

# Media alert: New Ritshidze report finds Gauteng clinics plagued by unfriendly staff and misplaced files

## Contact:

Nggabutho Mpofo: 072 225 9675 | [ritshidze-comms@tac.org.za](mailto:ritshidze-comms@tac.org.za)

**Wednesday 24 November 2021**

**10am onwards**

**Sign up for live stream:** <https://bit.ly/RSVPRitshidze2021>

On 24 November Ritshidze will launch a detailed report into the state of the public healthcare system in Gauteng that finds **clinics plagued by unfriendly services and disorganised filing systems**. The report — based on the results of data collected through [Ritshidze's community-led monitoring](#) of 118 clinics in Gauteng — will be presented to the Gauteng Department of Health and other duty bearers at a community meeting in Katlehong.

This is the second edition of the Gauteng State of Health report; the [first was published in December 2020](#). Like the earlier edition, the 2021 report identifies challenges that discourage people from going to the clinic, contributing to Gauteng's failure to reach the UNAIDS 95-95-95 targets: **in Gauteng while 90% of people living with HIV know their status, only 72% of those people are on HIV treatment, out of which 88% are virally suppressed.**

The failure to meet these targets is a result of the decay in the health system. Key issues include:

- + **Unfriendly and unwelcoming services:** 39% of patients complained of unfriendly services and people living with HIV at 57 clinics say they are shouted at if they miss an appointment
- + **Messy and disorganised filing systems:** filing systems in bad condition at 24% of facilities monitored, leading to lost files, disruption and longer waiting times
- + **Overburdened clinics:** 43% of people living with HIV would like to collect ARVs closer to their home and should be enrolled in external pick up points that will reduce the burden on clinics and simplify ARV collection
- + **Lack of treatment literacy knowledge:** less than three quarters of people living with HIV we spoke to understand the benefit of taking their HIV treatment correctly
- + **Discrimination of key populations:** men who have sex with men, sex workers, trans people and people using drugs face unfriendly, insensitive and discriminatory services at many clinics.

These, among other issues, will be presented on Wednesday together with the personal experiences of people living with HIV, key populations and other public healthcare users. This year's report will show what progress has been made in the last year, where the Department has committed to make change, and what still needs to improve. **The embargoed State of Health report is available upon request.**

Ritshidze is a programme of the PLHIV Sector made up of the National Association of People Living with HIV (NAPWA), Positive Action Campaign, Positive Women's Network, the South African Network of Religious Leaders Living with HIV (SANERELA+), and the Treatment Action Campaign (TAC).

**You can follow @RitshidzeSA on [twitter](#), [facebook](#) and [instagram](#) for regular updates or go to [www.ritshidze.org.za](http://www.ritshidze.org.za) for more information.**