89**

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)

Caluza Clinic	1.00
Impilwenhle Clinic	1.00
Pata Clinic	1.00
Songonzima Clinic	1.00
Taylors Halt Clinic	1.00
.....	--
Azalea Clinic	0.85
Richmond Clinic	0.80
Mpophomeni Clinic	0.73
Howick Clinic	0.50
Mooi River Clinic	0.50

Treatment Literacy: Do Patients Understand Viral Load and Transmission?

Patient Responses: 236

Yes:	84%
No:	10%
Don't know:	6%

District Score* **0.84**

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)

Caluza Clinic	1.00
Impilwenhle Clinic	1.00
Pata Clinic	1.00
Songonzima Clinic	1.00
Taylors Halt Clinic	1.00
.....	--
Ndalen Clinic	0.64
Howick Clinic	0.62
Azalea Clinic	0.60
Mooi River Clinic	0.56
Richmond Clinic	0.50

Index Testing

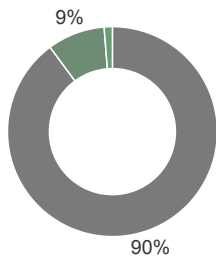
Index testing (aka Assisted Partner Notification Services or Contact Tracing) can help identify PLHIV earlier, get them access treatment to protect their health and interrupt onward transmission of HIV. However, if implemented poorly, index testing can cause harm to individuals, undermine their rights 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: 237

Yes:	90%
No:	9%
Don't know:	1%



District Score* **90%**

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.**

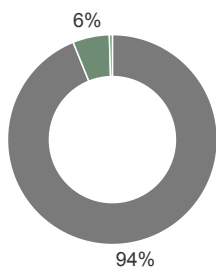
Facility Results (5 Best/Worst)

Caluza Clinic	100%
Impilwenhle Clinic	100%
Pata Clinic	100%
Songonzima Clinic	100%
Taylors Halt Clinic	100%
.....	--
Azalea Clinic	85%
Mpophomeni Clinic	80%
Howick Clinic	73%
Ndalen Clinic	64%
Richmond Clinic	60%

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

Patient Responses: 213

Yes:	94%
No:	6%
Don't know:	0%



District Score* **94%**

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.**

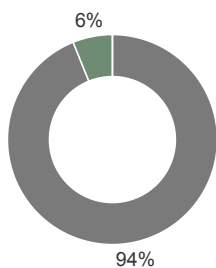
Facility Results (5 Best/Worst)

Caluza Clinic	100%
Impilwenhle Clinic	100%
Pata Clinic	100%
Songonzima Clinic	100%
Taylors Halt Clinic	100%
.....	--
Ndalen Clinic	89%
Mooi River Clinic	83%
Howick Clinic	82%
Mpophomeni Clinic	75%
Richmond Clinic	56%

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

Patient Responses: 213

Yes:	94%
No:	6%
Don't know:	0%



District Score* **94%**

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.**

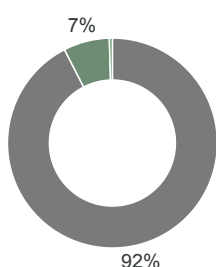
Facility Results (5 Best/Worst)

Caluza Clinic	100%
Impilwenhle Clinic	100%
Pata Clinic	100%
Songonzima Clinic	100%
Taylors Halt Clinic	100%
.....	--
Mpophomeni Clinic	92%
Azalea Clinic	88%
Mooi River Clinic	85%
Howick Clinic	64%
Richmond Clinic	56%

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

Patient Responses: 212

Yes:	92%
No:	7%
Don't know:	0%



District Score* **92%**

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)

Caluza Clinic	100%
Impilwenhle Clinic	100%
Pata Clinic	100%
Songonzima Clinic	100%
Taylors Halt Clinic	100%
.....	--
Azalea Clinic	88%
Mooi River Clinic	83%
Mpophomeni Clinic	83%
Howick Clinic	64%
Richmond Clinic	44%

TB Infection Control

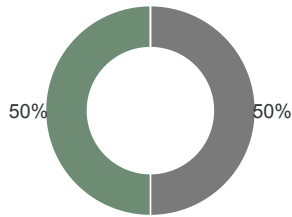
Six simple interventions are at the heart of how clinics can be part of turning the tide on TB infection — a disease that still kills close to 60,000 people a year in South Africa, according to the World Health Organization (WHO). By following a checklist of good practice, clinics can be safer for patients 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: 16

Yes:	50%
No:	50%
Don't know:	0%



District Score* **50%**

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.**

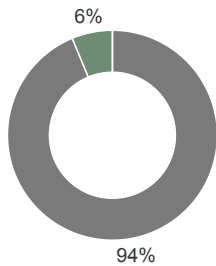
Facility Results (5 Best/Worst)

Caluza Clinic	100%
Impilwenhle Clinic	100%
Mafakathini Clinic	100%
Mpophomeni Clinic	100%
Mpumuza Clinic	100%
.....	--
Pata Clinic	0%
Willowfountain Clinic	0%
Azalea Clinic	0%
Howick Clinic	0%
Richmond Clinic	0%

Were the Facility Windows Open?

Total Observations: 16

Yes:	94%
No:	6%
Don't know:	0%



District Score* **94%**

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.**

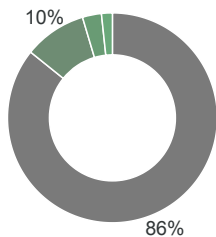
Facility Results (5 Best/Worst)

Caluza Clinic	100%
Impilwenhle Clinic	100%
Mafakathini Clinic	100%
Mooi River Clinic	100%
Mpophomeni Clinic	100%
.....	--
Taylor's Halt Clinic	100%
Willowfountain Clinic	100%
Howick Clinic	100%
Richmond Clinic	100%
Azalea Clinic	0%

Are people being asked for TB symptoms?

Patient Responses: 239

Yes:	86%
Only sometimes:	10%
No:	3%
Don't know:	2%



District Score* **87%**

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.**

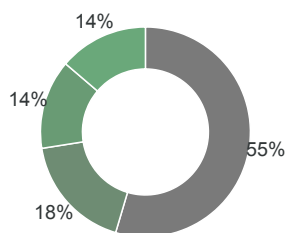
Facility Results (5 Best/Worst)

Caluza Clinic	100%
Impilwenhle Clinic	100%
Songonzima Clinic	100%
Willowfountain Clinic	100%
Howick Clinic	100%
.....	--
Sinathing Clinic	87%
Taylor's Halt Clinic	75%
Richmond Clinic	75%
Mpophomeni Clinic	67%
Ndalen Clinic	25%

Are people who are coughing in a separate room?

Patient Responses: 240

Yes:	55%
Only sometimes:	18%
No:	14%
Don't know:	14%



District Score* **63%**

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)

Caluza Clinic	100%
Impilwenhle Clinic	100%
Songonzima Clinic	100%
Willowfountain Clinic	100%
Pata Clinic	73%
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Mooi River Clinic	45%
Taylor's Halt Clinic	33%
Richmond Clinic	29%
Ndalen Clinic	25%
Howick Clinic	13%