

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: 2,264

Amount of time spent: **3:45**

Comparison Results

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

Facility Results (5 Best/Worst)

Thokozani Clinic	0:45
Nsimbini Clinic	0:58
Eshowe Gateway Clinic	0:59
KwaMakhutha Clinic	1:11
Willowfountain Clinic	1:12
.....	--
Umzinto Clinic	6:44
Marburg Clinic	6:45
Sydenham Heights Clinic	7:01
Inanda C CHC	7:23
Turton CHC	7:29

Earliest Patient Arrival Time

Patient Responses: 2,206

Earliest arrival time: **5:41**

Comparison Results

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

Facility Results (5 Best/Worst)

Margate Clinic	8:52
Port Edward Clinic	8:10
Izingolweni Clinic	8:00
Gcilima Clinic	8:00
Gamalakhe CHC	7:58
.....	--
Caluza Clinic	4:45
New Germany Clinic	4:40
Phoenix CHC	4:31
Turton CHC	3:54
Umzinto Clinic	3:48

How Safe is the Facility to Wait Before it Opens?

Patient Responses: 835

Very Unsafe:	20%
Unsafe:	14%
Neither Safe or Unsafe:	23%
Safe:	21%
Very Safe:	23%
Dont know:	0%

Provincial Score* **3.14**

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)

KwaMbunde Clinic	5.0
Bluff Clinic	5.0
Port Shepstone Clinic	5.0
Southport Clinic	5.0
Reservoir Hills Clinic	5.0
.....	--
Kokstad Clinic	1.27
Pinetown Clinic	1.06
Chesterville Clinic	1.0
Sydenham Heights Clinic	1.0
Halley Stott Clinic	1.0

Are the Queues at the Facility Long?

Patient Responses: 2,310

Yes:	63%
No:	35%
Dont know:	3%

Provincial Score* **64%**

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)

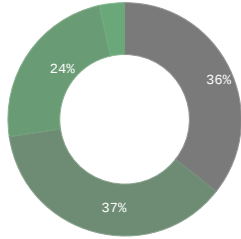
Bluff Clinic	0
Ncotshane Clinic	0
Pongola Clinic	0
Ulundi A Clinic	0
Eshowe Gateway Clinic	0
.....	--
Illovo Clinic	100
Amazizi Clinic	100
Inanda C CHC	100
Reservoir Hills Clinic	100
Athlone Park Hall Clinic	100

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?

Always:	36%
Sometimes:	37%
Never:	24%
Dont know:	3%



Provincial Score*

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.**

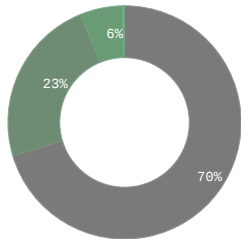
Patient Responses:
2,326

Facility Results (5 Best/Worst)

Gamalakhe CHC	2.0
Umlazi K Clinic	2.0
Shallcross Clinic	2.0
Eshowe Gateway Clinic	2.0
Khandisa Clinic	2.0
.....	--
Umzinto Clinic	0.0
Southport Clinic	0.0
Inanda Seminary Clinic	0.0
Marburg Clinic	0.0
Qadi Clinic	0.0

Are Staff Friendly and Professional?

Yes:	70%
Sometimes:	23%
Never:	6%
Dont know:	0%



Provincial Score*

Comparison Results

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

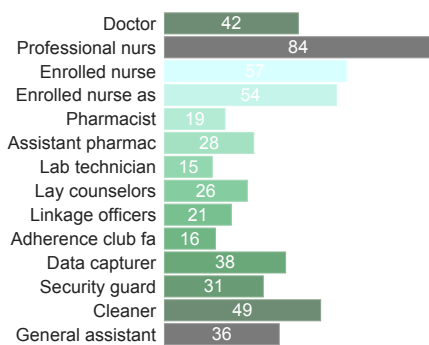
* Scores based on average point value of each response with a maximum score of 2 and a minimum score of 0. **HIGHER scores are better.**

Patient Responses:
2,332

Facility Results (5 Best/Worst)

Gamalakhe CHC	2.0
Phaphamani Clinic	2.0
Amanzimtoti Clinic	2.0
Gcilima Clinic	2.0
Willowfountain Clinic	2.0
.....	--
Isipingo Clinic	0.73
Sydenham Heights Clinic	0.62
Umlazi U21 Clinic	0.54
Redhill Clinic	0.54
Howick Clinic	0.53

Which Cadres are Understaffed?



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
Thokozani Clinic	1.0	1.0	1.0	1.0	1.0	1.0	1.0	1.0	1.0					
Addington Gateway Clinic	1.0	1.0		1.0	1.0		1.0			1.0	1.0	1.0	1.0	
Isipingo Clinic	1.0	1.0	1.0	1.0	1.0	1.0				1.0	1.0			1.0
Kokstad Clinic		1.0	1.0	1.0		1.0			1.0	1.0			1.0	1.0
Umlazi D Clinic	1.0	1.0		1.0		1.0	1.0				1.0		1.0	1.0
Goodwins Clinic	1.0	1.0	1.0	1.0	1.0							1.0	1.0	1.0
Glen Earle Clinic		1.0	1.0	1.0		1.0				1.0	1.0	1.0	1.0	
Taylors Halt Clinic	1.0	1.0		1.0		1.0		1.0	1.0		1.0		1.0	
Chesterville Clinic	1.0	1.0	1.0	1.0		1.0					1.0	1.0	1.0	
Tongaat CHC		1.0	1.0	1.0				1.0	1.0		1.0	1.0		1.0

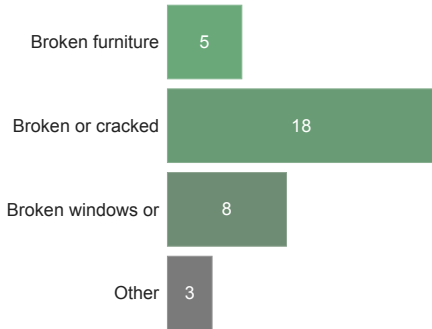
Facility Responses: 116

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:

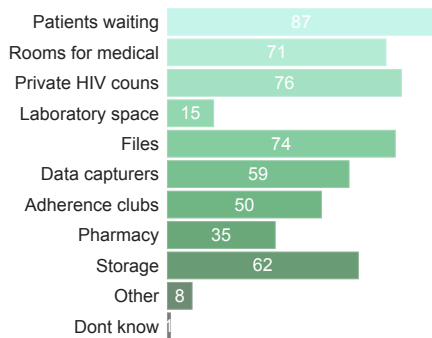
Total Observations: 27



Facility Results	Broken furniture	Broken or cracked roof, walls or floor	Broken windows or doors	Other
Goodwins Clinic	1.0	1.0	1.0	
Halley Stott Clinic	1.0	1.0	1.0	
Pata Clinic	1.0	1.0	1.0	
Chesterville Clinic		1.0	1.0	
Acaciavale Clinic			1.0	
Ottawa Clinic			1.0	
Waterloo Clinic	1.0			
Walton Clinic		1.0		
Verulam Clinic			1.0	
Umzomuhle (Umlazi H) Clinic		1.0		

What do you need more space for?

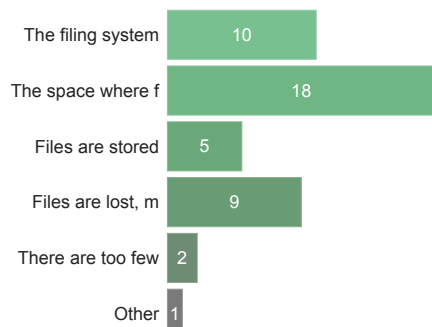
Facility Responses: 113



Facility Results	Patients waiting space	Rooms for medical care	Private HIV or counseling testing laboratory space	Files	Data capturers	Adherence clubs	Pharmacy	Storage	Other	Dont know
Luganda Clinic	1.0	1.0	1.0	1.0	1.0	1.0	1.0	1.0		
Verulam Clinic	1.0	1.0	1.0	1.0	1.0	1.0	1.0	1.0	1.0	
KwaMashu B Clinic	1.0	1.0	1.0	1.0	1.0	1.0	1.0	1.0		
Redhill Clinic	1.0	1.0	1.0	1.0	1.0	1.0	1.0	1.0		
Caneside Clinic	1.0	1.0	1.0	1.0	1.0		1.0	1.0		
Southport Clinic	1.0	1.0	1.0	1.0	1.0	1.0	1.0	1.0		
Qadi Clinic	1.0	1.0	1.0	1.0	1.0	1.0	1.0	1.0		
Nseleni CHC	1.0	1.0	1.0	1.0	1.0	1.0	1.0	1.0		
Thokozani Clinic	1.0	1.0	1.0	1.0	1.0	1.0	1.0	1.0		
Redcliffe 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: 25



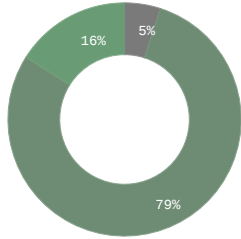
Facility Results	The filing system is messy	The space where files are stored is too small	Files are stored where patients can access them	Files are lost, missing or misplaced	There are too few people looking for files	Other
Azalea Clinic	1.0	1.0	1.0	1.0	1.0	
Howick Clinic	1.0	1.0	1.0	1.0		
Richmond Clinic	1.0	2.0	1.0	2.0		
Umlazi U21 Clinic		1.0	1.0	1.0	1.0	
Isipingo Clinic	1.0	1.0		1.0		
Mpumalanga Clinic	1.0			1.0		
Steadville Clinic	1.0	1.0				
Ntuzuma Clinic		1.0		1.0		
KwaMashu Poly CHC		1.0	1.0			
East Griqualand & Usher Memorial Hospital	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

Yes:	5%
No:	79%
Dont know:	16%



Provincial Score*

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.**

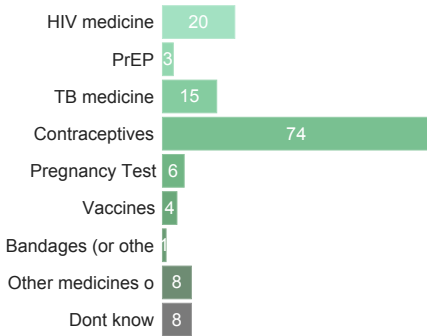
Patient Responses: 2,331

Facility Results (5 Best/Worst)

Gamalakhe CHC	0
Hlengisizwe CHC	0
Hambanathi Clinic	0
Glen Earle Clinic	0
Folweni Clinic	0
.....	--
Umzomuhle (Umlazi H) Clinic	50
Umlazi G Clinic	62
Phoenix CHC	64
Umlazi N Clinic	75
Osizweni (Umlazi Q) Clinic	75

Patient Reports of Medicine Shortage(s)

Patient Responses: 116

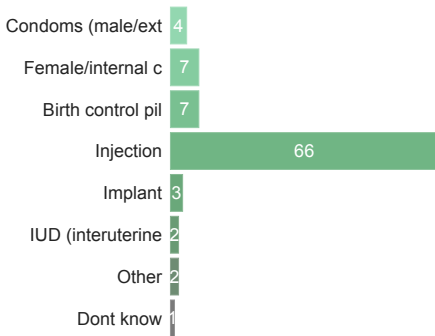


Facility Results

	HIV medicine	PrEP	TB medicine	Contraceptives	Pregnancy Test	Vaccines	Bandages (or other dry stock)	Other medicines or tests	Dont know
Inanda C CHC	1.0	3.0		2.0	1.0		1.0		
Waterloo Clinic	1.0			1.0		1.0		1.0	
KwaMashu B Clinic	7.0		7.0			1.0			
Lindelani Clinic				3.0	1.0				
Ntuzuma Clinic	7.0		7.0						
Umlazi U21 Clinic				3.0	1.0				
Umlazi G Clinic				4.0				1.0	
Howick Clinic				6.0		1.0			
Mooi River Clinic				6.0				1.0	
Rietvlei Gateway Clinic				1.0				1.0	

Contraception shortage(s)

Patient Responses: 73

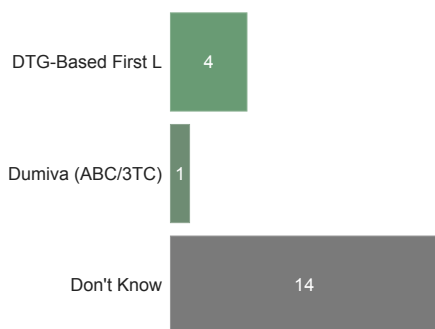


Facility Results

	Condoms (male/external)	Female/internal condoms	Birth control pill	Injection	Implant	IUD (interuterine device)	Other	Dont know
Halley Stott Clinic	1.0	1.0	1.0	2.0	1.0	1.0	1.0	
Umzomuhle (Umlazi H) Clinic	1.0	1.0	1.0	2.0	1.0			
Goodwins Clinic	1.0	1.0		1.0				
Umlazi N Clinic	1.0	2.0		6.0				
Qadi Clinic		1.0	1.0		1.0			
Osizweni (Umlazi Q) Clinic		1.0		6.0				
Umlazi U21 Clinic			3.0	3.0				
Inanda C CHC				1.0				
Acaciavale Clinic				6.0				
Westville Clinic				2.0				

HIV medication shortage(s)

Patient Responses: 19



Facility Results

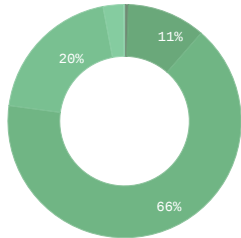
	DTG-Based First Line	Dumiva (ABC/3TC)	Dont Know
KwaMashu B Clinic	1.0		6.0
Inanda C CHC		1.0	
KwaMashu Poly CHC	3.0		
Ntuzuma Clinic			6.0
Sivananda Clinic			1.0
Waterloo Clinic			1.0

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:	0%
1 month:	11%
2 months:	66%
3 months:	20%
6 months:	3%
Dont know:	0%



Provincial Score*

2.2

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.**

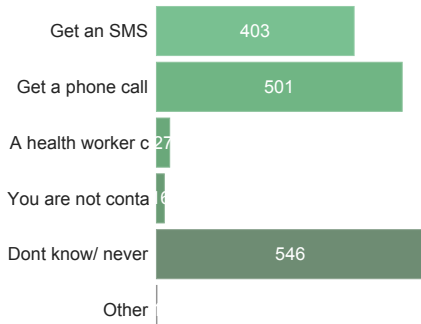
Patient Responses: 2,256

Facility Results (5 Best/Worst)

Nseleni CHC	4.4
Umbonambi Clinic	3.73
Osizweni (Umlazi Q) Clinic	3.67
Umlazi D Clinic	3.47
KwaMbonambi Clinic (Sappi Clinic)	3.4
.....	--
Umlazi U21 Clinic	1.0
KwaMakhutha Clinic	1.0
Umbumbulu Clinic	1.0
Nsimbini Clinic	1.0
Isipingo Clinic	1.0

When Patients Miss a Visit to Collect ARVs:

Patient Responses: 1,234

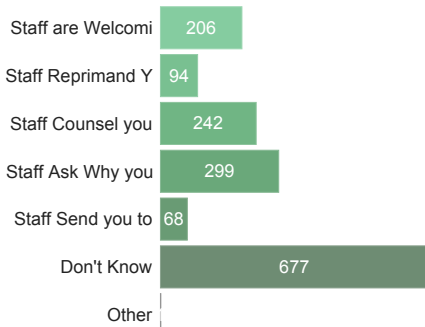


Facility Results

	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
Bluff Clinic		1.0		1.0	8.0	
Savannah Park Clinic	1.0	2.0	1.0	4.0	3.0	
Besters Clinic		2.0		1.0	2.0	
Chatsworth Township Centre Clinic	1.0	1.0		1.0	11.0	
Caneside Clinic		3.0		1.0	12.0	
Kokstad Clinic	3.0	2.0		1.0	2.0	
Chesterville Clinic	7.0	10.0		3.0	2.0	
Molweni Clinic	3.0	3.0		1.0	6.0	
Nsimbini Clinic	7.0	4.0	1.0	1.0	7.0	
East Griqualand & Usher Memorial Hospital	13.0	14.0		2.0	2.0	1.0

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

Patient Responses: 1,230



Facility Results

	Staff are Welcoming Back	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
KwaMakhutha Clinic					1.0	8.0	
Kokstad Clinic					5.0	2.0	
Inanda C CHC		1.0			2.0	4.0	
Sydenham Heights Clinic	1.0	7.0		1.0		2.0	
Isipingo Clinic		1.0		2.0	4.0	5.0	
Bluff Clinic		1.0	1.0		1.0	8.0	
Chesterville Clinic	3.0	8.0	1.0			4.0	
Sivananda Clinic		2.0	1.0	2.0	2.0	2.0	
Redhill Clinic		7.0		7.0	2.0	5.0	
Nsimbini Clinic	1.0			4.0	6.0	7.0	

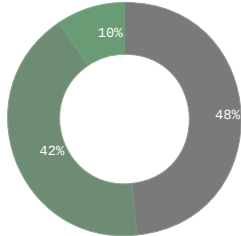
Adherence Clubs

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: 2,114

Yes:	48%
No:	42%
Don't know:	10%



Provincial Score*

53%

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.**

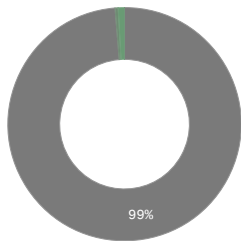
Facility Results (5 Best/Worst)

Wyebank Clinic	100
Impilwenhle Clinic	100
New Germany Clinic	100
Eshowe Gateway Clinic	100
Khandisa Clinic	100
.....	--
Walton Clinic	0
Ekuphileni (Umlazi L) Clinic	0
Oliviershoek Clinic	0
Ekuvukeni Clinic	0
Southport Clinic	0

Does the Adherence Club make HIV medicine pick up faster?

Total Responses: 229

Yes:	99%
No:	0%
Don't know:	1%



Provincial Score*

99%

Comparison Results

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

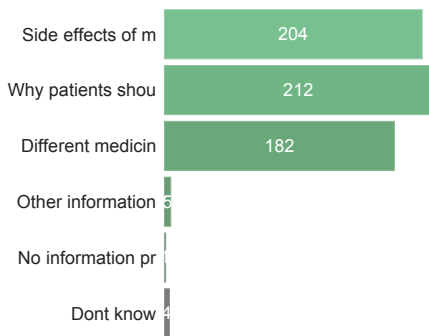
* Percent of survey responses responding "Yes" (excluding "Don't Know") **HIGHER scores are better.**

Facility Results (5 Best/Worst)

Azalea Clinic	100
Caluza Clinic	100
Hambanathi Clinic	100
Isipingo Clinic	100
Klaarwater Clinic	100
.....	--
Richards Bay Clinic	100
Umbonambi Clinic	100
Wyebank Clinic	100
Sydenham Heights Clinic	0
Umlazi K Clinic	0

Information provided by the Adherence Club

Total Responses: 229

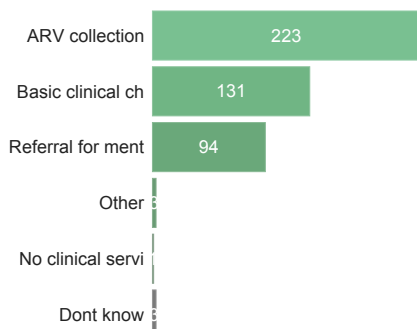


Facility Results

	Side effects of medicines	Why patients should adhere to their ARVs	Different medicines options such as new drugs (ex. Dolutegravir)	Other information (please specify in question)	No information provided	Don't know
Mason Street Clinic						1.0
Folweni Clinic						1.0
Umlazi K Clinic					1.0	
Ncibidwane Clinic	1.0		1.0			
Amantzi Clinic		1.0	1.0			
Cato Manor CHC	3.0	2.0				
Umlazi G Clinic	1.0	1.0				
Tshelimnyama Clinic		1.0	1.0			
Osizweni (Umlazi Q) Clinic	2.0	2.0	1.0			
Queensburgh Clinic	2.0	3.0	2.0			

What clinical services are offered at an adherence club meeting?

Total Responses: 229



Facility Results

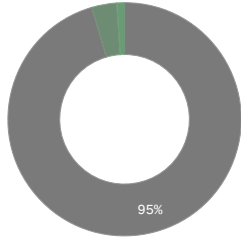
	ARV collection	Basic clinical check up	Referral for mental health services or psycho-social support	Other	No clinical services	Don't know
Umlazi K Clinic						1.0
Mason Street Clinic						1.0
Folweni Clinic						1.0
Acaciavale Clinic	1.0					
Songonzima Clinic	16.0					
Willowfountain Clinic	17.0					
Impilwenhle Clinic	15.0					
Hambanathi Clinic					1.0	
Ncibidwane Clinic			1.0			
Cato Manor CHC	3.0					

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?

Yes:	95%
No:	3%
Dont know:	1%



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.**

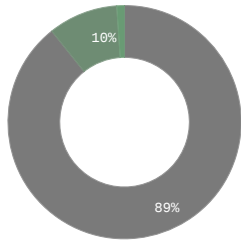
Patient Responses:
2,246

Facility Results (5 Best/Worst)

Gamalakhe CHC	100
Clare Estate Clinic	100
Lamontville Clinic	100
KwaNdengezi Clinic	100
KwaMakhutha Clinic	100
.....	--
KwaMashu B Clinic	69
Goodwins Clinic	62
Turton CHC	56
Marburg Clinic	14
Port Shepstone Clinic	13

Did a Health Worker Explain the Viral Load Test Result?

Yes:	89%
No:	10%
Dont know:	1%



Provincial Score*

90%

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.**

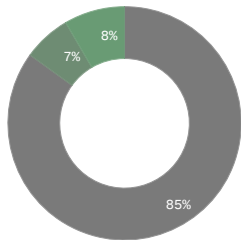
Patient Responses:
2,141

Facility Results (5 Best/Worst)

Gamalakhe CHC	100
Ekuphileni (Umlazi L) Clinic	100
KwaMakhutha Clinic	100
Klaarwater Clinic	100
Kingsburgh Clinic	100
.....	--
Illovu Clinic	47
Turton CHC	38
Athlone Park Hall Clinic	27
Southport Clinic	25
Umzinto Clinic	14

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

Yes:	85%
No:	7%
Dont know:	8%



Provincial Score*

0.85

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.**

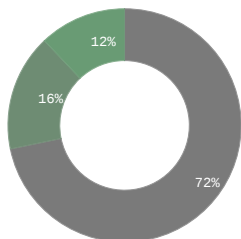
Patient Responses:
2,233

Facility Results (5 Best/Worst)

Gamalakhe CHC	1.0
Queen Nolonolo Clinic	1.0
KwaMbonambi Clinic (Sappi Clinic)	1.0
King Dinuzulu Clinic	1.0
Khandisa Clinic	1.0
.....	--
Marburg Clinic	0.27
Turton CHC	0.2
Southport Clinic	0.2
Port Shepstone Clinic	0.13
Umzinto Clinic	0.1

Treatment Literacy: Do Patients Understand Viral Load and Transmission?

Yes:	72%
No:	16%
Dont know:	12%



Provincial Score*

0.72

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.**

Patient Responses:
2,230

Facility Results (5 Best/Worst)

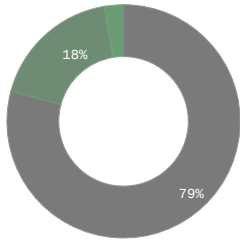
Gamalakhe CHC	1.0
KwaMakhutha Clinic	1.0
Isipingo Clinic	1.0
Glen Earle Clinic	1.0
Folweni Clinic	1.0
.....	--
Bergville Clinic	0.0
Umzinto Clinic	0.0
Acaciavale Clinic	0.0
Amaoti Clinic	0.0
Walton Clinic	0.0

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?

Yes:	79%
No:	18%
Dont know:	3%



Provincial Score* **81%**

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.**

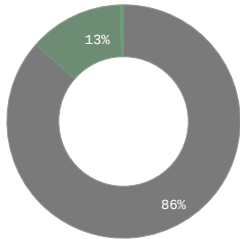
Patient Responses:
2,245

Facility Results (5 Best/Worst)

Gamalakhe CHC	100
Gcilima Clinic	100
Klaarwater Clinic	100
Isipingo Clinic	100
Hlengisizwe CHC	100
.....	--
Steadville Clinic	0
Amazizi Clinic	0
Umzinto Clinic	0
Emmaus Gateway Clinic	0
Oliviershoek Clinic	0

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

Yes:	86%
No:	13%
Dont know:	0%



Provincial Score* **86%**

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.**

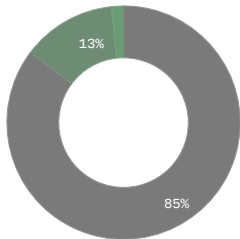
Patient Responses:
1,763

Facility Results (5 Best/Worst)

Gamalakhe CHC	100
Pongola Clinic	100
Addington Gateway Clinic	100
Pholela CHC	100
Qadi Clinic	100
.....	--
Redcliffe Clinic	0
Queensburgh Clinic	0
Ottawa Clinic	0
Hambanathi Clinic	0
Wembezi Clinic	0

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

Yes:	85%
No:	13%
Dont know:	2%



Provincial Score* **85%**

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.**

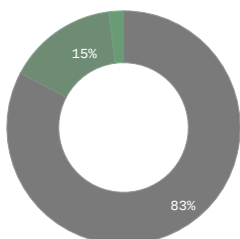
Patient Responses:
1,734

Facility Results (5 Best/Worst)

Gamalakhe CHC	100
Luganda Clinic	100
KwaNdengezi Clinic	100
KwaMashu B Clinic	100
KwaMakhutha Clinic	100
.....	--
Ncibidwane Clinic	0
Amaoti Clinic	0
Injisuthi Clinic	0
AE Haviland Memorial Clinic	0
Illovu Clinic	0

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

Yes:	83%
No:	15%
Dont know:	2%



Provincial Score* **84%**

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.**

Patient Responses:
1,770

Facility Results (5 Best/Worst)

Gamalakhe CHC	100
Khandisa Clinic	100
Osizweni (Umlazi Q) Clinic	100
Thokozani Clinic	100
Overport Clinic	100
.....	--
KwaMbonambi Clinic (Sappi Clinic)	0
Illovu Clinic	0
Besters Clinic	0
Kingsburgh Clinic	0
Athlone Park Hall Clinic	0

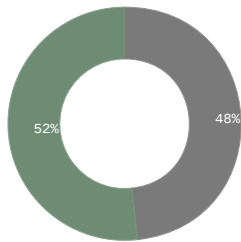
TB Infection Control

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: 141

Yes: 48%
No: 52%



Provincial Score* **48%**

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.**

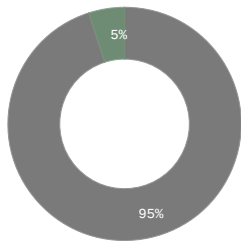
Facility Results (5 Best/Worst)

Gamalakhe CHC	100
Reservoir Hills Clinic	100
Umbonambi Clinic	100
Phaphamani Clinic	100
Nsimbini Clinic	100
.....	--
Ndlangubo Clinic	0
KwaMbonambi Clinic (Sappi Clinic)	0
Khandisa Clinic	0
Empangeni Clinic	0
Wyebank Clinic	0

Were the Facility Windows Open?

Total Observations: 141

Yes: 95%
No: 5%



Provincial Score* **95%**

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.**

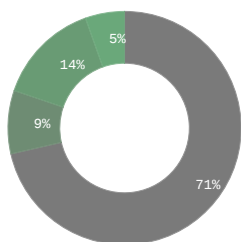
Facility Results (5 Best/Worst)

Gamalakhe CHC	100
Rietvlei Gateway Clinic	100
Mpola Clinic	100
Molweni Clinic	100
Luganda Clinic	100
.....	--
Port Shepstone Clinic	0
KwaMakhutha Clinic	0
Azalea Clinic	0
Glen Earle Clinic	0
Pholela CHC	0

Are people being asked for TB symptoms?

Patient Responses: 2,334

Yes: 71%
Only sometimes: 9%
No: 14%
Dont know: 5%



Provincial Score* **76%**

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.**

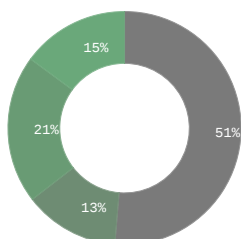
Facility Results (5 Best/Worst)

Gamalakhe CHC	100
Pongola Clinic	100
Bergville Clinic	100
Thokozani Clinic	100
Ncibidwane Clinic	100
.....	--
Oliviershoek Clinic	0
Dukuza Clinic	0
Emmaus Gateway Clinic	0
Athlone Park Hall Clinic	0
Cato Manor CHC	0

Are people who are coughing in a separate room?

Patient Responses: 2,334

Yes: 51%
Only sometimes: 13%
No: 21%
Dont know: 15%



Provincial Score* **60%**

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)

Gamalakhe CHC	100
Gcilima Clinic	100
Willowfountain Clinic	100
KwaMashu Poly CHC	100
Amazizi Clinic	100
.....	--
Athlone Park Hall Clinic	0
Ncibidwane Clinic	0
Rietvlei Gateway Clinic	0
Pholela CHC	0
Steadville Clinic	0