

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: 289

Amount of time spent: **3:57**

Comparison Results

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

Facility Results (5 Best/Worst)

Emmaus Gateway Clinic	2:45
Oliviershoek Clinic	3:18
Dukuza Clinic	3:28
Bergville Clinic	3:29
Acaciavale Clinic	3:34
.....	--
Injisuthi Clinic	4:20
Walton Clinic	4:30
Steadville Clinic	4:34
Watersmeet Clinic	4:34
Ekuvukeni Clinic	4:37

Earliest Patient Arrival Time

Patient Responses: 290

Earliest arrival time: **5:48**

Comparison Results

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

Facility Results (5 Best/Worst)

Acaciavale Clinic	6:08
Emmaus Gateway Clinic	6:07
Ncibidwane Clinic	6:06
Dukuza Clinic	6:02
Wembezi Clinic	6:01
.....	--
Bergville Clinic	5:40
Watersmeet Clinic	5:39
Ekuvukeni Clinic	5:36
Driefontein Clinic	5:34
Steadville Clinic	4:48

How Safe is the Facility to Wait Before it Opens?

Patient Responses: 85

Very Unsafe:	11%
Unsafe:	6%
Neither Safe or Unsafe:	27%
Safe:	47%
Very Safe:	9%
Don't know:	0%

District Score*

3.39

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 (5 Best/Worst)

Emmaus Gateway Clinic	4.20
Driefontein Clinic	4.00
Dukuza Clinic	4.00
Walton Clinic	4.00
Acaciavale Clinic	3.83
.....	--
Ncibidwane Clinic	3.50
AE Haviland Memorial Clinic	3.38
Wembezi Clinic	3.33
Injisuthi Clinic	2.67
Steadville Clinic	1.73

Are the Queues at the Facility Long?

Patient Responses: 290

Yes:	69%
No:	31%
Don't know:	0%

District Score*

69%

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 (5 Best/Worst)

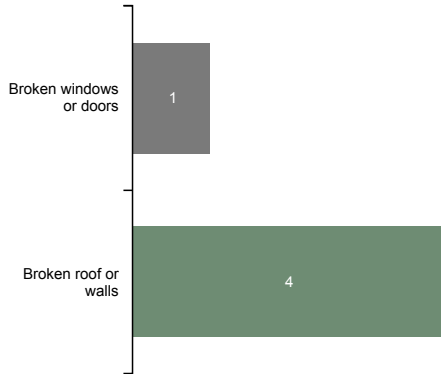
Bergville Clinic	33%
Ncibidwane Clinic	40%
Wembezi Clinic	45%
AE Haviland Memorial Clinic	47%
Acaciavale Clinic	50%
.....	--
Dukuza Clinic	93%
Emmaus Gateway Clinic	94%
Ekuvukeni Clinic	97%
Amazizi Clinic	100%
Watersmeet Clinic	100%

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:5

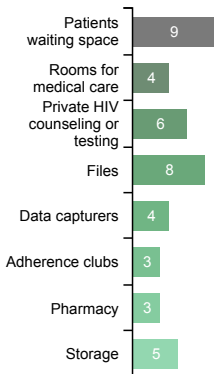


Facility Results

Facility	Broken windows or doors	Broken roof or walls
Acaciavale Clinic	1	0
Ekuvukeni Clinic	0	2
Walton Clinic	0	1
Watersmeet Clinic	0	1

What do you need more space for?

Facility Responses:11

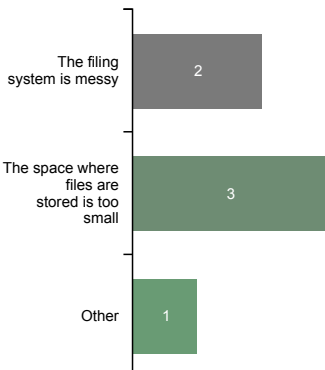


Facility Results

Facility	Patients waiting space	Rooms for medical care	Private HIV counseling or testing	Files	Data capturers	Adherence clubs	Pharmacy	Storage
Emmaus Gateway Clinic	0	0	1	1	1	1	1	1
Watersmeet Clinic	1	0	1	1	1	1	0	0
Amazizi Clinic	1	1	0	1	0	0	0	1
Walton Clinic	0	1	1	1	0	0	0	1
AE Haviland Memorial Clinic	1	0	1	0	1	0	0	0
Driefontein Clinic	1	0	1	1	0	0	0	0
Dukuza Clinic	1	1	0	1	0	0	0	0
Injisuthi Clinic	1	0	0	1	0	1	0	0
Acaciavale Clinic	1	0	0	0	0	0	0	1
Bergville Clinic	1	0	0	0	0	0	1	0

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

Total Observations:5



Facility Results

Facility	The filing system is messy	The space where files are stored is too small	Other
Steadville Clinic	1	0	0
Driefontein Clinic	0	0	1
Dukuza Clinic	0	1	0
Ekuvukeni Clinic	1	0	0
Oliviershoek Clinic	0	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: 288

Yes: 2%

No: 77%

Don't know: 20%

District Score* **3%**

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)

AE Haviland Memorial Clinic	0%
Amazizi Clinic	0%
Bergville Clinic	0%
Driefontein Clinic	0%
Dukuza Clinic	0%
.....	--
Watersmeet Clinic	0%
Wembezi Clinic	0%
Ekuvukeni Clinic	0%
Walton Clinic	0%
Acaciavale Clinic	20%

Patient Reports of Medicine Shortage(s)

Patient Responses: 6

Facility Results

Acaciavale Clinic	Contraceptives 6
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Contraception shortage(s)

Patient Responses: 6

Facility Results

Acaciavale Clinic	Injection 6
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HIV medication shortage(s)

No Data

Facility Results

No Data

ARV Collection and Access

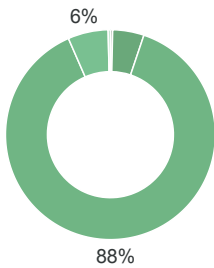
Currently many people in South Africa who could benefit from HIV treatment are not, with many people who are living with HIV not on treatment – either never having known their HIV status, or having started on treatment then disengaged from care. To ensure we get more people to start and importantly stay 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: 290

Facility Results (5 Best/Worst)

1 week:	0%
2 weeks:	0%
3 weeks:	0%
1 month:	5%
2 months:	88%
3 months:	6%
6 months:	0%
Don't know:	0%



District Score*

2.02

Comparison Results

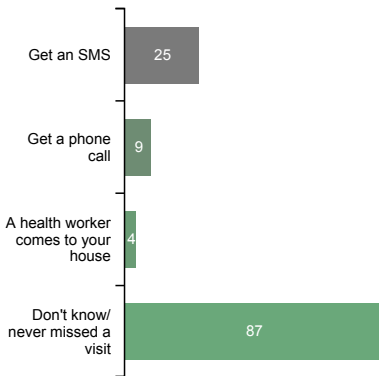
National Average:	1.54
Province Average:	2.20
Best District Result:	2.95
Worst District Result:	1.43

* 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.**

Dukuza Clinic	2.40
Amazizi Clinic	2.33
Emmas Gateway Clinic	2.31
Oliviershoek Clinic	2.29
Acaciavale Clinic	2.00
.....	--
Walton Clinic	2.00
AE Haviland Memorial Clinic	1.93
Ncibidwane Clinic	1.87
Injisuthi Clinic	1.84
Wembezi Clinic	1.78

When Patients Miss a Visit to Collect ARVs:

Patient Responses: 122

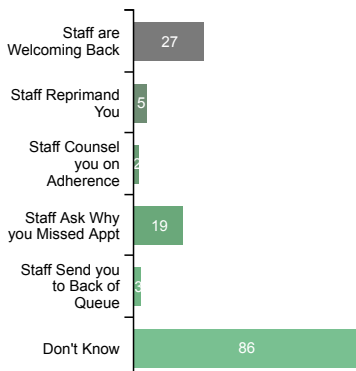


Facility Results

	Get an SMS	Get a phone call	A health worker comes to your house	Don't know/never missed a visit
AE Haviland Memorial Clinic	4			5
Acaciavale Clinic	2		1	7
Driefontein Clinic		1		3
Ekuvukeni Clinic		3	3	11
Injisuthi Clinic	8			17
Ncibidwane Clinic	4			5
Steadville Clinic	2			8
Walton Clinic	1	2		4
Watersmeet Clinic		3		5
Wembezi Clinic	4			17

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

Patient Responses: 122



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
Ekuvukeni Clinic	4	4	1	1	2	11
Walton Clinic	2			2	1	4
Acaciavale Clinic	3	1		3		7
AE Haviland Memorial Clinic	2			2		5
Driefontein Clinic	1			1		3
Injisuthi Clinic	3			2		20
Ncibidwane Clinic	3			2		4
Steadville Clinic	3			1		6
Watersmeet Clinic	3		1	3		5
Wembezi Clinic	3			2		16

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: 280

Yes: 34%

No: 62%

Don't know: 4%

District Score* **36%**

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)

Ncibidwane Clinic	93%
Wembezi Clinic	73%
Injisuthi Clinic	72%
Steadville Clinic	62%
Acaciavale Clinic	55%
.....	--
Amazizi Clinic	0%
Dukuza Clinic	0%
Oliviershoek Clinic	0%
Ekuvukeni Clinic	0%
Walton Clinic	0%

Does the Adherence Club make HIV medicine pick up faster?

Total Responses: 3

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

Acaciavale Clinic	100%
Ncibidwane Clinic	100%
Wembezi Clinic	100%

Information provided by the Adherence Club

Total Responses: 3

Facility Results

	Side effects of medicines	Why patients should adhere to their ARVs	Different medicine options such as new drugs (ex. Doloutegravir)
Ncibidwane Clinic	1		
Acaciavale Clinic	1	1	1
Wembezi Clinic	1	1	1

What clinical services are offered at an adherence club meeting?

Total Responses: 3

Facility Results

	ARV collection	Referral for mental health services or psycho-social support
Acaciavale Clinic	1	
Ncibidwane Clinic		1
Wembezi Clinic	1	1

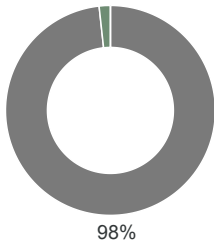
Access to Viral Load Testing / Information

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: 290

Yes:	98%
No:	2%
Don't know:	0%



98%

District Score* **98%**

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.**

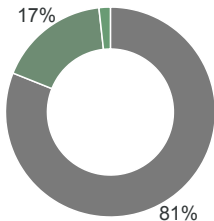
Facility Results (5 Best/Worst)

AE Haviland Memorial Clinic	100%
Acaciavale Clinic	100%
Amazizi Clinic	100%
Bergville Clinic	100%
Driefontein Clinic	100%
.....	--
Ekuvukeni Clinic	100%
Walton Clinic	100%
Wembezi Clinic	97%
Injisuthi Clinic	94%
Dukuza Clinic	87%

Did a Health Worker Explain the Viral Load Test Result?

Patient Responses: 285

Yes:	81%
No:	17%
Don't know:	2%



81%

District Score* **83%**

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.**

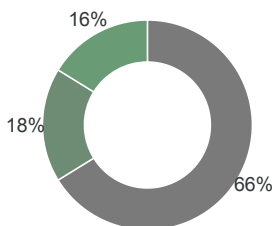
Facility Results (5 Best/Worst)

AE Haviland Memorial Clinic	100%
Ncibidwane Clinic	100%
Steadville Clinic	100%
Injisuthi Clinic	97%
Wembezi Clinic	97%
.....	--
Emmaus Gateway Clinic	80%
Walton Clinic	67%
Driefontein Clinic	53%
Watersmeet Clinic	53%
Ekuvukeni Clinic	48%

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

Patient Responses: 290

Yes:	66%
No:	18%
Don't know:	16%



66%

District Score* **0.66**

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.**

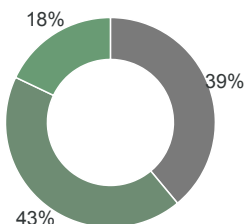
Facility Results (5 Best/Worst)

Oliviershoek Clinic	0.88
Acaciavale Clinic	0.87
Dukuza Clinic	0.87
Emmaus Gateway Clinic	0.81
Amazizi Clinic	0.80
.....	--
Watersmeet Clinic	0.53
Injisuthi Clinic	0.53
Ncibidwane Clinic	0.47
Ekuvukeni Clinic	0.47
Steadville Clinic	0.40

Treatment Literacy: Do Patients Understand Viral Load and Transmission?

Patient Responses: 290

Yes:	39%
No:	43%
Don't know:	18%



39%

District Score* **0.39**

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)

Oliviershoek Clinic	0.94
Dukuza Clinic	0.87
Emmaus Gateway Clinic	0.81
Amazizi Clinic	0.80
AE Haviland Memorial Clinic	0.67
.....	--
Bergville Clinic	0.00
Driefontein Clinic	0.00
Watersmeet Clinic	0.00
Ekuvukeni Clinic	0.00
Walton Clinic	0.00

Index Testing

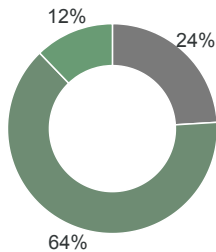
Index testing (aka Assisted Partner Notification Services or Contact Tracing) can help identify PLHIV earlier, get them access treatment to protect their health and interrupt onward transmission of HIV. However, if implemented poorly, index testing can cause harm to individuals, undermine their rights 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: 287

Yes:	24%
No:	64%
Don't know:	12%



District Score* **27%**

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.**

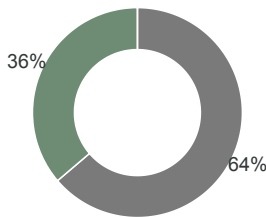
Facility Results (5 Best/Worst)

Walton Clinic	73%
Bergville Clinic	57%
Acaciavale Clinic	55%
Driefontein Clinic	53%
Watersmeet Clinic	53%
.....	--
Amazizi Clinic	0%
Dukuza Clinic	0%
Emmaus Gateway Clinic	0%
Olivershoek Clinic	0%
Steadville Clinic	0%

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

Patient Responses: 69

Yes:	64%
No:	36%
Don't know:	0%



District Score* **64%**

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.**

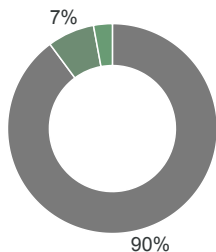
Facility Results (5 Best/Worst)

Bergville Clinic	100%
Watersmeet Clinic	100%
Ekuvukeni Clinic	80%
Acaciavale Clinic	63%
Walton Clinic	55%
.....	--
Driefontein Clinic	50%
AE Haviland Memorial Clinic	0%
Injisuthi Clinic	0%
Ncibidwane Clinic	0%
Wembezi Clinic	0%

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

Patient Responses: 69

Yes:	90%
No:	7%
Don't know:	3%



District Score* **93%**

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.**

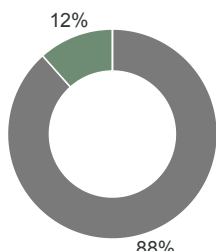
Facility Results (5 Best/Worst)

Acaciavale Clinic	100%
Bergville Clinic	100%
Driefontein Clinic	100%
Watersmeet Clinic	100%
Ekuvukeni Clinic	100%
.....	--
Walton Clinic	100%
Wembezi Clinic	50%
AE Haviland Memorial Clinic	0%
Injisuthi Clinic	0%
Ncibidwane Clinic	0%

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

Patient Responses: 69

Yes:	88%
No:	12%
Don't know:	0%



District Score* **88%**

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)

Acaciavale Clinic	100%
Bergville Clinic	100%
Driefontein Clinic	100%
Watersmeet Clinic	100%
Ekuvukeni Clinic	100%
.....	--
Walton Clinic	100%
AE Haviland Memorial Clinic	0%
Injisuthi Clinic	0%
Ncibidwane Clinic	0%
Wembezi Clinic	0%

TB Infection Control

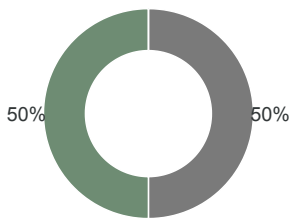
Six simple interventions are at the heart of how clinics can be part of turning the tide on TB infection — a disease that still kills close to 60,000 people a year in South Africa, according to the World Health Organization (WHO). By following a checklist of good practice, clinics can be safer for patients 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: 18

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.**

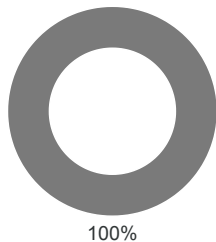
Facility Results (5 Best/Worst)

AE Haviland Memorial Clinic	100%
Dukuza Clinic	100%
Emmaus Gateway Clinic	100%
Injisuthi Clinic	100%
Ncibidwane Clinic	100%
.....	--
Bergville Clinic	0%
Driefontein Clinic	0%
Steadville Clinic	0%
Walton Clinic	0%
Watersmeet Clinic	0%

Were the Facility Windows Open?

Total Observations: 18

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.**

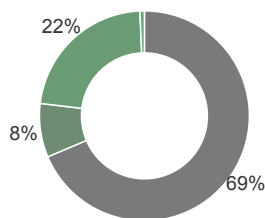
Facility Results (5 Best/Worst)

AE Haviland Memorial Clinic	100%
Acaciavale Clinic	100%
Bergville Clinic	100%
Driefontein Clinic	100%
Dukuza Clinic	100%
.....	--
Steadville Clinic	100%
Wembezi Clinic	100%
Ekuvukeni Clinic	100%
Walton Clinic	100%
Watersmeet Clinic	100%

Are people being asked for TB symptoms?

Patient Responses: 290

Yes:	69%
Only sometimes:	8%
No:	22%
Don't know:	1%



District Score* **69%**

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.**

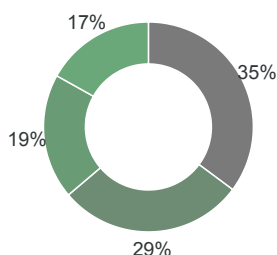
Facility Results (5 Best/Worst)

Acaciavale Clinic	100%
Bergville Clinic	100%
Ncibidwane Clinic	100%
Steadville Clinic	100%
Injisuthi Clinic	97%
.....	--
Driefontein Clinic	47%
Amazizi Clinic	0%
Dukuza Clinic	0%
Emmaus Gateway Clinic	0%
Oliviershoek Clinic	0%

Are people who are coughing in a separate room?

Patient Responses: 290

Yes:	35%
Only sometimes:	29%
No:	19%
Don't know:	17%



District Score* **42%**

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)

Amazizi Clinic	100%
Dukuza Clinic	100%
Oliviershoek Clinic	100%
Emmaus Gateway Clinic	94%
Bergville Clinic	60%
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AE Haviland Memorial Clinic	0%
Injisuthi Clinic	0%
Ncibidwane Clinic	0%
Steadville Clinic	0%
Wembezi Clinic	0%