

Facility Hours and Waiting Times

Often public healthcare users experience long waiting times — spending hours at each visit to the clinic. This simply does not work well for most people, particularly working people and those in school. Having people living with HIV spend an extended time at a clinic, simply to collect ART refills, increases the risk of that person disengaging from care.

Time Patients Spend at the Facility?

Patient Responses: 929

Amount of time spent:

5:34

Facility Results (5 Best/Worst)

Holy Cross Gateway Clinic	11:51
Amadiba Clinic	1:43
Tabankulu CHC	1:44
Mount Ayliff Gateway Clinic	2:45
Isikelo Clinic	3:19
.....	--
Mhlabulo CHC	7:54
Duncan Village CHC	7:56
Philani NU 1 Clinic	8:03
Rosedale Clinic	8:12
Nontyatyambo CHC	8:20

Comparison Results

National Average:	4:32
Best Provincial Result:	3:45
Worst Provincial Result:	5:36

Earliest Patient Arrival Time

Patient Responses: 954

Earliest arrival time

5:52

Facility Results (5 Best/Worst)

Xhora CHC	8:48
Nozuko Clinic	7:59
Tembelihle Clinic	6:50
Amadiba Clinic	6:34
Idutywa Village CHC	6:20
.....	--
Soweto Clinic	5:00
Motherwell CHC	4:51
Ngangelizwe CHC	4:39
Mthatha Gateway Clinic	4:38
Imizizi Clinic	4:26

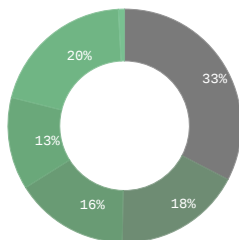
Comparison Results

National Average:	5:33
Best Provincial Result:	5:52
Worst Provincial Result:	4:48

How Safe is the Facility to Wait Before it Opens?

Patient Responses: 469

Very Unsafe:	33%
Unsafe:	18%
Neither Safe or Unsafe:	16%
Safe:	13%
Very Safe:	20%
Don't know:	1%



Provincial Score*

2.7

Comparison Results

National Average:	2.84
Best Provincial Result:	3.14
Worst Provincial Result:	2.0

* Scores based on average of all survey responses with a maximum score of 5 and a minimum score of 1. **HIGHER scores are better.**

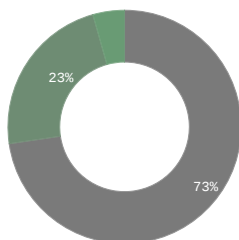
Facility Results (5 Best/Worst)

Soweto Clinic	5.0
Motherwell CHC	5.0
Tembelihle Clinic	5.0
Joe Slovo Clinic	5.0
Willowvale CHC	5.0
.....	--
Mount Frere Gateway Clinic	1.38
Duncan Village CHC	1.27
Gompo C Jabavu Clinic	1.18
St Patrick's Gateway Clinic	1.09
Imizizi Clinic	1.07

Are the Queues at the Facility Long?

Patient Responses: 959

Yes:	73%
No:	23%
Don't know:	4%



Provincial Score*

76%

Comparison Results

National Average:	67%
Best Provincial Result:	64%
Worst Provincial Result:	76%

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

Facility Results (5 Best/Worst)

Tabankulu CHC	6
Soweto Clinic	33
Flagstaff Clinic	40
Willowvale CHC	43
Lusikisiki Village Clinic (Qaukeni)	44
.....	--
Duncan Village CHC	100
Mthatha Gateway Clinic	100
Motherwell CHC	100
Mhlabulo CHC	100
Greenfields Clinic	100

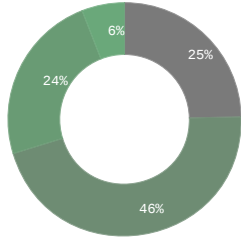
Facility Staff

Human resource shortages are a major issue in South Africa. Ensuring access to quality healthcare services and ensuring everyone living with HIV and TB gets access to treatment and care depends largely on having enough qualified and committed staff. However, often there are not enough open positions to employ the health workers we need. These shortages lead to long waiting times, longer hospital stays, higher numbers of deaths, and increased pressure on the few staff in place.

Are there Enough Staff at the Facility?

Patient Responses: 961

Always:	25%
Sometimes:	46%
Never:	24%
Dont know:	6%



Provincial Score* **1.01**

Comparison Results

National Average:	1.17
Best Provincial Result:	1.34
Worst Provincial Result:	1.01

* Scores based on average point value of each response with a maximum score of 2 and a minimum score of 0. **HIGHER scores are better.**

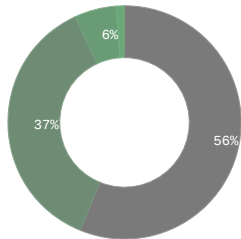
Facility Results (5 Best/Worst)

Tabankulu CHC	1.88
Nqamakwe CHC	1.8
Tsolo Clinic	1.62
Empilweni Gompo CHC	1.6
Stanford Terrace Clinic	1.53
.....	--
Amadiba Clinic	0.4
Mount Frere Gateway Clinic	0.39
Rosedale Clinic	0.22
Joe Slovo Clinic	0.0
Soweto Clinic	0.0

Are Staff Friendly and Professional?

Patient Responses: 961

Yes:	56%
Sometimes:	37%
Never:	6%
Dont know:	1%



Provincial Score* **1.51**

Comparison Results

National Average:	1.53
Best Provincial Result:	1.65
Worst Provincial Result:	1.22

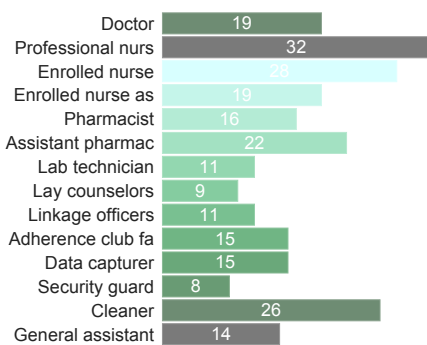
* Scores based on average point value of each response with a maximum score of 2 and a minimum score of 0. **HIGHER scores are better.**

Facility Results (5 Best/Worst)

Philani Clinic (Queenstown)	2.0
Ngcobo CHC	2.0
Nomzamo CHC	2.0
Tsolo Clinic	2.0
Tembelihle Clinic	1.91
.....	--
St Elizabeth's Gateway Clinic	0.95
Gompo C Jabavu Clinic	0.95
Holy Cross Gateway Clinic	0.94
Flagstaff Clinic	0.94
Rosedale Clinic	0.78

Which Cadres are Understaffed?

Facility Responses: 42



Facility Results

Facility	Doctor	Professional nurse	Enrolled nurse	Enrolled nurse assistant	Pharmacist	Assistant pharmacist	Lab technician	Lay counselors	Linkage officers	Adherence club facilitators	Data capturer	Security guard	Cleaner	General assistant
St Patrick's Gateway Clinic	1.0	1.0	1.0	1.0	1.0	1.0	1.0	1.0	1.0					
Butterworth Gateway Clinic	2.0	2.0	2.0	1.0	2.0	2.0			1.0				1.0	1.0
Tsolo Clinic	1.0	1.0	1.0	1.0	1.0		1.0						1.0	
Stanford Terrace Clinic		1.0				1.0		1.0	1.0	1.0			1.0	1.0
St Elizabeth's Gateway Clinic	1.0		1.0		1.0		1.0		1.0	1.0				1.0
Luyolo NU 9 Clinic			1.0	1.0		1.0					1.0		1.0	1.0
Greenfields Clinic	1.0	1.0	1.0	1.0		1.0	1.0							
Grey Gateway Clinic	1.0	1.0							1.0	1.0		1.0	1.0	
Holy Cross Gateway Clinic		1.0	1.0			1.0					1.0		1.0	1.0

Clinic Conditions

In some cases, clinics monitored through Ritshidze are found to be in a bad condition, with buildings that are dirty or in disrepair, and toilets that are either dysfunctional, unclean or without soap or toilet paper. At other times clinics are too small to meet the needs of patients and more space is required for people to wait, or to provide medical care, or for filing systems or storage. It is important that clinics have enough space and are maintained in a good condition to provide a clean, safe and effective environment to meet the needs of both patients and staff.

Concerns with the Condition of Building:

Total Observations: 11

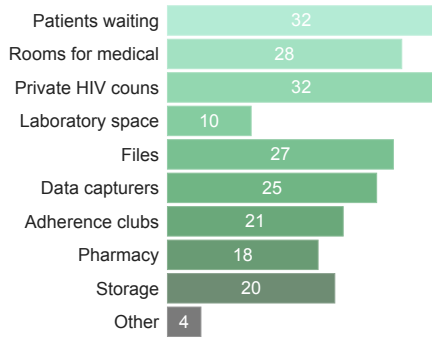


Facility Results

Facility	Broken furniture	Broken or cracked roof, walls or floor	Broken windows or doors	Other
Philani Clinic (Queenstown)		1.0	1.0	
St Elizabeth's Gateway Clinic	1.0		1.0	
Central Clinic (East London)				1.0
Duncan Village CHC		1.0		
Flagstaff Clinic			1.0	
Motherwell CHC	1.0			
Mount Frere Gateway Clinic			1.0	
Mthatha Gateway Clinic				1.0
Nomzamo CHC			1.0	
Philani NU 1 Clinic				1.0

What do you need more space for?

Facility Responses: 39

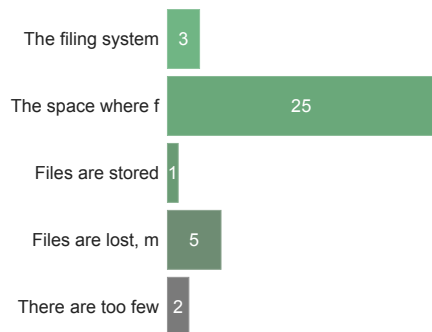


Facility Results

Facility	Patients waiting space	Rooms for medical care	Private HIV or counseling testing laboratory space	Files	Data capturers	Adherence clubs	Pharmacy	Storage	Other
Amadiba Clinic	1.0	1.0	1.0	1.0	1.0	1.0	1.0	1.0	
Civic Centre Clinic (Mthatha)	1.0	1.0	1.0	1.0	1.0	1.0	1.0	1.0	
Mhlakulo CHC	1.0	1.0	1.0	1.0	1.0	1.0	1.0	1.0	
Maluti CHC	1.0	1.0	1.0	1.0	1.0	1.0	1.0	1.0	
St Elizabeth's Gateway Clinic	1.0	1.0	1.0	1.0	1.0	1.0	1.0	1.0	
Holy Cross Gateway Clinic	1.0	1.0	1.0	1.0	1.0	1.0		1.0	
Mqanduli CHC	1.0	1.0	1.0	1.0	1.0	1.0	1.0	1.0	
Isikelo Clinic	1.0	1.0	1.0	1.0	1.0	1.0	1.0	1.0	
Imizizi Clinic	1.0	1.0	1.0	1.0	1.0	1.0		1.0	

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

Total Observations: 26



Facility Results

Facility	The filing system is messy	The space where files are stored is too small	Files are stored where patients can access them	Files are lost, missing or misplaced	There are too few people looking for files
Rosedale Clinic	1.0	1.0		1.0	
Mhlakulo CHC		1.0		1.0	
Mthatha Gateway Clinic		1.0		1.0	
Civic Centre Clinic (Mthatha)	2.0	2.0			
Tsolo Clinic		1.0			1.0
Stanford Terrace Clinic		1.0		1.0	
Gompo C Jabavu Clinic		1.0		1.0	
Luyolo NU 9 Clinic		1.0			1.0
St Elizabeth's Gateway Clinic		1.0			
Port St Johns CHC		1.0			

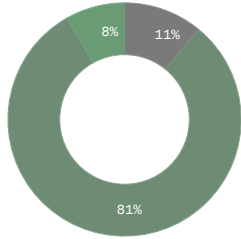
Access to Medicines and Shortages/Stockouts

Stockouts and shortages of ARVs, TB medicines, contraceptives and other medicines cause disruption, confusion, cost, and can detrimentally affect treatment adherence. Where stockouts and shortages are revealed through monitoring — especially where people are sent home empty handed — these need to be urgently addressed.

Any Patients left without the Medicine due to Shortage

Patient Responses: 954

Yes:	11%
No:	81%
Dont know:	8%



Provincial Score*

12%

Comparison Results

National Average:	12%
Best Provincial Result:	6%
Worst Provincial Result:	41%

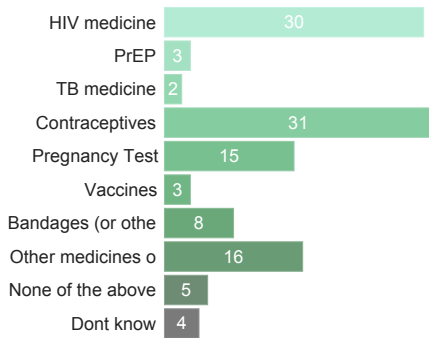
* Percent of survey responses responding "Yes" (excluding "Don't Know") **LOWER scores are better.**

Facility Results (5 Best/Worst)

Tembelihle Clinic	0
Ntapane Clinic	0
Ngcobo CHC	0
Greenfields Clinic	0
Stanford Terrace Clinic	0
.....	--
Zanempilo Clinic (East London)	27
Gompo C Jabavu Clinic	28
Soweto Clinic	33
Joe Slovo Clinic	40
Rosedale Clinic	56

Patient Reports of Medicine Shortage(s)

Patient Responses: 102

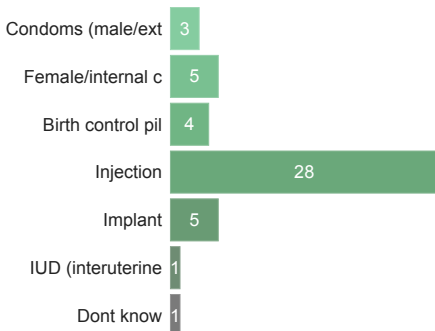


Facility Results

	HIV medicine	PrEP	TB medicine	Contraceptives	Pregnancy Test	Vaccines	Bandages (or other dry stock)	Other medicines or tests	None of the above	Dont know
Maluti CHC	1.0			1.0	1.0	1.0	1.0			1.0
Matatiele Community Clinic	1.0	1.0		3.0	1.0		1.0			
Nontyatyambo CHC	2.0			2.0	1.0		2.0			
Xhora CHC			1.0	3.0	2.0				1.0	1.0
Gompo C Jabavu Clinic	1.0				3.0			1.0	1.0	
Idutywa Village CHC	1.0		1.0		1.0			1.0		
Zanempilo Clinic (East London)	1.0			1.0	2.0					
Port St Johns CHC		1.0		4.0		2.0				
Fezeka NU 3 Clinic	1.0						1.0		1.0	
Flagstaff Clinic		1.0		2.0		1.0				

Contraception shortage(s)

Patient Responses: 29

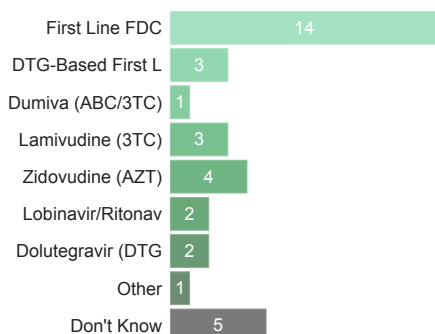


Facility Results

	Condoms (male/external)	Female/internal condoms	Birth control pill	Injection	Implant	IUD (interuterine device)	Dont know
Maluti CHC	1.0	1.0	1.0	1.0			
Matatiele Community Clinic	2.0	1.0	1.0	3.0			
Port St Johns CHC			1.0	4.0	2.0	1.0	
Flagstaff Clinic		2.0		2.0	1.0		
St Elizabeth's Gateway Clinic		1.0		2.0	1.0		
Philani NU 1 Clinic			1.0	1.0	1.0		
Nontyatyambo CHC				1.0			
Central Clinic (East London)				1.0			
Nozuko Clinic				1.0			
Xhora CHC				2.0			1.0

HIV medication shortage(s)

Patient Responses: 29



Facility Results

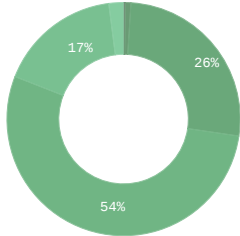
	First Line FDC	DTG-Based First Line FDC	Dumiva (ABC/3TC)	Lamivudine (3TC)	Zidovudine (AZT)	Lobinavir/Ritonavir (LPV/r)	Dolutegravir (DTG)	Other	Dont know
Grey Gateway Clinic	1.0			1.0	2.0	1.0			1.0
Central Clinic (East London)	1.0	1.0						1.0	
Mhlakulo CHC	1.0	1.0				1.0			1.0
Maluti CHC				1.0			1.0		
Nontyatyambo CHC				1.0	2.0				
Civic Centre Clinic (Mthatha)	2.0								
Gompo C Jabavu Clinic	1.0								
Luyolo NU 9 Clinic	2.0								
Matatiele Community Clinic							1.0		

ARV Collection and Access

Currently many people in South Africa who could benefit from HIV treatment are not, with many people who are living with HIV not on treatment – either never having known their HIV status, or having started on treatment then disengaged from care. To ensure we get more people to start and importantly stay on treatment, it is critical to ensure that ARV collection is as quick and easy as possible. As such efforts should be made to support PLHIV with suppressed viral loads to receive extended ARV refills and be enrolled in a repeat prescription strategy (including external/internal pick up points or adherence clubs).

Length of HIV medicine refill?

1 week:	0%
2 weeks:	0%
3 weeks:	1%
1 month:	26%
2 months:	54%
3 months:	17%
6 months:	2%



Provincial Score*

1.97

Comparison Results

National Average:	2.17
Best Provincial Result:	2.32
Worst Provincial Result:	1.54

* Scores based on average point value of each response with a maximum score of 6 and a minimum score of 0.25. **HIGHER scores are better.**

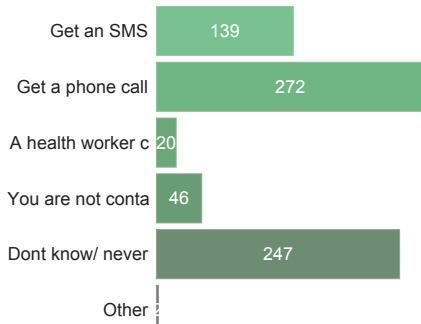
Patient Responses: 787

Facility Results (5 Best/Worst)

Soweto Clinic	3.83
Joe Slovo Clinic	3.82
Stanford Terrace Clinic	3.44
Ngangelizwe CHC	3.06
Motherwell CHC	2.81
.....	--
Mount Ayliff Gateway Clinic	1.38
Port St Johns CHC	1.32
Holy Cross Gateway Clinic	1.25
St Elizabeth's Gateway Clinic	1.2
Flagstaff Clinic	1.2

When Patients Miss a Visit to Collect ARVs:

Patient Responses: 621

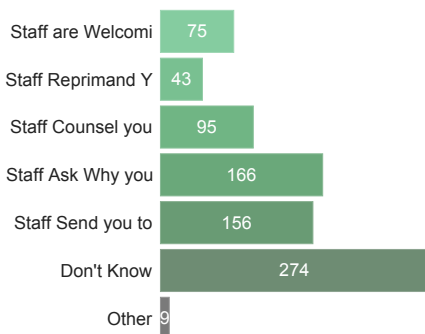


Facility Results

	Get an SMS	Get a phone call	A health worker comes to your house	You are not contacted by the clinic	Dont know/ never missed a visit	Other
Gompo C Jabavu Clinic		1.0		7.0	5.0	
Rosedale Clinic		1.0		4.0	1.0	
Motherwell CHC			1.0	5.0	4.0	1.0
Fezeka NU 3 Clinic	1.0			2.0	5.0	
Mthatha Gateway Clinic	2.0		1.0	3.0	8.0	
Duncan Village CHC	1.0	2.0		3.0	6.0	
Central Clinic (East London)		4.0		3.0	9.0	
Idutywa Village CHC		2.0		1.0	5.0	
Philani NU 1 Clinic		5.0		2.0	6.0	
Empilweni Gompo CHC		3.0		1.0	6.0	

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

Patient Responses: 622



Facility Results

	Staff are Welcoming	Staff Reprimand You	Staff Counsel You on Adherence	Staff Ask Why you Missed Appt	Staff Send you to Back of Queue	Don't Know	Other
Mount Frere Gateway Clinic	1.0				6.0	1.0	
Matatiele Community Clinic	1.0			2.0	9.0	10.0	2.0
Lusikisiki Village Clinic (Qaukeni)	1.0			3.0	11.0	1.0	
Holy Cross Gateway Clinic		1.0		4.0	10.0	2.0	
Imizizi Clinic	2.0	1.0	1.0	3.0	15.0	1.0	
Gompo C Jabavu Clinic		2.0		3.0	6.0	5.0	
Philani NU 1 Clinic		1.0	1.0	2.0	5.0	6.0	
Fezeka NU 3 Clinic		1.0		1.0	1.0	5.0	
Nontyatyambo CHC			1.0	1.0	3.0	7.0	
Port St Johns CHC				8.0	11.0	12.0	

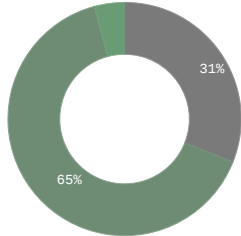
Adherence Clubs

Adherence clubs should simplify and adapt HIV services to both serve the needs of people living with HIV better and reduce unnecessary burdens on the health system. Adherence clubs provide space to get much-needed treatment literacy information and support PLHIV to remain adherent to treatment. Yet currently many adherence clubs have been suspended due to the COVID-19 pandemic. This suspension means our sample size for adherence club member responses is at times very low.

If Not in an Adherence Club Already, Are you Aware of Them at this Facility?

Patient Responses: 768

Yes:	31%
No:	65%
Don't know:	4%



Provincial Score* **32%**

Comparison Results

National Average:	36%
Best Provincial Result:	53%
Worst Provincial Result:	10%

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

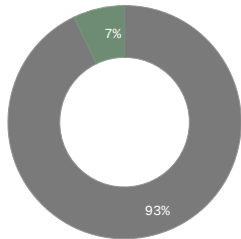
Facility Results (5 Best/Worst)

Nomzamo CHC	100
Ngcobo CHC	100
Nqamakwe CHC	92
Tembelihle Clinic	88
Philani Clinic (Queenstown)	86
.....	--
Willowvale CHC	0
Philani NU 1 Clinic	0
Nontyatambo CHC	0
Greenfields Clinic	0
Soweto Clinic	0

Does the Adherence Club make HIV medicine pick up faster?

Total Responses: 14

Yes:	93%
No:	7%



Provincial Score* **93%**

Comparison Results

National Average:	90%
Best Provincial Result:	100%
Worst Provincial Result:	0%

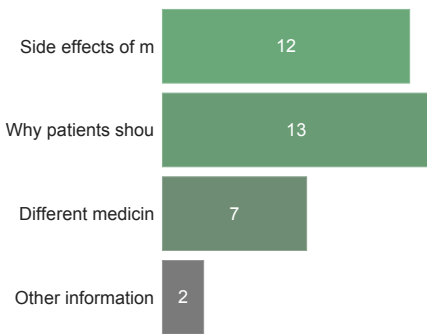
* Percent of survey responses responding "Yes" (excluding "Don't Know") **HIGHER scores are better.**

Facility Results (5 Best/Worst)

Duncan Village CHC	100
Empilweni Gompo CHC	100
Nqamakwe CHC	100
Ngcobo CHC	100
Philani Clinic (Queenstown)	100
.....	--
Civic Centre Clinic (Mthatha)	100
Flagstaff Clinic	100
Lusikisiki Village Clinic (Qaukeni)	100
St Elizabeth's Gateway Clinic	100
Holy Cross Gateway Clinic	50

Information provided by the Adherence Club

Total Responses: 14

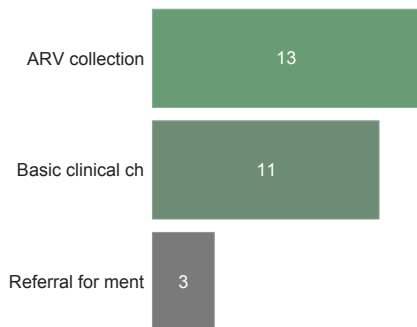


Facility Results

Facility	Side effects of medicines	Why patients should adhere to their ARVs	Different medicine options such as new drugs (ex. Dolutegravir)	Other information (please specify in question)
Flagstaff Clinic	1.0	1.0		
Holy Cross Gateway Clinic	2.0	2.0		
Lusikisiki Village Clinic (Qaukeni)	1.0	1.0		
Civic Centre Clinic (Mthatha)	1.0	1.0	1.0	
Duncan Village CHC	2.0	2.0	1.0	
Empilweni Gompo CHC	1.0	1.0	1.0	
Nqamakwe CHC	1.0	1.0	1.0	
St Elizabeth's Gateway Clinic	1.0	2.0	1.0	
Ngcobo CHC	1.0	1.0	1.0	1.0
Philani Clinic (Queenstown)	1.0	1.0	1.0	1.0

What clinical services are offered at an adherence club meeting?

Total Responses: 14



Facility Results

Facility	ARV collection	Basic clinical check up	Referral for mental health services or psycho-social support
Philani Clinic (Queenstown)	1.0		
Flagstaff Clinic	1.0	1.0	
Holy Cross Gateway Clinic	2.0	2.0	
Lusikisiki Village Clinic (Qaukeni)	1.0	1.0	
Ngcobo CHC	1.0	1.0	
Nqamakwe CHC	1.0	1.0	
St Elizabeth's Gateway Clinic	2.0	2.0	
Civic Centre Clinic (Mthatha)	1.0	1.0	1.0
Duncan Village CHC	2.0	1.0	1.0
Empilweni Gompo CHC	1.0	1.0	1.0

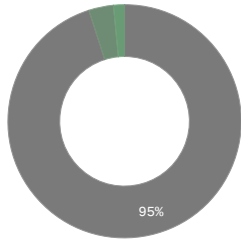
Access to Viral Load Testing / Information

Treatment and viral load literacy improves linkage rates and ART continuity as people living with HIV understand the importance of starting and remaining on treatment effectively. By becoming as informed as possible, PLHIV are empowered to take control of their own health and sex lives. However, sometimes PLHIV report that healthcare workers do not explain the results of viral load test results and at times PLHIV do not understand the benefits of having an undetectable viral load.

Have Patients had a Viral Load Test in the Past Year?

Patient Responses: 787

Yes:	95%
No:	3%
Dont know:	2%



Provincial Score* **96%**

Comparison Results

National Average:	96%
Best Provincial Result:	99%
Worst Provincial Result:	93%

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

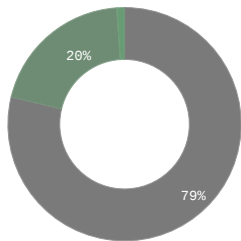
Facility Results (5 Best/Worst)

Central Clinic (East London)	100
Mthatha Gateway Clinic	100
Philani Clinic (Queenstown)	100
Tembelihle Clinic	100
Flagstaff Clinic	100
.....	--
St Patrick's Gateway Clinic	89
Matatiele Community Clinic	89
Rosedale Clinic	86
St Elizabeth's Gateway Clinic	85
Fezeka NU 3 Clinic	83

Did a Health Worker Explain the Viral Load Test Result?

Patient Responses: 748

Yes:	79%
No:	20%
Dont know:	1%



Provincial Score* **80%**

Comparison Results

National Average:	85%
Best Provincial Result:	93%
Worst Provincial Result:	78%

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

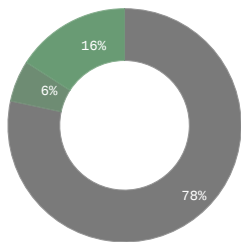
Facility Results (5 Best/Worst)

Amadiba Clinic	100
Empilweni Gompo CHC	100
Ngangelizwe CHC	100
Grey Gateway Clinic	100
Luyolo NU 9 Clinic	100
.....	--
Rosedale Clinic	50
Lusikisiki Village Clinic (Qaukeni)	50
Ntapane Clinic	47
Stanford Terrace Clinic	44
Joe Slovo Clinic	30

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

Patient Responses: 785

Yes:	78%
No:	6%
Dont know:	16%



Provincial Score* **0.78**

Comparison Results

National Average:	0.83
Best Provincial Result:	0.97
Worst Provincial Result:	0.78

* Scores based on average point value of each response with a maximum score of 1 and a minimum score of 0. **HIGHER scores are better.**

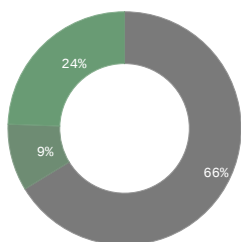
Facility Results (5 Best/Worst)

Soweto Clinic	1.0
Ngcobo CHC	1.0
Rosedale Clinic	1.0
Joe Slovo Clinic	1.0
Gompo C Jabavu Clinic	1.0
.....	--
Nqamakwe CHC	0.53
Civic Centre Clinic (Mthatha)	0.52
Lusikisiki Village Clinic (Qaukeni)	0.5
Mhlakulo CHC	0.47
Qumbu CHC	0.45

Treatment Literacy: Do Patients Understand Viral Load and Transmission?

Patient Responses: 786

Yes:	66%
No:	9%
Dont know:	24%



Provincial Score* **0.66**

Comparison Results

National Average:	0.67
Best Provincial Result:	0.75
Worst Provincial Result:	0.62

* Scores based on average point value of each response with a maximum score of 1 and a minimum score of 0. **HIGHER scores are better.**

Facility Results (5 Best/Worst)

Nomzamo CHC	1.0
Zanempilo Clinic (East London)	1.0
Tembelihle Clinic	1.0
Philani Clinic (Queenstown)	1.0
Ngcobo CHC	1.0
.....	--
Mhlakulo CHC	0.35
Ntapane Clinic	0.33
Mthatha Gateway Clinic	0.33
Stanford Terrace Clinic	0.31
Mqanduli CHC	0.28

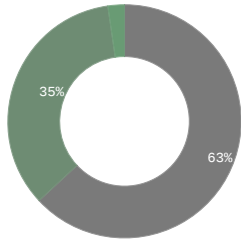
Index Testing

Index testing (aka Assisted Partner Notification Services or Contact Tracing) can help identify PLHIV earlier, get them access treatment to protect their health and interrupt onward transmission of HIV. However, if implemented poorly, index testing can cause harm to individuals, undermine their rights to consent, privacy, and confidentiality, it erodes trust in healthcare providers, and can put individuals at risk of violence. This is extremely important in the context of South Africa with a well-documented epidemic of gender-based violence. HIV diagnosis increases the risk of intimate partner violence (IPV). Improperly conducted or pressured participation in index testing exacerbates these risks. In order to be conducted safely, index testing must always be voluntary and there must always be screening to assess the risk of IPV. Where violence or risk of violence is reported, those partners should never be contacted. Instead people should be offered IPV services on site or by referral. Adverse-event monitoring systems must be in place to ensure clients are supported if they do experience any harms.

Have Patients been Asked to Participate in Index Testing?

Patient Responses: 783

Yes:	63%
No:	35%
Dont know:	2%



Provincial Score* **64%**

Comparison Results

National Average:	67%
Best Provincial Result:	81%
Worst Provincial Result:	37%

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

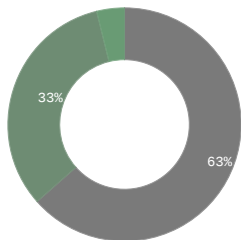
Facility Results (5 Best/Worst)

Greenfields Clinic	100
Amadiba Clinic	100
Tembelihle Clinic	100
Philani Clinic (Queenstown)	100
Nomzamo CHC	100
.....	--
Lusikisiki Village Clinic (Qaukeni)	25
Soweto Clinic	17
Rosedale Clinic	14
Joe Slovo Clinic	9
Motherwell CHC	0

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

Patient Responses: 493

Yes:	63%
No:	33%
Dont know:	4%



Provincial Score* **66%**

Comparison Results

National Average:	81%
Best Provincial Result:	92%
Worst Provincial Result:	61%

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

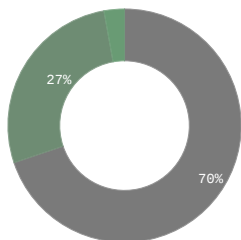
Facility Results (5 Best/Worst)

Central Clinic (East London)	100
Philani NU 1 Clinic	100
Imizizi Clinic	100
Isikelo Clinic	100
Duncan Village CHC	100
.....	--
Willowvale CHC	0
Tabankulu CHC	0
Idutywa Village CHC	0
Greenfields Clinic	0
Soweto Clinic	0

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

Patient Responses: 494

Yes:	70%
No:	27%
Dont know:	3%



Provincial Score* **72%**

Comparison Results

National Average:	75%
Best Provincial Result:	89%
Worst Provincial Result:	52%

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

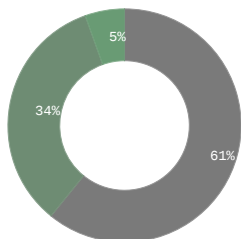
Facility Results (5 Best/Worst)

Central Clinic (East London)	100
Philani NU 1 Clinic	100
Tsolo Clinic	100
Isikelo Clinic	100
Duncan Village CHC	100
.....	--
Ntapane Clinic	0
Willowvale CHC	0
Joe Slovo Clinic	0
Greenfields Clinic	0
Soweto Clinic	0

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

Patient Responses: 493

Yes:	61%
No:	34%
Dont know:	5%



Provincial Score* **64%**

Comparison Results

National Average:	72%
Best Provincial Result:	92%
Worst Provincial Result:	56%

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

Facility Results (5 Best/Worst)

Philani Clinic (Queenstown)	100
Nqamakwe CHC	100
Empilweni Gompo CHC	100
Fezeka NU 3 Clinic	100
Imizizi Clinic	100
.....	--
Flagstaff Clinic	0
Willowvale CHC	0
Idutywa Village CHC	0
Joe Slovo Clinic	0
Soweto Clinic	0

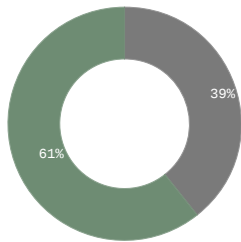
TB Infection Control

Six simple interventions are at the heart of how clinics can be part of turning the tide on TB infection — a disease that still kills close to 60,000 people a year in South Africa, according to the World Health Organization (WHO). By following a checklist of good practice, clinics can be safer for patients and staff. The six measures are: ensuring enough room and space for patients to wait without overcrowding; keeping windows open; ensuring there are TB information posters prominently displayed; reducing clinic waiting times to less than an average of an hour and 15 minutes; screening all arriving patients for TB symptoms; and separating patients who are coughing on arrival at the clinic. Previously there was a seventh item on the checklist. It was for people who are coughing to be given a mask to wear on arrival. However, since the onset of COVID-19, everyone has to by law be wearing a mask in a public place such as a clinic.

Enough room in the waiting area?

Total Observations: 57

Yes: 39%
No: 61%



Provincial Score* **39%**

Comparison Results

National Average: 48%
Best Provincial Result: 71%
Worst Provincial Result: 26%

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

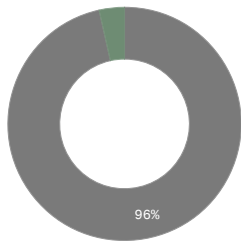
Facility Results (5 Best/Worst)

Matatiele Community Clinic	100
Mount Ayliff Gateway Clinic	100
Duncan Village CHC	100
Lusikisiki Village Clinic (Qaukeni)	100
Flagstaff Clinic	100
.....	--
Civic Centre Clinic (Mthatha)	0
Holy Cross Gateway Clinic	0
Mqanduli CHC	0
Mthatha Gateway Clinic	0
Rosedale Clinic	0

Were the Facility Windows Open?

Total Observations: 57

Yes: 96%
No: 4%



Provincial Score* **96%**

Comparison Results

National Average: 96%
Best Provincial Result: 100%
Worst Provincial Result: 90%

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

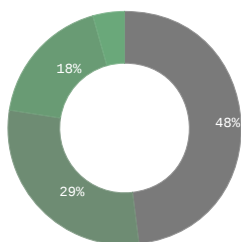
Facility Results (5 Best/Worst)

Central Clinic (East London)	100
Lusikisiki Village Clinic (Qaukeni)	100
Mqanduli CHC	100
Mthatha Gateway Clinic	100
Ngangelizwe CHC	100
.....	--
Philani Clinic (Queenstown)	100
Tembelihle Clinic	100
Civic Centre Clinic (Mthatha)	100
Maluti CHC	0
Isikelo Clinic	0

Are people being asked for TB symptoms?

Patient Responses: 958

Yes: 48%
Only sometimes: 29%
No: 18%
Dont know: 4%



Provincial Score* **50%**

Comparison Results

National Average: 62%
Best Provincial Result: 76%
Worst Provincial Result: 31%

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

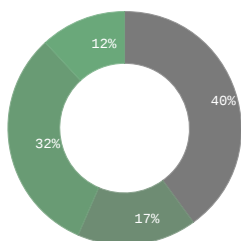
Facility Results (5 Best/Worst)

Nomzamo CHC	100
Ngcobo CHC	100
Philani Clinic (Queenstown)	100
Tembelihle Clinic	100
Duncan Village CHC	94
.....	--
Soweto Clinic	17
Nozuko Clinic	16
St Elizabeth's Gateway Clinic	5
Holy Cross Gateway Clinic	0
Flagstaff Clinic	0

Are people who are coughing in a separate room?

Patient Responses: 959

Yes: 40%
Only sometimes: 17%
No: 32%
Dont know: 12%



Provincial Score* **45%**

Comparison Results

National Average: 52%
Best Provincial Result: 60%
Worst Provincial Result: 26%

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

Facility Results (5 Best/Worst)

Tembelihle Clinic	100
Philani Clinic (Queenstown)	100
Nomzamo CHC	100
Ngcobo CHC	100
Nqamakwe CHC	85
.....	--
Holy Cross Gateway Clinic	0
St Elizabeth's Gateway Clinic	0
Flagstaff Clinic	0
Greenfields Clinic	0
Stanford Terrace Clinic	0