

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: 349

Amount of time spent:

3:35

Facility Results (5 Best/Worst)

AE Haviland Memorial Clinic	2:51
Ncibidwane Clinic	3:01
Injisuthi Clinic	3:03
Oliviershoek Clinic	3:04
Wembezi Clinic	3:05
.....	--
Walton Clinic	3:57
Driefontein Clinic	3:59
Acaciavale Clinic	4:18
Bergville Clinic	4:39
Ekuvukeni Clinic	5:02

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: 351

Earliest arrival time

6:01

Facility Results (5 Best/Worst)

AE Haviland Memorial Clinic	6:23
Driefontein Clinic	6:12
Oliviershoek Clinic	6:11
Ncibidwane Clinic	6:07
Watersmeet Clinic	6:05
.....	--
Wembezi Clinic	5:55
Injisuthi Clinic	5:54
Bergville Clinic	5:53
Steadville Clinic	5:50
Ekuvukeni Clinic	5:48

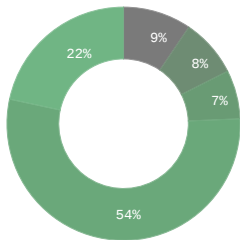
Comparison Results

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: 74

Very Unsafe:	9%
Unsafe:	8%
Neither Safe or Unsafe:	7%
Safe:	54%
Very Safe:	22%



District Score*

3.7

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.**

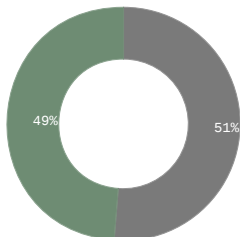
Facility Results (5 Best/Worst)

Driefontein Clinic	5.0
Walton Clinic	4.5
Amazizi Clinic	4.17
Emmaus Gateway Clinic	4.15
Dukuza Clinic	4.14
.....	--
Acaciavale Clinic	4.0
Bergville Clinic	4.0
Watersmeet Clinic	4.0
AE Haviland Memorial Clinic	2.62
Steadville Clinic	2.23

Are the Queues at the Facility Long?

Patient Responses: 351

Yes:	51%
No:	49%



District Score*

51%

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 (5 Best/Worst)

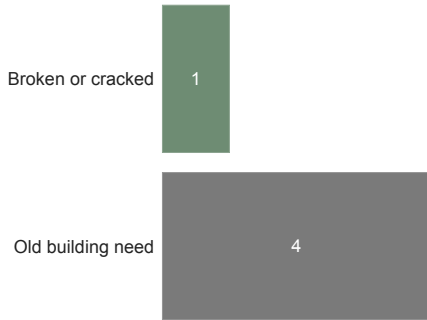
Driefontein Clinic	10
Ncibidwane Clinic	16
Walton Clinic	20
AE Haviland Memorial Clinic	27
Wembezi Clinic	33
.....	--
Emmaus Gateway Clinic	66
Bergville Clinic	76
Acaciavale Clinic	80
Oliviershoek Clinic	83
Ekuvukeni Clinic	95

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

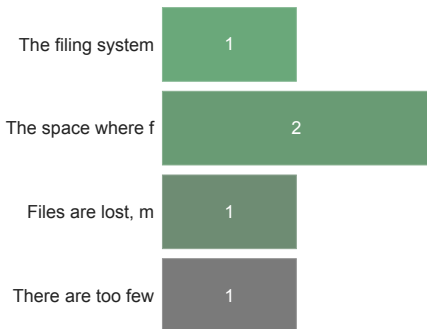
Facility	Broken or cracked roof, walls or floor	Old building needs renovation
Driefontein Clinic	0	1.0
Dukuza Clinic	1.0	0
Ekuvukeni Clinic	0	1.0
Walton Clinic	0	1.0
Watersmeet Clinic	0	1.0

What do you need more space for?

Facility Responses: 0

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

Total Observations: 2



Facility Results

Facility	The filing system is messy	The space where files are stored is too small	Files are lost, missing or misplaced	There are too few people looking for files
Oliviershoek Clinic	0	0	0	0
Ekuvukeni Clinic	1.0	1.0	0	0

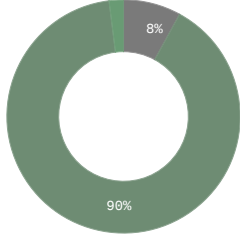
Access to Medicines and Shortages/Stockouts

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: 351

Yes:	8%
No:	90%
Dont know:	2%



District Score*

8%

Comparison Results

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

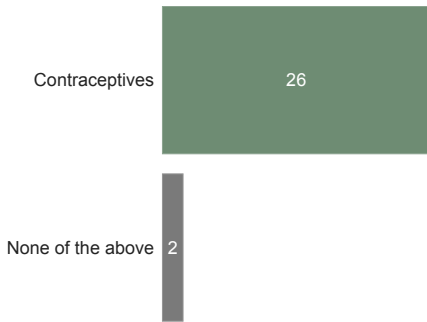
* Percent of survey responses responding "Yes" (excluding "Don't Know") **LOWER scores are better.**

Facility Results (5 Best/Worst)

Acaciavale Clinic	0
Amazizi Clinic	0
Bergville Clinic	0
Driefontein Clinic	0
Ekuvukeni Clinic	0
.....	--
Injisuthi Clinic	16
Steadville Clinic	20
Wembezi Clinic	21
Ncibidwane Clinic	26
AE Haviland Memorial Clinic	30

Patient Reports of Medicine Shortage(s)

Patient Responses: 28

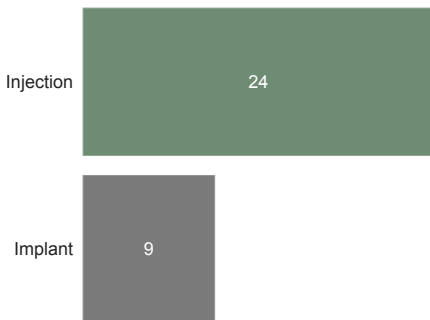


Facility Results

Facility	Contraceptives	None of the above
AE Haviland Memorial Clinic	7.0	
Dukuza Clinic		1.0
Emmaus Gateway Clinic		1.0
Injisuthi Clinic	4.0	
Ncibidwane Clinic	5.0	
Steadville Clinic	5.0	
Wembezi Clinic	5.0	

Contraception shortage(s)

Patient Responses: 26



Facility Results

Facility	Injection	Implant
AE Haviland Memorial Clinic	6	3
Injisuthi Clinic	4	2
Ncibidwane Clinic	5	1
Steadville Clinic	5	1
Wembezi Clinic	4	2

HIV medication shortage(s)

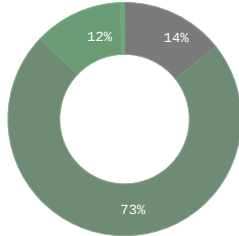
Patient Responses: 0

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:	14%
2 months:	73%
3 months:	12%
6 months:	1%



District Score*

2.0

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.**

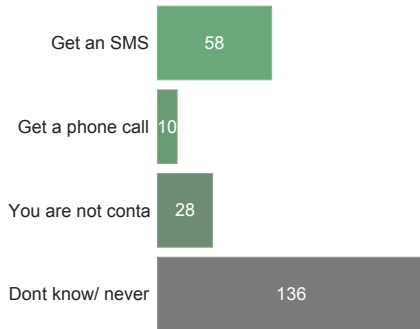
Patient Responses: 349

Facility Results (5 Best/Worst)

Amazizi Clinic	2.25
Emmaus Gateway Clinic	2.21
Oliviershoek Clinic	2.21
Dukuza Clinic	2.17
Acaciavale Clinic	2.0
.....	--
Ncibidwane Clinic	1.95
Steadville Clinic	1.88
Wembezi Clinic	1.79
AE Haviland Memorial Clinic	1.77
Injisuthi Clinic	1.77

When Patients Miss a Visit to Collect ARVs:

Patient Responses: 228

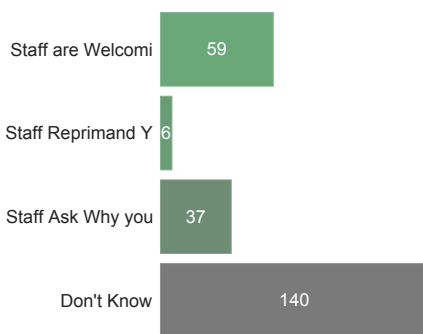


Facility Results

	Get an SMS	Get a phone call	You are not contacted by the clinic	Don't know/ never missed a visit
Steadville Clinic	3.0		2.0	14.0
Wembezi Clinic	10.0	1.0	7.0	6.0
AE Haviland Memorial Clinic	11.0		5.0	10.0
Injisuthi Clinic	9.0		4.0	13.0
Ncibidwane Clinic	8.0	1.0	3.0	7.0
Acaciavale Clinic	4.0	1.0		16.0
Bergville Clinic	4.0	1.0		9.0
Driefontein Clinic		3.0		17.0
Ekuvukeni Clinic	5.0	1.0		14.0
Walton Clinic		1.0		14.0

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

Patient Responses: 228



Facility Results

	Staff are Welcoming Back	Staff Reprimand You	Staff Ask Why you Missed Appt	Don't Know
Walton Clinic	1.0	1.0		14.0
Ekuvukeni Clinic	5.0	3.0	3.0	14.0
Driefontein Clinic	3.0	1.0	3.0	17.0
Steadville Clinic	8.0	1.0	3.0	14.0
AE Haviland Memorial Clinic	8.0		5.0	13.0
Acaciavale Clinic	4.0		1.0	16.0
Bergville Clinic	4.0		1.0	9.0
Injisuthi Clinic	8.0		5.0	13.0
Ncibidwane Clinic	7.0		5.0	7.0
Watersmeet Clinic	4.0		1.0	16.0

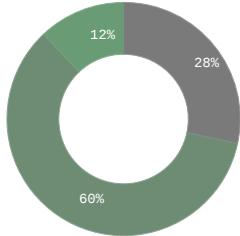
Adherence Clubs

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: 349

Yes:	28%
No:	60%
Dont know:	12%



District Score*

32%

Comparison Results

National Average:	41%
Provincial Average:	55%
Best District Result:	92%
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	80
Ncibidwane Clinic	79
Steadville Clinic	76
Injisuthi Clinic	50
Wembezi Clinic	42
.....	--
Ekuvukeni Clinic	5
Amazizi Clinic	0
Bergville Clinic	0
Dukuza Clinic	0
Emmaus Gateway Clinic	0

Does the Adherence Club make HIV medicine pick up faster?

Total Responses: 0

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.**

Facility Results

Information provided by the Adherence Club

Total Responses: 0

What clinical services are offered at an adherence club meeting?

Total Responses: 0

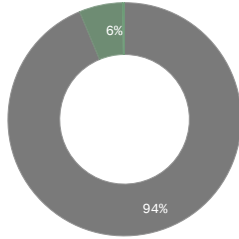
Access to Viral Load Testing / Information

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: 349

Yes:	94%
No:	6%
Dont know:	0%



District Score* **94%**

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.**

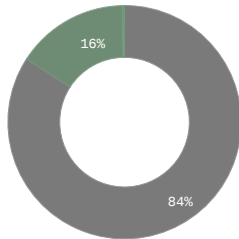
Facility Results (5 Best/Worst)

AE Haviland Memorial Clinic	100
Acaciavale Clinic	100
Bergville Clinic	100
Driefontein Clinic	100
Ekuvukeni Clinic	100
.....	--
Wembezi Clinic	100
Amazizi Clinic	92
Dukuza Clinic	80
Emmaus Gateway Clinic	78
Oliviershoek Clinic	71

Did a Health Worker Explain the Viral Load Test Result?

Patient Responses: 327

Yes:	84%
No:	16%
Dont know:	0%



District Score* **84%**

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.**

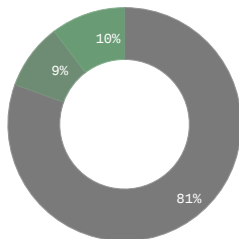
Facility Results (5 Best/Worst)

AE Haviland Memorial Clinic	100
Injisuthi Clinic	100
Ncibidwane Clinic	100
Steadville Clinic	100
Wembezi Clinic	100
.....	--
Watersmeet Clinic	75
Acaciavale Clinic	70
Amazizi Clinic	68
Bergville Clinic	68
Ekuvukeni Clinic	64

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

Patient Responses: 349

Yes:	81%
No:	9%
Dont know:	10%



District Score* **0.81**

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.**

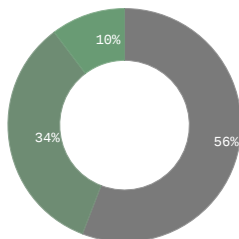
Facility Results (5 Best/Worst)

Ncibidwane Clinic	1.0
Wembezi Clinic	1.0
AE Haviland Memorial Clinic	0.96
Injisuthi Clinic	0.92
Steadville Clinic	0.88
.....	--
Amazizi Clinic	0.71
Oliviershoek Clinic	0.71
Acaciavale Clinic	0.7
Ekuvukeni Clinic	0.59
Bergville Clinic	0.56

Treatment Literacy: Do Patients Understand Viral Load and Transmission?

Patient Responses: 349

Yes:	56%
No:	34%
Dont know:	10%



District Score* **0.56**

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 (5 Best/Worst)

Ncibidwane Clinic	1.0
Wembezi Clinic	1.0
AE Haviland Memorial Clinic	0.96
Injisuthi Clinic	0.88
Steadville Clinic	0.88
.....	--
Acaciavale Clinic	0.0
Driefontein Clinic	0.0
Ekuvukeni Clinic	0.0
Walton Clinic	0.0
Watersmeet Clinic	0.0

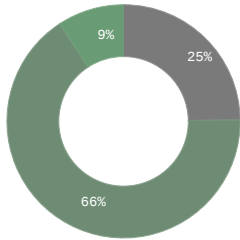
Index Testing

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: 347

Yes:	25%
No:	66%
Dont know:	9%



District Score* **27%**

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.**

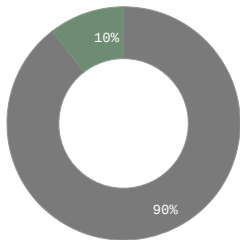
Facility Results (5 Best/Worst)

Walton Clinic	67
Watersmeet Clinic	65
Bergville Clinic	60
Driefontein Clinic	60
Ekuvukeni Clinic	59
.....	--
Ncibidwane Clinic	5
Amazizi Clinic	0
Dukuza Clinic	0
Emmaus Gateway Clinic	0
Oliviershoek Clinic	0

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

Patient Responses: 86

Yes:	90%
No:	10%



District Score* **90%**

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.**

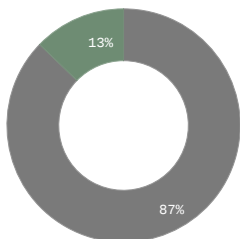
Facility Results (5 Best/Worst)

Acaciavale Clinic	100
Bergville Clinic	100
Driefontein Clinic	100
Ekuvukeni Clinic	100
Walton Clinic	100
Watersmeet Clinic	100
Wembezi Clinic	100
Steadville Clinic	25
AE Haviland Memorial Clinic	0
Injisuthi Clinic	0
Ncibidwane Clinic	0

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

Patient Responses: 86

Yes:	87%
No:	13%



District Score* **87%**

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.**

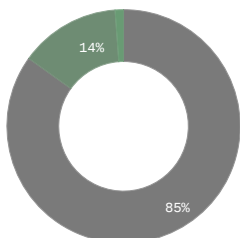
Facility Results (5 Best/Worst)

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

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

Patient Responses: 86

Yes:	85%
No:	14%
Dont know:	1%



District Score* **86%**

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 (5 Best/Worst)

Acaciavale Clinic	100
Bergville Clinic	100
Driefontein Clinic	100
Walton Clinic	100
Watersmeet Clinic	100
Ekuvukeni Clinic	85
Wembezi Clinic	50
AE Haviland Memorial Clinic	0
Injisuthi Clinic	0
Ncibidwane Clinic	0
Steadville Clinic	0

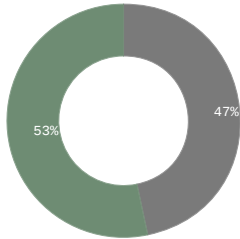
TB Infection Control

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: 15

Yes: 47%
No: 53%



District Score* **47%**

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.**

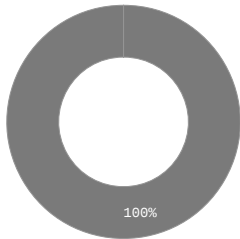
Facility Results (5 Best/Worst)

AE Haviland Memorial Clinic	100
Ekuvukeni Clinic	100
Emmaus Gateway Clinic	100
Injisuhi Clinic	100
Ncibidwane Clinic	100
.....	--
Driefontein Clinic	0
Dukuza Clinic	0
Steadville Clinic	0
Walton Clinic	0
Watersmeet Clinic	0

Were the Facility Windows Open?

Total Observations: 15

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.**

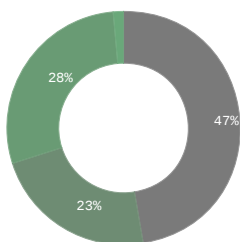
Facility Results (5 Best/Worst)

AE Haviland Memorial Clinic	100
Acaciavale Clinic	100
Amazizi Clinic	100
Bergville Clinic	100
Driefontein Clinic	100
.....	--
Oliviershoek Clinic	100
Steadville Clinic	100
Walton Clinic	100
Watersmeet Clinic	100
Wembezi Clinic	100

Are people being asked for TB symptoms?

Patient Responses: 351

Yes: 47%
Only sometimes: 23%
No: 28%
Dont know: 1%



District Score* **48%**

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.**

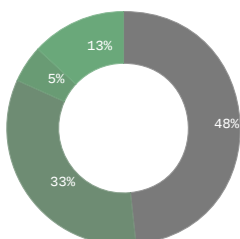
Facility Results (5 Best/Worst)

Bergville Clinic	100
Acaciavale Clinic	95
Driefontein Clinic	90
Walton Clinic	87
Steadville Clinic	85
.....	--
Ncibidwane Clinic	26
Dukuza Clinic	3
Emmaus Gateway Clinic	3
Amazizi Clinic	0
Oliviershoek Clinic	0

Are people who are coughing in a separate room?

Patient Responses: 350

Yes: 48%
Only sometimes: 33%
No: 5%
Dont know: 13%



District Score* **55%**

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 (5 Best/Worst)

Emmaus Gateway Clinic	100
Dukuza Clinic	97
Oliviershoek Clinic	92
Amazizi Clinic	87
Bergville Clinic	72
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AE Haviland Memorial Clinic	14
Ncibidwane Clinic	12
Wembezi Clinic	9
Injisuhi Clinic	0
Steadville Clinic	0