

Now that the traffic lights are green, let's have 'Happy Hour' again

This month, most clinics have green traffic lights for all basic service delivery functions, including opening on time, medication availability, and reduced waiting times, with 98% of residents being assisted within two hours. **This is up significantly from 52% in October 2021.**

With this foundation in place, clinics can now focus attention on more specialised services. For example, prior to the COVID-19 pandemic, all clinics provided Youth and Adolescent Sexual and Reproduction Health services one afternoon a week between 2pm and 4pm. **This service, known as 'Happy Hour' gives young people after-school access to family planning resources, HIV testing and treatment, and mental health counselling.** Having a dedicated slot, without family and community members also in attendance, protects their confidentiality, minimises stigma, and therefore increases the likelihood that young people will use these services.

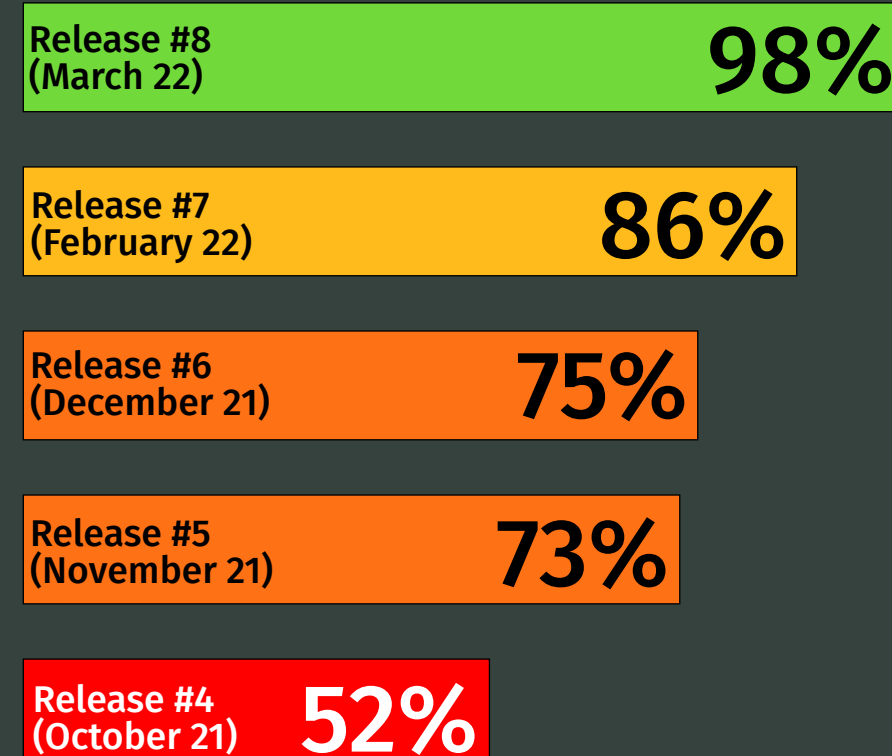
For these reasons, the absence of 'Happy Hour' at seven of the clinics is very concerning. Females between 15 and 24 years old are four times more likely to become infected with HIV than any other age group. Offering 'Happy Hour' can not only save lives, but is also easily done – it does not require any additional capacity or resources from clinics; it only requires their will and commitment to prioritising young people's health.

GREAT NEWS: clinics become more efficient

- In October 2021, 30% of residents spent more than three hours at the clinic. Residents used Asivikelane Health data to engage clinics about inefficiencies that caused slow service delivery.
- Clinics responded with solutions like pre-packing medication, home delivery of medicine, refining the queuing system, and sharing resources in emergencies.
- This led to significant service delivery improvements and **by March 2022, only 2% of residents spent more than three hours at the clinic.**
- Residents are excited about their role in influencing change.

DATA NOTE: 247 residents from across the OR Tambo and Buffalo City Health Districts were interviewed for Asivikelane Health #8 in the last week of February 2022. 90% of participants are female. Detailed results and comments from residents are available at www.asivikelane.org/health. For more information please contact: info@asivikelane.org or kaugust@spf.org.za Facebook: @smallprojectsfoundation Instagram: @spfinfo Twitter: @FoundationSmall website: www.spf.org.za

Massive improvement in percentage of residents assisted within 2 hours across all clinics



HOTSPOTS

- Residents at **Ncera, Masiphile, Mncotsho, Ngqeleni, Nkumandeni, Qhuru, Nqanda, Canzibe** and **Openshaw** clinics say they do not have an adequate waiting area.
- **Nkumandeni** and **Ngqeleni** residents say their clinics don't have enough antenatal care nurses.

AT YOUR MOST RECENT CLINIC VISIT IN THE LAST MONTH...

CLINIC NAME	...WERE YOU ASSISTED WITHIN 2 HOURS BY A HEALTH CARE PROVIDER?	...WAS THE MEDICINE AVAILABLE FOR YOU ON THE DAY?	...WERE 'HAPPY HOUR' YOUTH-FRIENDLY SERVICES AVAILABLE AT THE CLINIC?
BUFFALO CITY DISTRICT			
THEMBALETHU	●	●	●
NEULANDS	●	●	●
POTSDAM	●	●	●
NEEDSCAMP	●	●	●
NCERA	●	●	●
MPONGO	●	●	●
TWECU	●	●	●
OPENSHAW	●	●	●
ZIKHOVA	●	●	●
MASIPHILE	●	●	●
QHURU	●	●	●
MNCOTSHO	●	●	●
ILITHA	●	●	●
TSHABO	●	●	●
BERLIN	●	●	●
OR TAMBO DISTRICT			
NGQELENI	●	●	●
PHILANI	●	●	●
BUNTINGVILLE	●	●	●
MAQANYENI	●	●	●
NKUMANDENI	●	●	●
NTIBANE	●	●	●
NQANDA	●	●	●
CANZIBE	●	●	●
NTAPHANE	●	●	●
LUJIZWENI	●	●	●

