

STOCK OUTS IN THE FREE STATE

22 JUNE 2014

SUBMISSION TO THE FREE STATE PEOPLE'S COMMISSION OF INQUIRY

Included in the submission to the Free State People's Commission Of Inquiry, the Stop Stock Outs project (SSP) has included:

1. A list of 71 stock out cases reported to the SSP from the public (health care workers and patients) on its free hotline between 1 January 2014 and 22 May 2015. (Document Attached)
2. A report summary of the findings from the Free State from the 2014 National Stock Outs Survey (See Below).

Foreword

One of the biggest frustrations faced by rural clinicians at the coalface of healthcare delivery in clinics and district hospitals is that short, yet devastating sentence: "Sorry, it's out of stock". It is hard to describe the helplessness and anger one feels when cheap, yet important medications such as anti-hypertensives, anti-epileptics, ARV's, antibiotics and even simple analgesics are not available. I do not know a single healthcare provider working in a government hospital, rural or urban, who has not often heard and does not always dread that sentence uttered; sometimes several times a week, potentially signalling death for the people we serve.

When medication is not available, it means that trained health professionals are practicing without some of the most important tools at their disposal. And of course, medicine stock outs are worse in rural areas, where pharmacists and pharmacy assistants are scarce, and the supply chain is long and weak. Such shortages are hugely demotivating for healthcare workers – doctors, nurses and therapists alike. Yet, much more significant is the suffering it engenders for the many South Africans reliant on the public health system. The absence of medication causes people to suffer unnecessary pain. Babies who should be protected during delivery acquire HIV, grannies to be laid low by an avoidable stroke and uncomplicated TB infections turn into resistant ones. Each time a medication is out of stock, there is a measurable human impact, in terms of hours wasted, hard-saved money spent on taxi fare to no avail, diseases left untreated, and confidence lost in our public health system. Stock outs of medications on the essential drugs list are never acceptable. Every stock out is a dire emergency and should be treated as such. This survey quantifies the level of stock outs of a few basic, essential medications in the government sector and aims to help start a conversation to identify causes and find solutions to an unacceptable situation. If we are to ensure a reliable supply of medicines to all South Africans, regardless of where they live, every level of the healthcare



system will need to tackle this problem and work together from districts, to province and to the National Department of Health. - **Dr. Karl le Roux, Rural Doctors Association of Southern Africa (RUDASA)**

Introduction

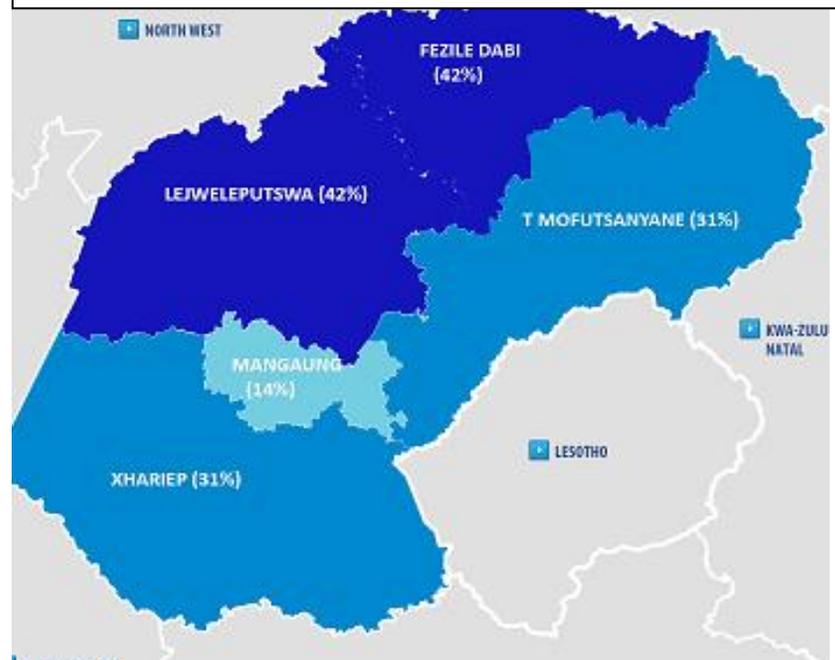
South Africa has among the largest HIV and TB epidemics in the world. A reliable supply of life-saving medication is a constitutional right as well as critical to personal and public health. The Stop Stock Outs Project (SSP), a civil society coalition, seeks to ensure that all people have access to the medicines they require and to which they have a right. The SSP does so by monitoring and communicating about shortages and stock outs of medication, and ensuring that transparency and accountability exists along the supply chain. With its free hotline, the SSP ensures that patients and health care workers can ring the alarm when stock outs occur anywhere in the country. Rapid communication to public health authorities aims to speed up resolution of stock outs and gradually improve the supply chain. To systematically assess and quantify the extent of medicine stock outs in public health facilities across South Africa, the SSP undertakes annual national surveys. Thus far, we have conducted studies in the fourth quarters of 2013 and 2014.

2014 NATIONAL STOCK OUTS SURVEY – FREE STATE SUMMARY – SURVEY CONDUCTED IN Q4 2014

To systematically assess and quantify the extent of medicine stock outs in public health facilities across South Africa, the SSP also undertakes annual national surveys. Thus far, two surveys have been conducted, in the fourth quarters of 2013 and 2014. The first, conducted in 2013, was the largest survey at that time on stock outs in South Africa. To re-assess the extent of stock outs one year later, a second survey was conducted in 2014, with modification in the methodology made in consultation with the National Department of Health (NDoH) and stakeholders in the consortium.

The full report can be found on

Map: % Facilities reporting at least 1 ARV/TB stock out during the 2014 stock outs survey period



http://stockouts.org/uploads/3/3/1/1/3311088/stockouts_2014_final_online.pdf

METHODS

This telephonic survey was conducted over six weeks from October to November 2014. Survey assistants were recruited and trained to use the same questionnaire to enable the collection of standardised information from all facilities

contacted. Upon calling a facility, the surveyor asked to speak to, in order of preference, the pharmacist, pharmacy assistant or person who orders the facility's medicine. The motivations and aims of the survey were explained to respondents who were then asked to respond anonymously to questions about medicine stock outs at their facility.

For the purposes of this survey, a stock out was defined as no medicine on the facility shelf. A stock out in the preceding 3 months was an event occurring during the 90 days before the day of the phone call and an on-going stock out was an event occurring on the day of the phone call. Facilities reporting a stock out on the day of the call were asked if they were willing for their facility name to be identified for follow-up. 77% (314/410) of facilities agreed and details were forwarded weekly to NDoH. A facility was deemed unreachable if no correct phone number could be obtained or if after four attempts to phone the facility, the call remained unanswered.

Adjustments to the survey methodology were made in 2014 in order to gather more refined information. The following changes were made:

Table 1: 2013 and 2014 – Changes in Methodology

Survey Question	2013	2014
Respondent	Sister in Charge	Pharmacist, Pharmacy Assistant or Person who orders the facilities medication
Type of rupture	ARV/TB stock outs and shortages	ARV/TB stock outs only
Phrasing	Stock outs	Medicines that are out of stock
Dosage	Dosage not requested	Dosage requested (e.g.150mg, 300mg)
Patient impact	Open-ended response accepted	Categorized into 3 categories based on 2 other categorical questions (See Table 2 for more details)

RESULTS

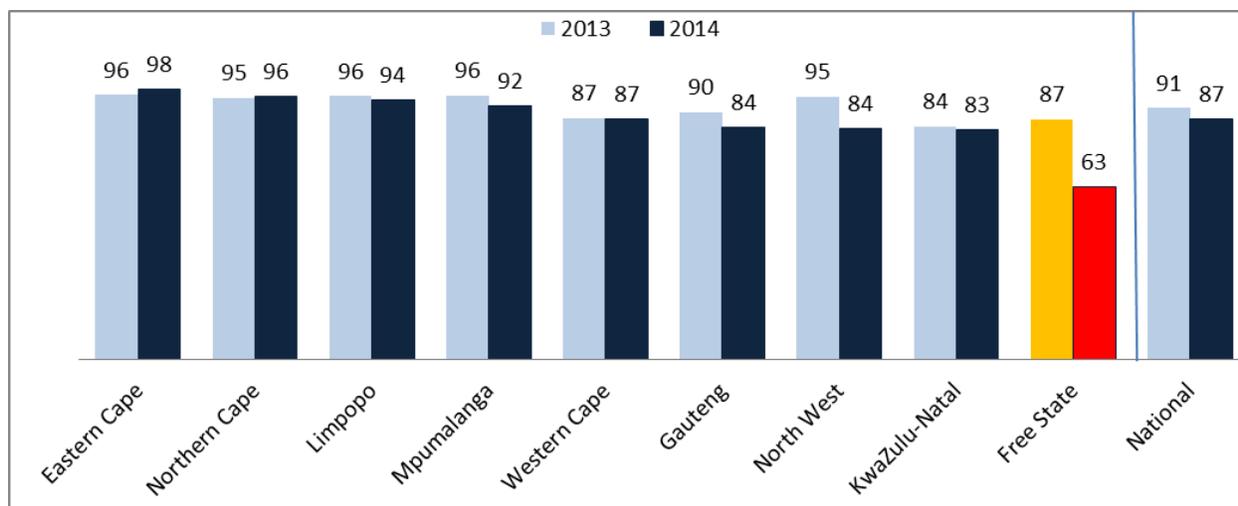
SURVEY RESPONSE

Between October and November 2014, the survey team contacted 2866 (77%) of the 3732 facilities identified nationwide by telephone. In Free State, 242 facilities were identified. 235 facilities were reachable by telephone within 4 attempts. However, only 67% (147/235) of facilities were willing to participate in the survey in 2014 compared to 87% (2499/2864) of facilities nationwide as seen in Table 2 below. Additionally, in 2013 87% of facilities across Free State were willing to participate in the stock outs survey. The significant drop to only a 63% participation rate suggests a change in context where health care workers are unable to transparently provide information as seen in Table 3.

Table 2: Facilities that were contactable and provided information on stock outs of ARV and/or TB medicines. Results by province in 2014.

2014	Number of Facilities Identified	% (Number) Facilities Contactable by Phone	% (Number) Facilities Providing Information
Free State	242	97% (235/242)	63% (147/235)
National	3732	77% (2866/3732)	87% (2499/2865)

Table 3: Proportion (%) of facilities participating in survey, 2013 & 2014



ARV AND TB STOCK OUTS

In 2014, 28% (41/147) of facilities in the Free State reported at least 1 ARV/TB stock out in the three months prior to contact. Due to the drop in participation rate, the results of stock out in Free State may underrepresent the situation as those facing stock outs may not be able to report.

Table 4: Proportion (%) of facilities reporting at least one ARV/TB stock out in the three month period prior to contact by province for 2013 & 2014 and breakdown of proportion (%) of facilities reporting adult ARVs, PMTCT, paediatric ARVs and TB stock outs

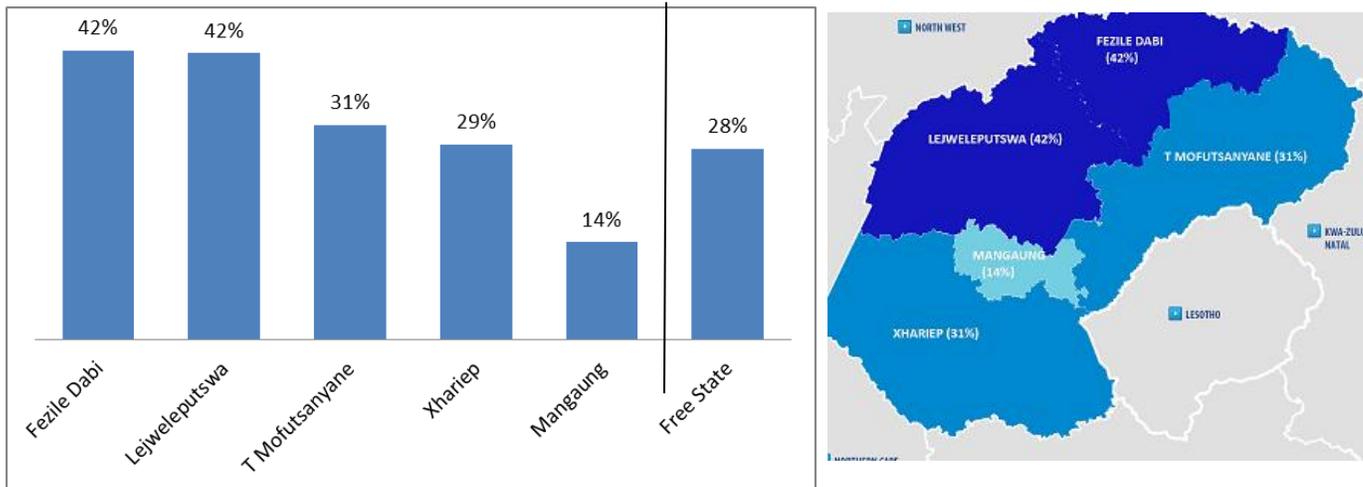
Previous three months	2014:Facilities reporting at least one ARV/TB stock out %(#)	2013: Facilities reporting at least one ARV/TB stock out% (#)	2014 Breakdown			
			Facilities reporting at least one adult ARV stock out % (#)	Facilities reporting at least one PMTCT stock out %(#)	Facilities reporting at least one paediatric ARV stock out % (#)	Facilities reporting at least one TB stock out% (#)
Free State	28% (41/147)	54% (90/167)	21% (31/147)	1% (1/147)	8% (12/147)	2% (3/147)
National	25% (614/2454)	21% (459/2139)	14% (351/2454)	3% (78/2454)	6% (153/2454)	6% (140/2454)

There was wide variation in the extent of stock outs between provinces and between districts. Nationwide, 7 districts were severely affected by ARV and TB stock outs with over 40% of facilities reporting ARV/TB stock outs. Two of these districts are located in Free State.

- Joe Gqabi 46%(16/35), Eastern Cape
- Alfred Nzo 50% (28/56), Eastern Cape
- Bojanala 44% (34/77), North West
- Nkangala 44%(25/57), Mpumalanga
- Gert Sibande 41%(23/56), Mpumalanga
- Lejweleputswa 42% (13/31), Free State
- Fezile Dabi 42% (11/26), Free State.

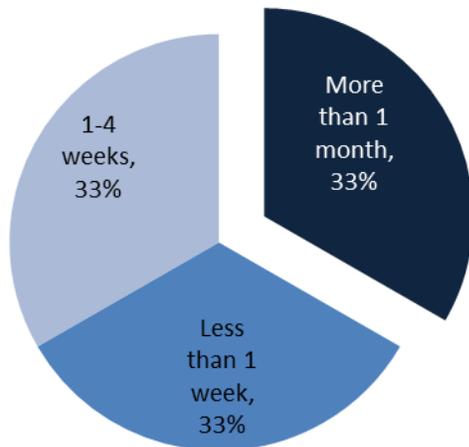
In Fezile Dabe, 42% (11/26) of facilities, in Lejweleputswa, 42% (13/31) of facilities, in T Mofutasayane 31% (11/35) of facilities, in Xhariep 29% (2/7) and in Mangaung only 14% (3/21) of facilities reported at least 1 ARV or TB stock out during the survey period.

Table 5: District Breakdown - % of Facilities Reporting at Least 1 ARV/TB Stock Out During the Previous 3 Months

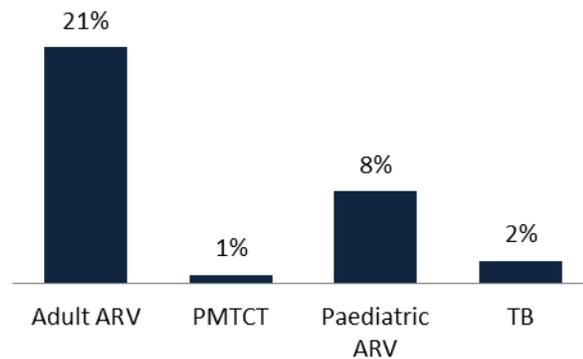


Where facilities were able to provide information, one third (18 cases) of cases of ARV and TB stock outs reported during the 2014 survey lasted more than 1 month; one third between 1-4 weeks and one third less than 1 month. The majority of the drugs reported out of stock were for the use of adult first line HIV treatment. Stock outs of first line adult HIV treatment will affect the largest number of patients as the majority of HIV patients require first line treatment. The most commonly reported medicines reported out of stock were Abacavir for adults, Tenofovir for adults, and Efavirenz for children.

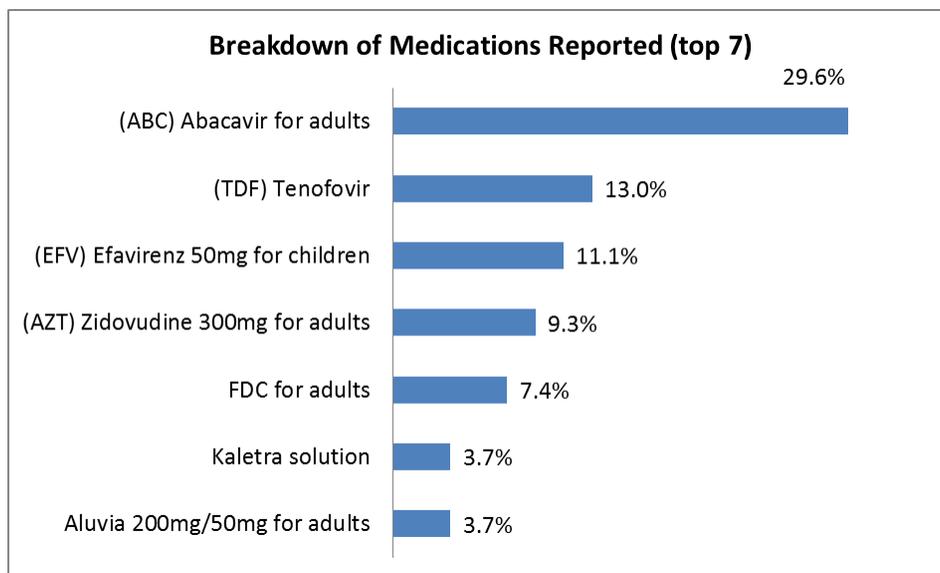
Length to resolution



% Facilities reporting stock out of:



Breakdown of Medications Reported (top 7)



STRENGTHS AND LIMITATIONS OF THE SURVEY

This is the largest survey to date on the extent of stock outs in the South African antiretroviral treatment programme. In 2014, however, a since the participation rate in the Free State to 63%, the survey may underestimate the extent of stock outs as facilities facing stock outs may be unable to provide information.

A major constraint of the survey is that respondents can only report on stock outs they are aware of. Ascertainment bias may exist in this type of survey and tends to underestimate the true proportion of stock outs, as staff are more likely to underreport stock outs. Secondly, often in surveys of healthcare staff, individuals wish to create a favorable impression of where they work. If this occurred in this survey it would lead to an underestimation of the true extent of

stock outs. Additionally, a consequence of a lower response rate in Free State is that results from the province may also underestimate the problem as only 63% of Free State respondents agreed to provide information.

Finally, as individual recall of when the stock out began and when it was resolved are likely to be more prone to error, therefore the estimated duration of stock outs should be seen as indicative rather than exact. However, the survey asked participants to provide stock outs at two different time points, the day of the call and in the past three months. Using too short of a time frame would underestimate the problem and using too long of a time frame could overestimate the problem. The two time points used in this survey were stock outs existing on the day of the call (ongoing) and stock outs occurring during the three months prior to contact to provide a range of outcomes.

Key findings

The objective of the survey is to determine the extent of stock outs in order to bring the problems faced by patients and healthcare workers alike to those responsible for their resolution. While recommendations on how to fix ongoing problems are not the primary objective of this report, there are some overlapping issues that might contribute to sustainably resolve stock outs.

Wide variation amongst provinces, districts and facilities

- This survey highlights wide variation in types of medicines out of stock, length of stock outs and patient impact both between and within provinces. The diffuse nature of the stock outs indicates that there are complex underlying reasons that differ by province and even district. Hence analysis of root causes and identifying solutions are needed at all levels of the supply chain, from facilities, to district teams, to provincial and national level. Co-ordinated efforts especially between district health and pharmaceutical services are necessary.
- Stock outs vary from facility to facility. Root causes analysis should also focus at facility level. District health and pharmaceutical services teams should support facilities with supply processes such as ordering and forecasting
- Urgent action is needed in areas most severely affected.
- Improved visibility of medicines at facility level is required
- It is critical to assess and identify what factors contribute and prevent stock outs in different areas. Examples of these key factors include adequate and trained human resources, district support with ordering and forecasting, on time payment of manufacturers, and accountable and responsive facility, district and provincial managers.
- The varied results of the survey demonstrate that well-functioning systems are possible in South Africa and targets should be set against those standards

ANALYSIS & DISCUSSION

An ineffective supply chain can weaken the entire health system's ability to provide effective health care. This survey identified a high proportion of facilities, especially in two districts in the Free State with stock outs of any ARV and/or TB medicines. These stock outs were unevenly distributed across provinces and districts, highlighting areas necessitating urgent corrective action.

STOP STOCKOUTS



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Stock outs of fixed dose combinations (FDCs) were less frequent in 2014, improving compared to 2013. However, there were frequent stock outs of other 1st line HIV medicine, 2nd line HIV medicine, paediatric HIV medicine, isoniazid preventive treatment (IPT) for TB, and medicine for complicated TB. Patients who require medicine other than FDCs are often already more vulnerable because they have clinical complications such as resistance, side effects, and/or other co-existing conditions such as renal failure, or because they are children or adolescents. They already have a limited number of options for effective treatment.

In 20% of the reported stock out cases in both 2013 and 2014, patients were turned away from the facility without medication. These patients are the most affected by the adverse impact of stock outs. Facing stock outs, many patients will be at risk of developing and transmitting drug resistance, interrupting and even defaulting treatment, and ultimately increased risk of illness and death. Stock outs can also be demoralising the health care workers who have to turn patients away without treatment, determine who does or does not get treatment or how much treatment each patient receives.

CONCLUSIONS:

In February 2015, the results of this survey were shared with the Free State DoH Head of Department and Head of Pharmaceutical Services. FSDoH had committed to providing narratives identifying root causes, factors that prevent stock outs in their province and action plans as part of this report. However, an action plan was not provided by the 24 April 2014 deadline.

The consequence of a malfunctioning supply system is human loss and illness. Stock outs can lead to unnecessary suffering, costly resistance and, in the worst cases, death.

In South Africa, stock outs remain one of the key constraints in the delivery of effective healthcare in across the country. Persistence of stock outs over time are indicative of not just of the complexities of the health system but the need for urgent co-ordinated intervention at different levels of the supply system to prevent it. Supply chain systems are an ecosystem of people, activities, information, resources, depots and facilities that have to come together to ensure the delivery of medicine to patients. Improvement of the supply chain will only be realized with co-ordinated efforts between district health teams, pharmaceutical services, and provincial and national health departments.

In order to address stock outs, at the national and provincial level, a concrete high level strategy, with clear timelines, is needed. This strategy needs to include:

1. Identifying the problem and causes
2. Creating action plans and timelines
3. Implementing the action plans
4. Measuring and evaluating progress
5. Effective and immediate communication through this process both up and down between national, provincial, district and facility level staff, health care workers and most importantly, patients.



Appendix A: A list of 71 stock out cases reported to the SSP from the public (health care workers and patients) on its free hotline between 1 January 2014 and 22 May 2015. (Document Attached)

STOP STOCKOUTS



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Stock out Case	Category	Medication	Facility	Province	Date Reported	Date Case Closed	Details
Open	Diabetes medicines	Metformin	Khotsong Clinic	Free State	5/11/2015		5/11/2015, case of stock out received. Stock out has been on-going for 3 weeks. Last order date for treatment was on 4/2/2015, however, treatment was not delivered on 4/27/2015. Facility waiting for district to inform them on when next an order for treatment can be placed. Case escalated to district pharmacist and manager. Next follow up dates, Escalation: 5/13/2015 and Facility 5/19/2015. 5/2/2015, received feedback from Provincial that they had communicated with a supplier regarding the availability of treatment, which confirmed treatment was available. Followed up with facility, which confirmed ongoing stock out. Provincial to follow up with depot on treatment availability. Next follow up date: Escalation: 5/21/2015.
Open	HIV, Antibiotics, Hypertension, Contraceptives, Pain and anti-inflammatory, etc.	Zidovudine syrup, Zidovudine capsules, Kaletra syrup, Atenolol, Amoxicillin capsules 5mg, Penicillin injection 1.2ml, Metronidazole 2mg/4mg tabs, Triphasil pills, Biphasil pills, Petogen injection, Nur-Isterate injection, Panado tablets, , Brufen tablets, Voltaren tablets, Phenytoin, Allergex tablets, Ferrous sulphate tablets, Ferrous gluconate syrup (tablets),	Khotalong Clinic	Free State	4/23/2015		4/23/2015 case of stock out received. Stock out has been ongoing for 1 month, last order for treatment was placed on 4/17/2015, next expected delivery date of treatment is between 4/2/2015 and 4/3/2015. The facility has been borrowing treatment from neighboring facilities. Some patients leave the facility with treatment and instances where treatment could not be borrowed patients leave the facility without treatment. Case escalated to district pharmacist and manager. Next follow up dates: Escalation process 4/3/2015 Facility 5/5/2015.

Open	Hypertension, Anti-inflammatory, Iron Supplements	Atenolol tablets, Brufen tablets, Voltaren tablets, Ferrous sulphate tablets, Ferrous gluconate tablets	Meloding Clinic	Free State	4/23/2015	4/23/2015, received a case of out of stock treatment. Stock out has been ongoing for 1 week. Last order for treatment was placed on 4/22/2015 and the next expected delivery date is on 4/3/2015. Facility has been borrowing treatment from neighboring facilities. Some patients leave with treatment and depending on whether treatment is available at neighboring facilities some patients leave without treatment. Case escalated to district pharmacist and manager. Next follow up dates On escalation process 4/3/2015 and facility 5/5/2015.
Open	HIV Medicine, Antibiotics, Antiepileptic drugs, Antihistamine, Contraceptives Pain killers and Anti-Inflammatory, Iron supplements	Kaletra syrup, Penicillin injection 1.2ml, Allergex tablets, Phenytoin, Triphasil pills, Petogen injection, Panado tablets, Voltaren, Brufen tablets, Ferrous sulphate tablets, Ferrous gluconate.	OR Tambo Clinic	Free State	4/23/2015	4/23/2015, stock out case received. Stock out has been on going for 2-3 months. Last order for treatment was placed on 4/21/2015, next expected delivery date is between 2th - 3th April. Facility has been borrowing treatment from neighboring facilities. Some patients have been leaving with a lesser supply of treatment and in situations where neighboring facilities are unable to lend treatment some patients leave the facility without treatment. Case escalated to district pharmacist and manager. Next follow up dates, on escalation process 4/3/2015 and facility 5/5/2015.

Open	HIV Medicines , Contraceptives and Pain and Anti-inflammatory medicines	Kaletra syrup, Triphasil pills, Panado, Brufen tablets, Voltaren tablets	Virginia Clinic	Free State	4/23/2015	4/23/2015 case of an ongoing stock out for 2-3months received. Last order for treatment was placed on 4/23/2015 and the next expected delivery date was between 4/3/2015 and 4/2/2015. An approximate 14 - 2 patients have been affected by the stock out since it began, patients are either leaving with a lesser supply of treatment or no treatment. Patients on chronic medication are leaving the facility without medication for pain. Case escalated to district pharmacist and manager. Next follow up date 4/3/2015. 4/29/2015, no response from district manager and pharmacist, case escalated to
Open	HIV Medicines	Efavirenz 6mg, Aluvia 2mg/5mg and 1mg/25mg, Kaletra solution and Riday	Mmabana Clinic	Free State	4/22/2015	4/22/2015, received a case of out of stock treatment. Further information on last order date and next expected delivery date could not be obtained due to infrastructural problems. Case escalated to district pharmacist and manager. Next follow up date 4/28/2015. 4/29/2015, no response from district manager and pharmacist, case escalated to HOPs, Provincial and Depot manager, next follow up date, 5/12/2015
Open		Atenolol 5mg tablets, Panado tablets, brufen tablets and syrup, Allergex syrup, Tegretol tablets 4mg + 2mg, Amoxicillin tablets 5mg, Amoxicillin syrup 25mg, Nuristate injection, Depo injection, Triphasil pills, Biphasil pills, Degranol tablets, Phenytoin capsules, Zidovudine syrup, Vitamin Bco syrup, .	Kgothlang Clinic	Free State	4/13/2015	4/13/2015 a case of out of stock treatment was received, facility has not had treatment delivered since March 2015. Bottle neck could be caused by manual process of ordering treatment with district office. Last order for treatment was placed on 4/1/2015, next expected delivery date between 4/2/2015 and 4/3/2015. Case escalated to district pharmacist and manager, national department of health also notified of out of stock treatment. Next follow up date 4/2/2015. 4/29/2015 followed up with facility, stock out still exists, case escalated to HOPs, Depot Manager and Province, next follow up date 5/11/2015. 5/7/2015, followed up with facility, communication breakdown with facility, therefore could not confirm availability of treatment. Next follow up date: Escalation 5/11/2015.

Open	HIV Medicines	Ritonavir 1mg capsules	Pelonomi Hospital	Free State	4/8/2015	4/8/2015, case of a stock out received, which has been ongoing for 2 weeks. Facility placed an order for and depot responded with treatment not been on tender. Clinicians are purchasing treatment from private pharmacy's to ensure that patients do not leave the facility without treatment. Case escalated to district pharmacist and manager. Next follow up date 4/14/2015. 4/29/2015, followed up with facility, treatment still not available due to a tender/tender issue. DoH assisting Province urgently.
Open	TB Medicines and HIV Medicines	Rifinah 15/75, Efavirenz 5mg, Methyldopa 25mg, Adrenaline injection	Vaal Rock Clinic	Free State	4/1/2015	Stock out reported, but, further information on the stock out could not be obtained due to no response to telephone call. Case escalated to district pharmacist and manager. Next follow up date 4/8/2015. 4/13/2015, followed up on escalated e-mail, no response, therefore escalated case to provincial medicine monitor, next follow up date 4/17/2015. 4/29/2015, followed up with facility, stock out still exists, case escalated to HOPs, Provincial and Depot manager, next follow up date 5/1/2015. 5/6/2015, followed up with facility, treatment not available due to national shortage of treatment as well some orders having been lost by the depot. New orders for treatment to be delivered to the facility during the week 5/11/2015 - 5/12/2015. Next follow up dates: Escalation: 5/8/2015, Facility: 5/12/2015, 5/12/2015, followed up on escalation, no response as well as with facility, stock out is on-going. Followed up with provincial and copied NDoH. Next follow up date: 5/19/2015.

Closed	HIV Medicines	Nevirapine syrup	National District Hospital	Free State	3/12/2015	3/2/2015	3/12/2015, stock out reported, could not be verified due to been transfered to numerous people to contact at facility who were not willing to verify the out of stock treatment. Case escalated to provincial medicine monitor. Nex follow up date 3/17/2015. 3/13/2015, received feedback from depot that there was no back orders for treatment and that treatment has been available since February. Followed up with National on a best way forward when resolving conflicting responses, especially incases where verification cannot be obtained due to reluctance to verify with SSP. Next follow up date 3/19/2015. 3/13/2015, response from contracted supplier of treatment is that treatment will be available on 3/27/2015. Additional stock will be received by supplier in mid-April, after which the NDoH anticipates a steady, regular and sufficient supply of treatment to commence
Closed	HIV Medicines	Abacavir 3mg and syrup and AZT 3mg, 1mg and syrup	Mmabana Clinic	Free State	3/12/2015	4/9/2015	3/12/2015 a stock out was reported which started on 3/9/2015. Patients are been switched to single dose treatment as a result of the stock out. Pediatric patients do not have alternative medication and parents are been told to return to the facility on 3/16/2015 to follow up on the availability of medication. As some patients do not have Abacavir, they give their children a double dose treatment, which may lead to children getting sick. Could not verify case, contact details not functioning. Case escalated to district pharmacist. Next follow up date 3/16/2015. 3/16/2015, received feed back from National department of health that the API manufacturing constraint has been resolved and that stock will be released today 3/16/2015 and another batch in mid-April. Still having issues contacting the facility to ensure availability of stock at the facility. National looking into alternative communication methods. Next follow up date 3/19/2015. 3/19/2015, NDoH to provide correspondence on availability of treatment and how back orders will be resolved. Next follow up date 3/23/2015, followed up NDoH which confirmed availability of treatment, due to communication break down, telephone lines not working, department will remian in touch with facility

Closed	HIV Medicines	Amphotericin B 5mg	National District Hospital	Free State	2/25/2015	3/19/2015	<p>2/25/2015 stock out reported. Treatment has been out of stock for 3-4months. When attempting to verify with pharmacist the call was transferred to numerous individuals who were to no avail. Pharmacist could not provide a specific time to call back at. The facility regularly has a number of Cryptococcal meningitis patients,currently they are sent home with Fluconazole 12mg. Report escalated to District pharmacist. Follow up date for escalated report 2/27/2015. 2/26/2015, received feedback from National Department of Health, that Amphotericin B injection is not on tender due to erratic supply of manufacturer, however, the sole supplier of treatment has sufficient stock on hand which is available for ordering, quotation will be made available during the week of 3/2/2015. Next follow up date on provision of quotation 3/4/2015. 3/12/2015, batches of Amphoterin B found at neighbouring health care facilities. The discovered stock is been used to treat patients. Delivery of ordered treatment stil not delivered to facility. National still awaiting quotation on treatment, but, supplier has been identified. Next follow up date on 3/16/2015 on availability of quotation for treatment. 3/17/2015, followed up with provincial medicine monitor, who will follo up on correspondence requested. Next follow up date 3/19/2015. 3/19/2015, followed up with National department of health and Provincial medicine monitor on quote for treatment from supplier, response was that, due to inconsistant supply of treatment, I.V Fluconazole would be be used in its place as it's on tender as a result of frequent supply of the treatment. Whether or not I.V Fluconazole would be replacing Amphoterin B, this is unclear.</p>
Closed	Psychiatric medication	Seroquel XR 2mg & 5mg and Effexor	Kopanong Gateway clinic.	Free State	2/19/2015	3/11/2015	<p>2/19/2015 a stock out was reported. Stock out for Seroquel XR 2mg and 5mg has been ongoing since October 2014. The facility received notification that the treatment would only be supplied on hospital formulary's. The clinic motivated for supply of treatment which was granted only for Seroquel 1mg which was delivered to the facility on 2/19/2015. In the absence of Seroquel patients were switched to Lamotrigene for alternative treatment. The stock out of Effexor has been ongoing since January 2015, it is not clear whether this is due to a tender issue. The next delivery date is 3/6/2015. 3/6/2015, treatment delivered to facility, confirmation received by facility.</p>

Closed	HIV Medicines	Aluvia 2mg/5mg tablets and Zidovudine 3mg	Bloemspruit Clinic	Free State	2/12/2015	4/9/2015	2/12/2015 a stock out was reported which has been ongoing for 3 months. After multiple attempts to get the correct contact details for the facility, no communication was made. 2/2/2015 report escalated to HOPS, District pharmacist and HOD. 4/9/2015 after numerous attempts to confirm availability of treatment with facility due to non functioning telephone lines, NDoH confirmed availability of treatment
Closed	HIV Medicines	Zidovudine 3mg tablets	Gabriel Dichabe clinic	Free State	2/12/2015	4/9/2015	2/12/2015 a stock out was reported which has been ongoing for 3 months. Upon verification of stocked out medication detailed information could not be obtained on the processes taken to ensure supply of treatment to be delivered to the facility. 2/17/2015 contact was made with the facility manager who was not willing to provide more information on the stock out. 2/2/15 Escalated to HOPS, District pharmacist, and HOD. 4/9/2015, communication breakdown, telephone lines not working, unable to follow up with facility on availability of treatment, NDoH confirmed availability of treatment.
Closed	HIV Medicines	Aluvia 2mg/5mg tablets	Mmabana Clinic	Free State	2/4/2015	3/23/2015	2/4/2015: A stock out of Aluvia 2mg/5mg was reported. Patients are leaving the clinic facility without medication. Verification in progress. 2/12/2015, unable to reach clinic facility, after numerous attempts report will be escalated to district pharmacist . 3/12/2015, followed up with provincial medicine monitor on the progress of the report. In previous correspondence, medicine monitor had indicated that contact would be made with district pharmacist as a result of non-functional communication lines with the facility. Next follow up date 3/12/2015 for feedback on e-mail. 3/2/2015 struggling to reach facility to confirm avareatment due to telephones not working in the area. NDoH informed of communication barrier. 3/23/2015, received confirmation from NDoH that treatment is available, due to communication breakdown department will communicate with the facility.

Closed	HIV Medicines	Zidovudine 1mg capsules	Mmabana Clinic	Free State	2/4/2015	3/23/2015	2/4/2015: A stock out of Zidovudine 1mg was reported. Patients are leaving the clinic facility without medication. Verification in progress. 2/12/2015, unable to reach clinic facility after numerous attempts report will be escalated to district pharmacist. 3/12/2015, sent e-mail to provincial medicine monitor regarding previous conversation on follow up with district manager. Response pending. Next follow up date 3/13/2015. 3/2/2015, struggling to follow up with facility on the availability of treatment due to telephone lines been out of order. NDoH informed of communication barrier. 3/23/2015, received confirmation from NDoH that treatment is available, due to communication breakdown, department will communicate with facility.
Closed	HIV Medicines	Zidovudine 3mg tablets	Mmabana Clinic	Free State	2/4/2015	3/23/2015	2/4/2015: A stock out of Zidovudine 3mg tablets was reported. Patients are leaving the clinic facility without medication. Verification in progress. 2/12/2015, unable to reach clinic facility, after numerous attempts report will be escalated to district pharmacist. 3/12/2015, sent e-mail to provincial medicine monitor to follow up on feedback from district pharmacist as discussed in previous e-mail feedback pending. Next follow up date 3/13/2015. 3/2/2015, struggling to contact facility to confirm availability of treatment in the facility, NDoH informed of communication barrier. 3/23/2015 received confirmation from NDoH that treatment is available, due to communication breakdown, department will communicate with facility.
Closed	HIV Medicines	Abacavir syrup 2mg	Kagisanong Clinic	Free State	2/4/2015	3/17/2015	2/4/2015: A stock out of Abacavir 2mg syrup was reported. Patients are leaving the clinic facility without medication. Stock out verified. 3/12/2015, sent e-mail to provincial medicine monitor to follow up on feedback from district pharmacist as discussed in previous e-mail. Feedback pending. Next follow up date 3/13/2015. 3/17/2015, on 3/13/2015 National confirmed that stock out of treatment has been resolved. Treatment was dispensed at depot on 3/16/2015 and another batch to be dispensed in mid-April. Facility informed on availability of stock at the depot.
Closed	HIV Medicines	Aluvia 2mg/5mg tablets	Kagisanong Clinic	Free State	2/4/2015	2/9/2015	2/4/2015: A stock out of Aluvia 2mg/5mg tablets was reported. Patients are leaving the clinic facility without medication. Stock out verified. 2/9/2015, delivery of stock to the depot has been confirmed.

Closed	HIV Medicines	Zidovudine 1mg capsules	Kagisanong Clinic	Free State	2/4/2015	2/9/2015	2/4/2015: A stock out of Zidovudine 1mg capsules was reported. There is no AZT at the Bloemfontein Medical Depot. Patients are leaving the clinic facility without medication. Stock out verified. 2/9/2015 AZT available at Depot, core stock out, clinic informed and order will be placed. Reporter informed.
Closed	HIV Medicines	Zidovudine 3mg tablets	Kagisanong Clinic	Free State	2/4/2015	2/9/2015	2/4/2015: A stock out of Zidovudine 3mg tablets was reported. There is no AZT at the Bloemfontein Medical Depot. Patients are leaving the clinic facility without medication. Stock out verified. 2/9/2015 AZT available at Depot, core stock, clinic informed and order will be placed. Reporter informed of outcome.
Closed	HIV Medicines	Abacavir 3mg	Phomolong (Hennenman) Clinic	Free State	2/4/2015	3/17/2015	2/4/2015: Stock out reported. Patients who are on, Lamivudine 15/3mg, Aluvia 2/5mg, Abacavir 3mg, prescription are leaving the healthcare facility with no medication. Stock out confirmed by healthcare facility. 2/18/2015, on follow up conversation it was established that the clinic facility had not received the national circular on alternative treatment for ABC stock outs, but the facility had stock of FDC the recommended alternative. Unfortunately patients eligible were not being switched and sent home without medication. Could not send circular to facility as the pharmacist did not have an e-mail address or fax number that the information could be sent to. 2/19/2015 an e-mail of the circular was sent to the clinic facility. Follow up date 2/19/2015 to verify use of circular. 3/17/2015, treatment dispensed at depot after national stock out on 3/16/2015, another batch to be dispensed in mid-April. Facility informed on availability of treatment at the depot.
Closed	Other	Clobazam 1mg	National Hospital Clinic	Free State	1/3/2015	2/2/2014	1/3/2015 A stock out of Clobazam 1mg was reported at National Hospital clinic. the stock out has been ongoing for the past 2 months. Patients have been leaving the clinic facility with no medication. 2/2/2015 - to verify with clinic facility. 2/2/2015, no response from health facility, however, District Pharmacist was notified of the stock out of this non essential/vital medication. Reporter notified.

Closed	HIV Medicines	Aluvia	Marantha Clinic	Free State	1/8/2015	4/9/2015	8 Jan: Reporting stock out of Aluvia at Marantha Clinic; noting that patients are told to return after 1 week. 9/1/2015: On f/u confirmed that Rx is not available, order was submitted last month and received this week but did not include Aluvia. Next order to be delivered in 2 weeks. Next f/u on 26/1. Escalated to DP, DM, HOPS.4/9/2015 treatment available at the facility.
Closed	HIV Medicines	Tenofovir 3mg tablets	Marantha Clinic	Free State	1/8/2015	1/9/2015	8 Jan: Reporting stock out of Tenofovir 3mg tablets at Marantha Clinic; noting that patients are told to return after 1 week. 9/1/2015: On f/u confirmed that Rx is available at facility; order was submitted last month and was received this week. Reporting person notified. To notify DP.
Closed	HIV Medicines	Lamivudine 3mg tablets	Marantha Clinic	Free State	1/8/2015	1/9/2015	8 Jan: Reporting stock out of Lamivudine 3mg tablets at Marantha Clinic; noting that patients are told to return after 1 week. 9/1/2015: On f/u confirmed that Rx is available at facility; order was submitted last month and was received this week. Reporting person notified. To notify DP.
Closed	Other	Folic Acid	Kagisanong Clinic	Free State	12/23/2014	1/5/2015	23 Dec: Reporting stock out of Folic Acid at Kagisanong Clinic; on f/u confirmed that Rx is still o/s order submitted weekly and is delivered weekly. Order was received but without Folic Acid. DP notified.
Closed	Other	Omeprazole 2mg capsules	Pelonomi Hospital	Free State	12/22/2014	12/23/2014	22 Dec: Reporting stock out of Omeprazole 2mg capsules at Pelonomi Hospital; noting that Rx has been out of stock for 2-3 months - informed that stock out result of supply issues. 23/12/2014: On f/u confirmed that stock is available but only 7 days stock. DoH circular providing therapeutic alternative (Lansoprazole 3mg) received. New order for Lansoprazole 3mg has been placed; facility awaiting delivery. Reporting person notified.
Open	HIV Medicines	Abacavir solution	Thaba Nchu Clinic	Free State	1/21/2014		21 Oct: Reporting stock out of Abacavir solution at Thaba Nchu Clinic, unable to reach facility for verification. Escalated to Provincial Medicine Monitor. 25 Nov: Re-escalated to Provincial Medicine Monitor. 11/12/2014 Escalated to NDOH. 11/12/2014 on f/u Abacavir is still o/s and they refer patient to other clinics. last order received was on 1/12; item still o/s. Next f/u on 5/1.
Closed	Other	Folic Acid tablets	Thaba Nchu Clinic	Free State	1/21/2014		21 Oct: Reporting stock out of Folic Acid tablets at Thaba Nchu Clinic, unable to reach facility for verification. Provincial Medicine Monitor notified.

Closed	Other	Vitamin BCo tablets	Thaba Nchu Clinic	Free State	1/21/2014		21 Oct: Reporting stock out of Vitamin BCo tablets at Thaba Nchu Clinic, unable to reach facility for verification. Provincial Medicine Monitor notified.
Closed	Other	Paracetamol 5mg tablets	Thaba Nchu Clinic	Free State	1/21/2014	11/18/2014	21 Oct: Reporting stock out of Paracetamol 5mg tablets at Thaba Nchu Clinic, unable to reach facility for verification. Provincial Medicine Monitor notified.
Open	HIV Medicines	FDC tablets	Mmabana Clinic	Free State	11/12/2014		12 Nov: Reporting stock out of FDC tablets at Mmabana Clinic; noting that Rx has been out of stock for a week. Escalated to provincial medicine monitor: provincial depot has over 1 units available. Next f/u on 14/11.11/12/2014 Escalated to NDOH. 11/12/2014 unable to reach facility.
Closed	TB Medicines	INH 1mg tablets	Freedom Square Clinic	Free State	11/3/2014	12/23/2014	3 Nov: Reporting stock out of INH 1mg tablets at Freedom Square Clinic, verified by facility. Have not receive any of the ordered medication. Escalated to provincial medicine monitor - INH tablets available at the provincial depot. Next f/u on 18/11.11/12/2014 Escalated to NDOH. 11/12/2014, facility confirmed that they did received stock on the 1/11/2014. Reporting person notified.
Closed	HIV Medicines	Efavirenz 5mg capsules	A MHU Clinic	Free State	1/14/2014	Order received:11/26/14. Closed: 11/27/14	15 Oct: Reporting stock out of Efavirenz 5mg capsules; facility reports it is a provincial problem. 27 Nov: Rx is available at facility stock received yesterday.
Closed	Other	Pyridoxine tablets	Gabriel Dichabe Clinic	Free State	1/8/2014	1/9/2014	8 Oct: Reporting stock out of Pyridoxine tablets at Gabriell Dichabe Clinic. Facility confirmed that Rx is available; report not verified. Reporting person notified.
Closed	Other	Cefuroxime 25/5mg vials	National District Hospital	Free State	1/3/2014	11/25/2014	3 Oct: Reporting stock out of Cefuroxime 25/5mg vials at National District Hospital. On f/u facility not willing to give further information. 6 Oct: escalated to HOPS and depot manager. 27 Nov: Confirmed that Rx received and is available at facility.
Closed	Other	Ceftriaxone 25mg injection	National District Hospital	Free State	1/3/2014	11/25/2014	3 Oct: Reporting stock out of Ceftriaxone 25mg injection at National District Hospital. On f/u facility not willing to give further information. 6 Oct: escalated to HOPS and depot manager. 25 Nov: Rx available at facility.
Closed	Other	Ampicillin 25mg vials	National District Hospital	Free State	1/3/2014	11/25/2014	3 Oct: Reporting stock out of Ampicillin 25mg vials at National District Hospital. On f/u facility not willing to give further information. 6 Oct: Escalated to HOPS and depot manager. 25 Nov: Rx available at facility.

Closed	Other	Stoma 1759	Dihlabeng Hospital	Free State	7/7/2014	8/26/2014	7 Jul: Reporting stock out of Stoma 1759 at Dihlabeng Hospital; issue with stock resolved in late July upon follow-up with patients.
Closed	Other	Stoma Baseplates 1775	Dihlabeng Hospital	Free State	7/7/2014	8/26/2014	7 Jul: Reporting stock out of Stoma 178 at Dihlabeng Hospital; issue with stock resolved in late July upon follow-up with patients.
Closed	Other	Stoma 178	Dihlabeng Hospital	Free State	7/7/2014	8/26/2014	7 Jul: Reporting stock out of Stoma 178 at Dihlabeng Hospital; issue with stock resolved in late July upon follow-up with patients.
Closed	Other	Stoma product Coloplast 1386	Dihlabeng Hospital	Free State	7/7/2014	8/26/2014	7 Jul: Reporting stock out of Stoma product Coloplast 1386 at Dihlabeng Hospital; issue with stock resolved in late July upon follow-up with patients.
Closed	HIV Medicines	FDC tablets	Harry Gwala (Sasolburg) Clinic	Free State	8/22/2014	12/11/2014	22 Aug: Reported shortage of FDC tablets at Harry Gwala (Sasolburg), verified by facility. Order submitted on 21/7, expecting monthly delivery. 19 Sep: Unable to reach facility. 3 Sep: Unable to reach facility. 25 Nov: Unable to reach facility. 11/12/2014: F/b confirmed that the facility received stock and currently have 3 units of FDC available.
Closed	Other	Beclomethasone 5/1mcg inhalers	Kopanong Clinic	Free State	7/25/2014	9/4/2014	25 Jul: Reporting stock out of Beclomethasone 5/1mcg inhalers at Kopanong Clinic, facility indicates they do not stock the Rx; usually get it from the Kopanong Hospital per patient. Escalated to District Pharmacist for follow up: PHC standard Rx for long term asthma control. 4 Sep: Confirmed availability of Rx, Reporting person notified.
Closed	Other	I.V Infusion sets (1 & 2 droppers)	National District Hospital	Free State	7/18/2014		18 Jul: Reported stock out of I.V Infusion sets (1 and 2 droppers) at National District Hospital. Escalated to Pharmacy Manager. 4 Sep: Confirmed items still o/s; order was cancelled and has not been resubmitted. Facility to f/u on resubmission of order.
Closed	Other	Amlodipine tablets	National District Hospital	Free State	7/17/2014	Order arrived on 23/7. Closed on 7/24/2014	17 Jul: Reported stock out of Amlodipine at National District Hospital for at least 2 months, despite orders being submitted. Escalated to HOPs and ARV monitor. 18 Jul: Action requested by HOPs. 21 Jul: HOPs f/b: only one supplier delivered to the depot, stock has to be allocated to all facilities in the province so small amounts should be delivered soon. 23 Jul: NDoH f/b: there was a problem with the supplier account, account no longer on hold and stock was delivered on 21 Jul. 24 Jul: Confirmed that new stock arrived on 23/7. Reporting person notified.

Closed	Other	Fluconazole tablets	National District Hospital	Free State	7/17/2014		17 Jul: Reported stock out of Fluconazole tablets at National District Hospital for at least 3 months, despite orders being submitted. Escalated to HOPs and ARV monitor. 18 Jul: Action requested by HOPS. 21 Jul: HOPS reports availability of fluconazole at the facility.
Closed	Other	Amphotericin B	National District Hospital	Free State	7/17/2014		17 Jul: Reported stock out of Amphotericin B at National District Hospital for at least 3 weeks, despite ordering. Escalated to HOPs and ARV monitor. Action requested by HOPS. 21 Jul: HOPS are reports availability of amphotericin B at the facility.
Closed	HIV Medicines	Efavirenz 6mg tablets	Harry Gwala (Sasolburg) Clinic	Free State	7/11/2014	7/16/2014	11 Jul: Reported shortage of Efavirenz 6mg tablets at Harry Gwala (Sasolburg) Clinic. On f/u, clinic staff confirmed shortage; noting that order was submitted last month and facility has not received any of the ordered medication. 16 Jul: Escalated to District Pharmacist. F/b from DP: sufficient stock of FDC for switching eligible patients and small supply of EFV tablets in stock for others.
Closed	TB Medicines	Isoniazid (INH) tablets	Thaba Nchu Clinic	Free State	7/1/2014	7/24/2014	1 Jul: Patient reporting stock out of Isoniazid (INH) tablets at Thaba Nchu Clinic; noting that new stock was received yesterday but facility only received short supply. On f/u no information was disclosed. 16 Jul: escalated to provincial ARV monitor, no details available for DP. 24/7: On f/u confirmed that Rx is now available. Reporting person notified.
Closed	Other	Leflunomide	Universitas (C) Hospital	Free State	6/1/2014	6/1/2014	1 Jun: Patient reporting stock out of Leflunomide at Universitas (C) Hospital; unable to verify report. Not and EML item, no follow up required.
Closed	Other	Omeprazole capsules	Universitas (C) Hospital	Free State	6/1/2014	6/1/2014	1 Jun: Patient reporting stock out of Omeprazole capsules at Universitas (C) Hospital; on f/u unable to reach facility - report not verified. District Pharmacist notified.
Closed	Other	Folic Acid	Universitas (C) Hospital	Free State	6/1/2014	6/1/2014	1 Jun: Patient reporting stock out of Folic Acid at Universitas (C) Hospital; on f/u unable to reach facility - report not verified. District Pharmacist notified.

Closed	HIV Medicines	Lopinavir/ritonavir solution	Phahameng (Bultfontein) Clinic	Free State	6/5/2014	7/2/2014. Stock in on 26/6.	5 Jun: Patient reporting stock out of Lopinavir/ritonavir solution at Phahameng (Bultfontein) Clinic; patient was sent home without treatment. F/u Sister in Charge confirmed stock out, an order was placed last week, clinic is expecting delivery this week. 5 Jun:escalated to DP. 9 Jun: Sister in Charge noted that depot has not made delivery. F/u made with district office; clinic to collect treatment from Welkom but clinic does not have transport. Sister in Charge to make arrangements with clinic manager to collect treatment. 1 Jun: f/b from HOPS: stock obtained from Soutpan, arrangements made for clinic to collect Rx from the depot. Next f/u on 12/6. 2/7. F/u Pharmacist Assistanct confirmed that stock arrived on 26/6, and is currently available. Reprinter notified.
Closed	HIV Medicines	FDC	Tseki Clinic	Free State	5/12/2014	5/27/2014	12 May: Clinic staff reporting stock out of FDC tablets at Tseki Clinic. Clinic submitted order but stock has not arrived.15 May: escalated to provincial ARV monitor. Feedback: Elizabeth Ross hospital will supply Tseki Clinic with FDC stock, to be delivered 16/5. 16 May: Emergency order has been submitted to Elizabeth Ross Hospital; awaiting transport to collect Rx. 19 May: F/u Sister in Charge Rx still unavailable; received f/b from Elizabeth Ross Hospital, unable to assist because they are also running short of Rx. PA has submitted another order; waiting for delivery date. 26 May: F/u PA noted that treatment has not yet arrived. Clinic has been borrowing from Makwane, Blugum Bush and Tebang Clinics. 27 May: Provincial ARV monitor confirmed delivery today
Closed	HIV Medicines	FDC tablets	Phahameng (Bultfontein) Clinic	Free State	5/8/2014	5/12/2014	8 May: Patient reporting stock out of FDC tablets at Phahameng Clinic, Bultfontein. On f/u Pharmacy Assistant confirmed that FDC has been out of stock since Tuesday, 6/5. Last order received from Depot was in Feb. Although orders have been submitted, Depot has not delivered. PA f/u with depot, depot noted that delivery will be made next week but no specific date. PA requested emergency order from Welkom district office and arrangements have been made for treatment; no transport for clinic to collect treatment from Welkom today, but will be collected tomorrow. 9 May: escalated to the provincial ARV monitor.12/5/2014: F/u, unable to reach facility. Feedback from ARV monitor: District office confirmed that they issued stock, clinic received order from depot on Friday.

Closed	HIV Medicines	Nevirapine tablets	Tseki Clinic	Free State	4/8/2014	5/27/2014	<p>8 Apr: staff at Tseki clinic confirm current issues with supply of NVP tablets. Trying to borrow from other clinics too. Escalated to provincial ARV monitor. 17 Apr: clinic staff confirmed that stock has not arrived. 12 May: F/u Sister in Charge confirmed that Rx has not arrived; clinic f/u with depot, depot confirmed delivery for last week but stock never arrived. Clinic currently borrowing from other facilities.F/b from NDoH:Order was generated by facility on 14 Apr and only printed on 5 May, approved 6 May and then sent to depot(received 8 May). Processed on 8th but it is not dispatched as yet.Provincial ARV monitor instructed facility to get stock from Ntabiseng Clinic and Elizabeth Ross Hospital. 16 May: F/u Sister in Charge noted that treatment has not been delivered. Clinic unable to reach depot. Emergency order submitted to Elizabeth Ross Hospital; awaiting transport. 19 May: F/u Sister in Charge Rx still unavailable; received f/b from Elizabeth Ross Hospital, also running low and unable to assist. PA has submitted another order with depot; waiting for delivery date. 26 May: F/u no response from depot.PA noted that Rx has not yet arrived, borrowing from Makwane, Blugum Bush and Tebang Clinics. 27 May: provincial ARV monitored confirmed delivery of Rx today.</p>
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Closed	HIV Medicines	Stavudine 2mg capsules	Tseki Clinic	Free State	4/8/2014	6/5/2014	<p>8 Apr: staff at Tseki clinic confirm current issues with supply of D4T 2mg (giving 15mg). Trying to borrow stock from other clinics. Escalated to provincial ARV monitor. 17 Apr: Clinic staff confirmed that stock has not arrived 12 May: F/u Sister in Charge confirmed that Rx has not arrived; clinic f/u with depot, depot confirmed delivery for last week but stock never arrived. Clinic currently borrowing from other facilities. Feedback from NDoH: Order was generated by facility on 14 Apr and only printed on 5 May, approved 6 May and sent to depot. Depot received on 8 May. Processed on 8th but it is not dispatched as yet. Provincial ARV monitor instructed facility to get Rx from Ntabiseng Clinic and Elizabeth Ross Hospital. 16 May: F/u Sister in Charge noted that Rx has not been delivered. Clinic unable to reach depot. Emergency order has been submitted to Elizabeth Ross Hospital; awaiting transport to collect Rx. 19 May: F/u Sister in Charge Rx still unavailable; noted that they received f/b from Elizabeth Ross Hospital, also running low and unable to assist. PA has submitted another order with depot; awaiting to hear from depot on delivery date. 26 May: F/u no response from depot. PA noted that Rx has not yet arrived. 28 May: F/b from provincial ARV monitor: borrowed Rx, has about a weeks supply available. 5/6/2014: F/u Sister in Charge confirmed that new stock arrived last Wednesday (28/5). D4T now available.</p>
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Closed	HIV Medicines	Efavirenz 6mg/5mg	Tseki Clinic	Free State	4/8/2014	5/27/2014	8 Apr: staff at Tseki clinic confirm current issues with supply of EFV 6mg & 5mg (giving 2mg. Trying to borrow stock from other clinics too. Escalated to provincial ARV monitor. 17 Apr: On follow-up, clinic staff confirmed that stock has not arrived 12 May: F/u Sister in Charge confirmed that Rx has not arrived; clinic f/u with depot, depot confirmed delivery for last week but stock never arrived. Clinic currently borrowing Rx from other facilities. F/b from NDoH: Order was generated by facility on 14 Apr and only printed on 5 May, approved 6 May and then sent to depot (received 8 May). Processed on 8th but it is not dispatched as yet. Provincial ARV monitor instructed facility to get stock from Ntabiseng Clinic and Elizabeth Ross Hospital. 16 May: F/u Sister in Charge noted that Rx has not been delivered. Clinic unable to reach depot. Emergency order has been submitted to Elizabeth Ross Hospital; awaiting transport to collect Rx. 19 May: F/u Sister in Charge Rx still unavailable; noted that they received f/b from Elizabeth Ross Hospital, also running low and unable to assist. PA has submitted another order with depot; waiting for delivery date. 26 May: F/u no response from depot. 27 May: F/b from provincial ARV monitor, stock delivered today.
Closed	Other	Latex gloves	Free State Depot	Free State	3/26/2014	4/2/2014	26 Mar: received a report that latex gloves are out of stock at the Free State depot. Unable to identify specific facilities experiencing problems. Latex gloves are not on contract and ordered by requesting quotes. As per feedback from depot: there are no outstanding orders for any facilities.
Closed	HIV Medicines	ARVs	Freedom Square Clinic	Free State	2/28/2014	3/7/2014	28 Feb: received a PCM from a concerned teacher whose pupil was sent home from the clinic without his/her ARVs 3 Mar: still unable to contact clinic. TAC asked to investigate 4 Mar: ARV monitor contacted clinic who states that there are currently no problems with ARV supplies. Case closed
Closed	HIV Medicines	3TC tablets	Refengkgotso Clinic	Free State	2/28/2014	3/3/2014	28 Feb: received reports from two patients and an organisation that 3TC tablets are o/s at Refengkgotso Clinic. 3 Mar: clinic confirms that they have sufficient supply of 3TC tablets. Case closed.

Closed	HIV Medicines	Efavirenz 6mg	Refengkgotso Clinic	Free State	2/28/2014		28 Feb: received reports from two patients and an organisation that EFV 6mg tablets are o/s at Refengkgotso Clinic. 3 Mar: clinic has requested stock from neighbouring facilities but the stock out seems to be affecting other facilities too. Patients are getting EFV 2mg in the meantime but concerned about stock levels 3 Mar: ARV monitor confirms supplier issue. Depot will be receiving 6 units on Thursday 6 March.
Closed	HIV Medicines	FDC tablets	Refengkgotso Clinic	Free State	2/28/2014	n/a	28 Feb: received reports from two patients and an organisation that FDC is o/s at Refengkgotso Clinic. 3 Mar: clinic has managed to borrow some stock from neighbouring facilities 3 Mar: ARV monitor reports that FDC is available at the depot, no stock issues. Clinic called to place an emergency order (Yolande was called) 14 Mar: Follow up with clinic, still not received any stock.
Closed	HIV Medicines	EFV 6mg	Sasolburg Clinic	Free State	1/22/2014	n/a	22 Jan: patient reported EFV 6mg out of stock at the clinic. Clinic confirmed stock out and are giving their patients 5mg/2mg in the meantime. Escalated to NDoH and PDoH. 24 Jan: ARV monitor confirmed stock out at the depot, the supplier is waiting for stock and should be delivering to the depot by the end of the month. 31 Jan: clinic has still not received any stock from the depot but the district pharmacist has managed to borrow stock from another facility
Closed	HIV Medicines	NVP tablets	Tseki Clinic	Free State	1/21/2014	n/a	21 Jan: Community member reported nevirapine out of stock. Unable to establish contact with the clinic to verify the report. Escalated to NDoH and PDoH. 24 Jan: Feedback from ARV monitor that the clinic did not order nevirapine and has been instructed to place an emergency order. 27 Jan: Feedback from district pharmacist that emergency order from the clinic has been received and processed but depot is out of stock. Supplier has not yet delivered the order placed by the depot in November 213. 28 Jan: Clinic has managed to borrow 288 units from a nearby facility.
Closed	HIV Medicines	FDC	Freedom Square Clinic	Free State	1/13/2014		No FDC at the clinic since Wednesday 8/1-2014. The district pharmacist is currently on leave, call the district manager's office and left a message to call me back. Secretary said she would also refer the query to the PHC manager. Informed NDOH, depot manager, HOPS and district pharmacist. FS ARV monitor confirmed with the pharmacy assistant at Freedom Square that they have 44 units of FDC in stock and awaiting more from the depot. Informed patient. Case closed

Closed	HIV Medicines	Tenofovir	Chris de Wet (Gabriel Dichabe)	Free State	1/1/2014	Patient attended ARV clinic today. TDF out of stock. Given EFV and 3TC and told to come back next week. Spoke to the clinic supervisor who confirmed that TDF ran out yesterday. Trying to use up monos to prevent wastage and not switching all patients to FDC yet. Emailed the HOPS, depot manager and district pharmacist for assistance. suggested patient go to another clinic/ask friends for a few tablets. Reported to PHC manager. HOPS informed on 13/1 that the depot truck had broken down and therefore unable to deliver stock. Arranging for stock to be borrowed from the nearest CHC/hospital. Received an email from ARV monitor that stock was delivered. Sister confirmed stock was received.
Closed	TB Medicines	Isoniazid	Chris de Wet (Gabriel Dichabe)	Free State	1/1/2014	Same as above