

PATIENT SURVEY

Facility name:

Name of person monitoring:

Hi, my name is _____, I'm working with Ritshidze to help monitor patient care in health facilities across South Africa [OR STATE NAME OF PROVINCE OR DISTRICT]. The purpose of Ritshidze is to find out if public healthcare users face any challenges in accessing health services so that we can raise these challenges with duty bearers and hold them accountable to fix them. I have a few questions that normally take about 10 minutes to answer. You can also skip any questions or stop the conversation at any time. Would you be willing to answer a few questions about the services at this facility?

1. What is the date and time that you are conducting this survey?

2. Please select the participant's gender

- Cisgender woman
 Cisgender man
 Transgender woman
 Transgender man
 Non binary person
 Other gender identity
 Prefer not to answer/Don't know

3. How old are you?

- Under 18 years old
 18–25 years old
 Over 25 years old
 Don't know/prefer not to answer

4. Did the facility open on time this morning?

- Yes
 No
 Don't know
 Prefer not to answer

5. Do you think this facility is open for enough hours to meet patient's needs?

- Yes
 Sometimes
 No
 Don't know
 Prefer not to answer

6. Do you think extended (more open) hours at the facility would make it easier for patients to access services?

- Yes
 No
 Don't know
 Prefer not to answer

7. About what time does the earliest person starts queuing at the facility in the morning? *(It is ok to estimate)*

8. Do you arrive before the facility is open?

- Yes
 No
 Don't know
 Prefer not to answer

Please skip question 9 if the person answered "no" to question 8.

9. On a scale of 1–5 how safe do you feel while you wait for the clinic to open? If 1 is VERY UNSAFE and 5 is VERY SAFE

- 1
 2
 3
 4
 5
 Don't know
 Prefer not to answer

10. What time did you arrive at the facility?

11. What time do you expect to leave the facility today?

12. What time does the facility usually stop seeing patients? *(It is ok to estimate)*

13. When you come to the facility are there enough staff to meet the needs of patients?

- Always Sometimes Never Don't know Prefer not to answer

14. Are the facility staff friendly and professional?

- Yes Sometimes No Don't know Prefer not to answer

15. Do you think the waiting time at this facility is long?

- Yes No Don't know Prefer not to answer

Please skip question 16 if person answered "no" to question 15.

16. Why do you think the waiting time at this facility is long? *(Please select all that apply)*

- It takes too long to find files, the filing system is messy, files are lost
 There is not enough staff Staff take long breaks (for tea, lunch etc.)
 The clinic opens late Staff are not working or working slowly
 Don't know Prefer not to answer
 Other *(please specify):*

17. Is there an appointment system at the facility?

- Yes No Don't know Prefer not to answer

Only ask questions 18 and 19 if person answered "yes" to question 17.

18. Which of the following best describes the appointment system?

- You are given an appointment day
- You are given an appointment day and time
- Don't know
- Prefer not to answer
- Other (please specify):

19. Is the appointment system functional?

- Yes
- No
- Don't know
- Prefer not to answer

20. Which contraceptives have you tried to access at this facility?

- External condoms
- Internal condoms
- Birth control pill
- Injection
- Implant
- IUD
- Don't know
- Prefer not to answer
- Other
- None

Please skip question 21 if person answered "None" to question 20.

21. Were you able to get the contraception you wanted?

- Yes
- No
- Don't know
- Prefer not to answer

Only ask question 22 if person answered "no" to question 21.

22. If no, why were you unable to get the contraception you wanted?

- They told me that I could not have it because I am a sex worker
- They told me that I could not have it because I am a person who uses drugs
- They told me that I could not have it because I am part of the LGBTQIA+ community (lesbian, gay, bisexual, transgender, queer, intersex, asexual +)
- They told me my first choice was not available
- They told me I had to come back
- They told me I was too young
- They told me there was a stockout / shortage
- They told me there were no pregnancy tests available
- Other
- Don't know
- Prefer not to answer

23. In the last three months have you or anyone you know left the facility without the medicines, contraceptives, vaccines, or tests you needed because of a stockout or short supply?

- Yes
- No
- Don't know
- Prefer not to answer

Please skip questions 24–28 if person answered “no” to question 23.

24. Which medicines, contraceptives, vaccines, or tests had a stockout or shortage? (Please select all that apply)

- | | | |
|--|---|--------------------------------------|
| <input type="checkbox"/> HIV medicine | <input type="checkbox"/> PrEP | <input type="checkbox"/> TB medicine |
| <input type="checkbox"/> Contraceptives | <input type="checkbox"/> Pregnancy Test | <input type="checkbox"/> Vaccines |
| <input type="checkbox"/> Bandages (or other dry stock) | <input type="checkbox"/> Prefer not to answer | <input type="checkbox"/> Don't know |
| <input type="checkbox"/> Other (please specify): | | |

25. If you know, please specify the HIV medication that experienced a shortage

- | | | |
|--|--|---|
| <input type="checkbox"/> 1st line fixed dose combination or FDC (efavirenz based regimen). Also known as Atripla, Tribuss, Atrioza or Adumen | | |
| <input type="checkbox"/> 1st line fixed dose combination or FDC (dolutegravir based regimen). Also known as Ranega, Acriptega, Dovimil, Emdoiten, Lanograv, Luvigen, Odystra, or Telado. | | |
| <input type="checkbox"/> Dumiva (abacavir 600MG, lamivudine 300MG) | | |
| <input type="checkbox"/> Lamivudine (3TC) | <input type="checkbox"/> Emtricitabine (FTC) | <input type="checkbox"/> Abacavir (ABC) |
| <input type="checkbox"/> Zidovudine (AZT) | <input type="checkbox"/> Lopinavir/ritonavir (LPV/r) | <input type="checkbox"/> Atazanavir/ritonavir ATV/r |
| <input type="checkbox"/> Dolutegravir (DTG) | <input type="checkbox"/> Neviripine (NVP) | <input type="checkbox"/> Other |
| <input type="checkbox"/> Don't know | <input type="checkbox"/> Prefer not to answer | |

26. If you know, please specify the TB medication that experienced a shortage

- | | | |
|--|---|--------------------------------------|
| <input type="checkbox"/> Rifafour | <input type="checkbox"/> Rimactazid | <input type="checkbox"/> Ethambutol |
| <input type="checkbox"/> Levofloxacin | <input type="checkbox"/> Moxifloxacin | <input type="checkbox"/> Bedaquiline |
| <input type="checkbox"/> Linezolid | <input type="checkbox"/> Clofazimine | <input type="checkbox"/> Cycloserine |
| <input type="checkbox"/> Streptomycin/Amikacin | <input type="checkbox"/> Pyrazinamide | <input type="checkbox"/> Delamanid |
| <input type="checkbox"/> Ethionamide | <input type="checkbox"/> Para-aminosalicylic acid | <input type="checkbox"/> Other |
| <input type="checkbox"/> Don't know | <input type="checkbox"/> Prefer not to answer | |

27. If you know, please specify which contraception experienced a shortage

- | | | |
|---|---|--|
| <input type="checkbox"/> External condoms | <input type="checkbox"/> Internal condoms | <input type="checkbox"/> Birth control pill |
| <input type="checkbox"/> Injection | <input type="checkbox"/> Implant | <input type="checkbox"/> IUD (intrauterine device) |
| <input type="checkbox"/> Don't know | <input type="checkbox"/> Prefer not to answer | <input type="checkbox"/> Other |

28. Is this stockout or shortage of medicine, vaccines, contraception, or tests occurring today?

- | | | | |
|------------------------------|-----------------------------|-------------------------------------|---|
| <input type="checkbox"/> Yes | <input type="checkbox"/> No | <input type="checkbox"/> Don't know | <input type="checkbox"/> Prefer not to answer |
|------------------------------|-----------------------------|-------------------------------------|---|

**PLEASE READ: "Are you aware of a service in South Africa which allows patients to report medicine stockouts or shortages?
Can I give you some information about how to report stockouts if you ever experience them in the future?"**

To report medicine stockouts and shortages: Send a Please Call Me, SMS, or Phone 084 855 7867. Or send an email to: report@stockouts.org

29. On a scale of 1–5 how clean is this facility? If 1 is VERY UNCLEAN and 5 is VERY CLEAN:

- 1 2 3 4 5
 Don't know Prefer not to answer

30. Are people in the facility waiting area asked if they have TB symptoms (like coughing, night sweats, fever, recent weight loss) by a facility staff member?

- Yes Only sometimes No Don't know Prefer not to answer

31. Are people who are coughing in the waiting room separated from those who are not?

- Yes Only sometimes No Don't know Prefer not to answer

32. Are people who are coughing in the waiting room given a mask?

- Yes Only sometimes No Don't know Prefer not to answer

33. Have you, or anyone you know, faced the following challenge in accessing healthcare in the last three months:

- Been refused access to services in the facility for not having an identity document
 Been denied access to services for not being able to pay for services
 Been refused access to services without a transfer letter from another clinic
 Been refused access to services because of being a sex worker
 Been refused access to services because of being part of the LGBTQIA+ community (lesbian, gay, bisexual, transgender, queer, intersex, asexual +)
 Been refused access to services because of using drugs
 Been refused access to services for not being South African
 No Other Don't know Prefer not to answer

Answer questions 34 to 38 only if the person is under 25 years of age.

34. Do you think this facility does a good job serving young people?

- Yes Sometimes No
 Don't know Prefer not to answer

Answer question 35 if person answered "no or sometimes" to question 34.

35. If no or sometimes, please explain:

36. Are the staff friendly and respectful towards young people specifically?

- Yes Sometimes No
 Don't know Prefer not to answer

Answer question 37 if person answered "no or sometimes" to question 36.

37. If no or sometimes, please explain:

38. Are there services designed for young people specifically?

- Information packages for adolescent sexual and reproductive health services
 Youth outreach services Youth friendly HIV testing and counselling
 Access to PrEP Access to contraception
 Youth friendly STI testing & treatment Youth happy hour
 Youth adherence clubs Youth champions
 Youth zone Don't know
 Prefer not to answer

39. Do you know how to contact the clinic committee if you have a complaint or issue at the facility?

- Yes No Don't know Prefer not to answer

40. In your opinion, what would make this facility better?

41. Thank you so much for your time. The next set of questions are for people living with HIV specifically. If that applies to you, can I continue with these questions?

Yes No (does not apply, or unwilling to continue)

If no, thank participant again for their time and ask if they have any questions.

If yes, move onto the PLHIV section of the patient survey on the next page.

IMPORTANT:**All the following questions are only for people living with HIV.****42. Where do you collect your ARVs?**

- From a facility pick-up point at the clinic (CCMDD parcel collection room, pharmacy, fast lane, fast track, Sha'p Left, ARV ATM, Pelebox/locker with code sent to phone)
- At an adherence club (in the facility or in the community)
- From an external pick-up point (CCMDD at pharmacy e.g. clicks or dischem or independent pharmacist, community venue e.g. church/library/other, from a mobile van, Sha'p Left, ARV ATM, Pelebox/locker with code sent to phone, Post office)
- At the facility (from the pharmacy after review by nurse/doctor, or from nurse/doctor after review)
- Other Don't know Prefer not to answer

*Only ask question 43 if the person answered "At the facility" in question 42.***43. Has the facility ever offered you an option to be in a facility pick-up point, external pick-up point, or adherence club?**

- Yes No Don't know Prefer not to answer

*Answer questions 44 to 48 only if the person collects at an facility pick-up point.***44. Please select which facility pick-up points you use:**

- CCMDD parcel collection room Fast track Sha'p Left ARV ATM
- Pelebox/locker with code sent to phone Fast lane Other Don't know
- Prefer not to answer

45. Does the facility pick-up point make it quicker to collect your ARVs than waiting at the facility?

- Yes No Don't know Prefer not to answer

46. When using the facility pick-up point, do you have to go to any other service point other than parcel collection (for example registry or folder collection)?

- Yes No Don't know Prefer not to answer

47. How long does it take you to collect your parcel?

- Less than 30 minutes 30-60 minutes 60-120 minutes
- More than 120 minutes Don't know Prefer not to answer

**48. On a scale of 1 to 5, how satisfied are you with the facility pick-up point you use?
If 1 is VERY UNSATISFIED and 5 is VERY SATISFIED.**

- 1 2 3 4 5
- Don't know Prefer not to answer

*Answer questions 49 to 52 only if the person collects at an external pick-up point.***49. If you use an external pick-up point, please select which you use:**

- Private pharmacy e.g. Clicks, Dischem Mobile van Sha'p Left
- ARV ATM Pelebox/locker with code sent to phone Post Office
- Community venue e.g. church/CBO office Don't know Other
- Prefer not to answer

50. When you started using an external pick-up point, did you get a choice of more than one?

- Yes No Don't know Prefer not to answer

51. Does the external pick-up point make it quicker to collect your ARVs than waiting at the facility?

- Yes No Don't know Prefer not to answer

52. On a scale of 1 to 5, how satisfied are you with the external pick-up point you use? If 1 is VERY UNSATISFIED and 5 is VERY SATISFIED.

- 1 2 3 4 5
 Don't know Prefer not to answer

53. How long has it been since you were diagnosed with HIV?

- Less than a year 1–2 years 2–3 years 3–4 years More than 4 years

54. When were you initiated on ART?

- Less than 6 months ago 6 months to a year ago Over a year ago
 Don't know Prefer not to answer

Only ask question 55 if person answered "less than 6 months ago" in question 54.

55. Were you supported to make a treatment adherence plan (steps to help you to remember to take your treatment, for example when you travel)?

- Yes No Don't know Prefer not to answer

Only ask question 56 if person answered "yes" in question 55.

56. What were the elements of the treatment adherence plan that were discussed? (Select all that apply)

- Treatment education Adherence plan
 Adherence plan check-in meeting Don't know
 Prefer not to answer

57. At your last ARV refill how long were you given HIV medicine for?

- 1 week 2 weeks 3 weeks 1 month 2 months
 3 months 6 months Don't know Prefer not to answer

Answer questions 58 and 59 only if the person collects at the facility.

58. If you miss a facility visit to collect your ARVs which of the following happens? (Please select all that apply)

- Get an SMS Get a phone call
 A health worker comes to your house You are not contacted by the clinic
 Don't know/ never missed a visit Prefer not to answer
 Other (please specify):

59. If you are late for an appointment date or miss a facility visit to collect ARVs, then you return next time to collect them, which of the following happens: (Please select all that apply)

- The staff are welcoming and friendly even though you missed last visit
- The staff shout at you for missing a visit
- The staff counsel you on adherence
- The staff ask why you missed visits
- The staff send you to the back of the queue
- Don't know/ never missed a visit
- Prefer not to answer
- Other (Please specify what happens when you return to pick up your ARVs):

60. Have you been offered TB preventive therapy (TPT) in the last year? (These are medicines that prevent TB infection)

- Yes No Don't know Prefer not to answer

Please skip questions 61 and 62 if person answered "no" to question 60.

61. If you have taken TPT do you remember how long the full course was for? (The full course is how long you were meant to take the medicines for)

- 1 month 3 months 4 months 9 months 12 months
 1+ years Other Don't know Prefer not to answer

62. If you have taken TPT do you remember how long you took it for?

- 1 month 3 months 4 months 9 months 12 months
 1+ years Other Don't know Prefer not to answer

Only ask question 63 if person has not already said they get their medication from a club.

63. Are you aware of an adherence club at the facility or in the community where you can meet with other people living with HIV and pick up your medicines?

- Yes No Don't know Prefer not to answer

64. If you could collect your ARVs closer to home, would you like to?

- Yes No Don't know Prefer not to answer
 No — because I already collect my ARVs close to home

65. Do you know your viral load (this is how much HIV virus is in your blood)?

- Yes No Don't know Prefer not to answer

66. Have you had a viral load test in the past year? This is a blood test to see how much HIV virus is circulating in your blood?

- Yes No Don't know Prefer not to answer

Please skip question 67 if person answered "no" to question 66.

67. Did a healthcare provider explain what the results of this test means to you?

- Yes No Don't know Prefer not to answer

68. Do you agree with the following statement: Undetectable viral load means the treatment is working well.

- Yes No Don't know Prefer not to answer

69. Do you agree with the following statement: *Undetectable viral load means a person is not infectious.*

- Yes No Don't know Prefer not to answer

70. For your HIV treatment, have you wanted to use a dolutegravir (DTG) based regimen? (Also known as *Ranega or Acriptega, Dovimil, Emdoiten, Lanograv, Luvigen, Odystra, or Telado*)

- Yes No I've never heard of DTG before
 Don't know Prefer not to answer

Only ask question 71 if person answered "no" to question 70

71. Why do you not want to use a dolutegravir (DTG) based regimen? (Select all that apply)

IMPORTANT: DO NOT READ ALL RESPONSE OPTIONS

- I don't want to switch HIV medications
 I've heard that DTG makes you sick
 I've heard that DTG makes you gain too much weight
 I've heard that DTG can cause birth defects if taken when pregnant
 Don't know Prefer not to answer Other (please specify):

If they are not on a DTG based regimen you can provide treatment literacy information:

- + Dolutegravir has fewer side effects than efavirenz—so it is even easier for people to take and for treatment to be effective. It is harder to get resistance to dolutegravir than to efavirenz. The new combination of ARVs also comes in a smaller pill.
- + Side effects are not common but can include mood changes and difficulty sleeping. Occasionally people might need to change to another ARV. Some people find it better to take dolutegravir in the morning than the evening.
- + Some people gain weight on dolutegravir. South African guidelines encourage everyone to eat a healthy diet and exercise.
- + The risk of neural tube defects is not any different on DTG compared to people who are on other ARVs. This is why the World Health Organisation recommends the DTG based ART regimen for first line HIV treatment for all adults regardless of reproductive potential.

If answered "yes" to question 70, please answer 72 & 73

72. Are you on a dolutegravir (DTG) based regimen? (Also known as *Ranega or Acriptega, Dovimil, Emdoiten, Lanograv, Luvigen, Odystra, or Telado*)

- Yes No Don't know Prefer not to answer

73. Were you given a choice between taking DTG or another treatment regimen?

- No, the healthcare worker chose for me
 No, because there was only one treatment option available
 Yes, the healthcare worker explained my options and I chose which treatment to take
 Don't know Prefer not to answer

Please skip question 74 & 75 if the person answered "no" to question 73.

74. Were the potential side effects of DTG ever explained to you?

- Yes No Don't know Prefer not to answer

75. Are the healthcare workers monitoring your weight since you started DTG?

- Yes No Don't know Prefer not to answer

76. Has a healthcare worker ever asked you for the names and contact information of your partners and children so that they can test them for HIV?

- Yes No Don't know Prefer not to answer

Only answer questions 77 to 79 if the person said the healthcare worker has asked for the names and contact information of their sexual partners or children.

77. Did the healthcare worker ask you if any of the partners you gave the names of had ever hurt you, threatened to hurt you, or forced you to do something sexually before?

- Yes No Don't know Prefer not to answer

78. Did the healthcare worker tell you that you could say no or refuse to give the names of your partners or children for HIV testing?

- Yes No Don't know Prefer not to answer

79. Did the healthcare worker give you any information on gender-based violence services that are available either in the facility or by referral?

- Yes No Don't know Prefer not to answer

80. Since you were first diagnosed with HIV, have you ever tested for HIV again?

- Yes No Don't know Prefer not to answer

Only ask questions 81 and 82 if answered "yes" to question 80

81. How many times have you tested for HIV again after you were initially diagnosed?

- Once 2 to 3 times 4 to 9 times
 10 or more times Don't know Prefer not to answer

82. What was the reason that you tested for HIV again?

- I wanted to confirm my status
 I wanted to see if I still have HIV
 My patient file was missing and the healthcare worker needed to confirm my status
 I transferred facilities for my ARVs and the healthcare worker needed to confirm my status
 I felt pressured to test again in a group setting
 A healthcare worker advised that I test again because of an exposure to HIV (as part of index testing)
 Don't know Prefer not to answer Other (please specify):

83. Do you think that this facility keep people's HIV status confidential and private?

- Yes No Don't know Prefer not to answer

Only ask question 84 if answered "no" to question 83

84. If no, please specify the reason why not.

- Staff are disclosing the status of people living with HIV in waiting area
 More than one person is being consulted or counselled in the same room
 People living with HIV are separated from other chronic patients
 Security guards check patients' medicines when they are leaving the facility
 Don't know Prefer not to answer Other privacy violation (please specify)

Answer only if person answered "More than one person is being consulted or counselled in the same room" in question 84

85. Why is more than one person being consulted or counselled in the same room? (Please select the answer describes the situation)

- | | |
|--|---|
| <input type="checkbox"/> No private rooms in the facility | <input type="checkbox"/> Not enough private rooms |
| <input type="checkbox"/> Staff are not using the private rooms available | <input type="checkbox"/> Prefer not to answer |
| <input type="checkbox"/> Other (please specify): | |

86. Is psycho-social support available for people living with HIV here?

- Yes No Don't know Prefer not to answer

Please skip question 87 if person answered "no" to question 86.

87. Please specify what psycho-social support is available: (Please select all that apply)

- | | |
|---|--|
| <input type="checkbox"/> Individualised counselling for any person living with HIV (no matter how long they have been on treatment) | |
| <input type="checkbox"/> HIV pre-test counselling | <input type="checkbox"/> HIV post-test counselling |
| <input type="checkbox"/> Peer led patient navigators | <input type="checkbox"/> Referrals to social worker and other services |
| <input type="checkbox"/> Referral to optional support groups | <input type="checkbox"/> Food parcels |
| <input type="checkbox"/> Prefer not to answer | <input type="checkbox"/> Don't know <input type="checkbox"/> Other |

88. In your opinion, what would make this facility better specifically for people living with HIV?

REMEMBER: If someone said they use an adherence club to collect ARVs, make sure you ask them the adherence club member questions now.