

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:
3,396

Amount of time spent:

3:29

Facility Results (5 Best/Worst)

| | |
|--------------------|------|
| Thokozani Clinic | 1:18 |
| Khandisa Clinic | 1:28 |
| Phaphamani Clinic | 1:37 |
| Bluff Clinic | 1:38 |
| Lamontville Clinic | 1:41 |
| | -- |
| Inanda C CHC | 5:38 |
| Mpumalanga Clinic | 5:42 |
| Newtown A CHC | 6:25 |
| Umzinto Clinic | 6:27 |
| Amaoti Clinic | 7:36 |

Comparison Results

| | |
|--------------------------|------|
| National Average: | 4:15 |
| Best Provincial Result: | 3:29 |
| Worst Provincial Result: | 5:56 |

Earliest Patient Arrival Time

Patient Responses:
3,326

Earliest arrival time

5:56

Facility Results (5 Best/Worst)

| | |
|--------------------|------|
| Margate Clinic | 8:36 |
| KwaMbunde Clinic | 8:31 |
| Mpophomeni Clinic | 8:09 |
| Port Edward Clinic | 8:05 |
| Gamalakhe CHC | 8:00 |
| | -- |
| Umzinto Clinic | 4:42 |
| Umlazi U21 Clinic | 4:35 |
| Umbumbulu Clinic | 4:34 |
| Nsimbini Clinic | 4:32 |
| Folweni Clinic | 4:28 |

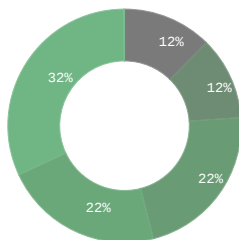
Comparison Results

| | |
|--------------------------|------|
| National Average: | 5:47 |
| Best Provincial Result: | 6:21 |
| Worst Provincial Result: | 5:15 |

How Safe is the Facility to Wait Before it Opens?

Patient Responses:
1,206

| | |
|-------------------------|-----|
| Very Unsafe: | 12% |
| Unsafe: | 12% |
| Neither Safe or Unsafe: | 22% |
| Safe: | 22% |
| Very Safe: | 32% |
| Dont know: | 0% |



Provincial Score*

3.5

Comparison Results

| | |
|--------------------------|------|
| National Average: | 3.14 |
| Best Provincial Result: | 3.5 |
| Worst Provincial Result: | 1.8 |

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

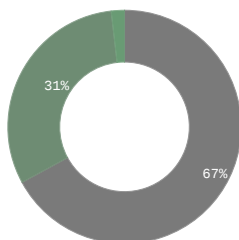
Facility Results (5 Best/Worst)

| | |
|------------------------------|------|
| Molweni Clinic | 5.0 |
| New Germany Clinic | 5.0 |
| Ulundi A Clinic | 5.0 |
| Savannah Park Clinic | 5.0 |
| Eshowe Gateway Clinic | 5.0 |
| | -- |
| Cato Manor CHC | 1.77 |
| Athlone Park Hall Clinic | 1.67 |
| Ekuphileni (Umlazi L) Clinic | 1.62 |
| Qadi Clinic | 1.5 |
| Newtown A CHC | 1.38 |

Are the Queues at the Facility Long?

Patient Responses:
3,427

| | |
|------------|-----|
| Yes: | 67% |
| No: | 31% |
| Dont know: | 2% |



Provincial Score*

68%

Comparison Results

| | |
|--------------------------|-----|
| National Average: | 66% |
| Best Provincial Result: | 61% |
| Worst Provincial Result: | 72% |

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

Facility Results (5 Best/Worst)

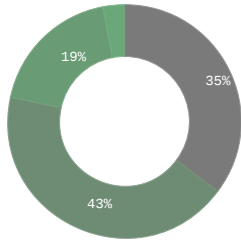
| | |
|----------------------------|-----|
| Redhill Clinic | 0 |
| Phaphamani Clinic | 0 |
| Thokozani Clinic | 0 |
| Bluff Clinic | 8 |
| Driefontein Clinic | 10 |
| | -- |
| Osizweni (Umlazi Q) Clinic | 100 |
| Mpophomeni Clinic | 100 |
| Phoenix CHC | 100 |
| Goodwins Clinic | 100 |
| Gamalakhe CHC | 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: | 35% |
| Sometimes: | 43% |
| Never: | 19% |
| Dont know: | 3% |



Provincial Score*

1.17

Comparison Results

| | |
|--------------------------|------|
| National Average: | 1.17 |
| Best Provincial Result: | 1.51 |
| Worst Provincial Result: | 0.95 |

* 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.**

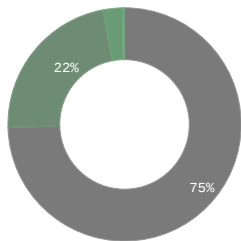
Patient Responses:
3,436

Facility Results (5 Best/Worst)

| | |
|-----------------------------------|------|
| Thokozani Clinic | 2.0 |
| Richards Bay Clinic | 2.0 |
| KwaMbonambi Clinic (Sappi Clinic) | 2.0 |
| Phaphamani Clinic | 1.96 |
| Umlazi K Clinic | 1.95 |
| | -- |
| Caluza Clinic | 0.25 |
| KwaMashu Poly CHC | 0.2 |
| Tshelimnyama Clinic | 0.06 |
| Qadi Clinic | 0.0 |
| Umzinto Clinic | 0.0 |

Are Staff Friendly and Professional?

| | |
|------------|-----|
| Yes: | 75% |
| Sometimes: | 22% |
| Never: | 3% |
| Dont know: | 0% |



Provincial Score*

1.72

Comparison Results

| | |
|--------------------------|------|
| National Average: | 1.59 |
| Best Provincial Result: | 1.72 |
| Worst Provincial Result: | 1.3 |

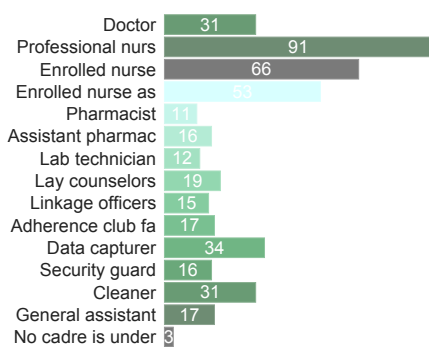
* Scores based on average point value of each response with a maximum score of 2 and a minimum score of 0. **HIGHER scores are better.**

Patient Responses:
3,439

Facility Results (5 Best/Worst)

| | |
|--------------------------------|------|
| Amanzimtoti Clinic | 2.0 |
| Athlone Park Hall Clinic | 2.0 |
| Qadi Clinic | 2.0 |
| Prince Mshiyeni Gateway Clinic | 2.0 |
| Ottawa Clinic | 2.0 |
| | -- |
| Sivananda Clinic | 1.1 |
| Ndalen Clinic | 1.04 |
| Ekuvukeni Clinic | 1.0 |
| Isipingo Clinic | 0.81 |
| Umlazi U21 Clinic | 0.66 |

Which Cadres are Understaffed?



Facility Responses: 130

Facility Results

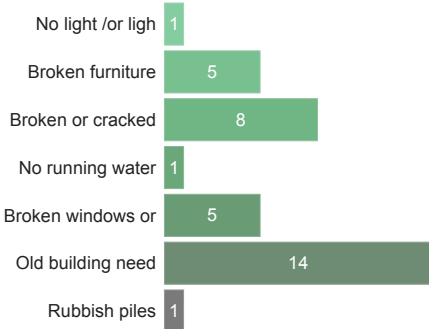
| | Doctor | Professional nurse | Enrolled nurse | Enrolled nurse assistant | Pharmacist | Assistant pharmacist | Lab technician | Lay counselors | Linkage officers | Adherence club facilitators | Data capturer | Security guard | Cleaner | General assistant | is cadre |
|---|--------|--------------------|----------------|--------------------------|------------|----------------------|----------------|----------------|------------------|-----------------------------|---------------|----------------|---------|-------------------|----------|
| East Griqualand & Usher Memorial Hospital | 1.0 | 1.0 | 1.0 | 1.0 | | | 1.0 | 1.0 | | 1.0 | | 1.0 | 1.0 | | |
| KwaNdengezi Clinic | | 1.0 | 1.0 | 1.0 | | | 1.0 | | 1.0 | 1.0 | 1.0 | 1.0 | 1.0 | | |
| Bluff Clinic | 1.0 | 1.0 | 1.0 | 1.0 | | | | | 1.0 | | 1.0 | 1.0 | 1.0 | | |
| Empangeni Clinic | | 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 | | |
| Umlazi U21 Clinic | 1.0 | 1.0 | | 1.0 | 1.0 | | | | 1.0 | | 1.0 | | | 1.0 | |
| Bhekuzulu Clinic | | 1.0 | 1.0 | 1.0 | | | | 1.0 | 1.0 | | 1.0 | | 1.0 | | |
| Ndlangubo Clinic | | 1.0 | 1.0 | 1.0 | | | | 1.0 | | | 1.0 | 1.0 | | 1.0 | |
| Umzinto Clinic | | | 1.0 | 1.0 | | | | | | 1.0 | 1.0 | 1.0 | 1.0 | | |
| Amanzimtoti 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: 22

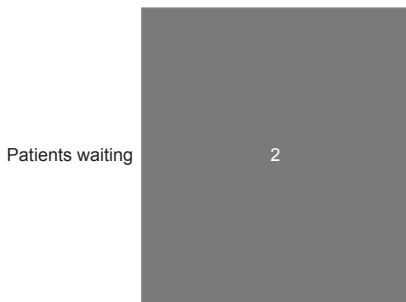


Facility Results

| | No light / or lights in some areas of facility | Broken furniture | Broken or cracked roof, walls or floor | No running water at facility | Broken windows or doors | Old building needs renovation | Rubbish piles |
|--------------------------|--|------------------|--|------------------------------|-------------------------|-------------------------------|---------------|
| KwaNdengezi Clinic | 1.0 | 1.0 | 1.0 | | 1.0 | 1.0 | |
| Pata Clinic | | 1.0 | 1.0 | | 1.0 | 1.0 | |
| Glen Earle Clinic | | | 1.0 | | | 1.0 | 1.0 |
| Chesterville Clinic | | 1.0 | 1.0 | | | 1.0 | |
| Verulam Clinic | | 1.0 | | | | 1.0 | |
| Goodwins Clinic | | | 1.0 | | | 1.0 | |
| Addington Gateway Clinic | | | 1.0 | | | | |
| Newlands West Clinic | | 1.0 | | | | | |
| Walton Clinic | | | | | | 1.0 | |

What do you need more space for?

Facility Responses: 2

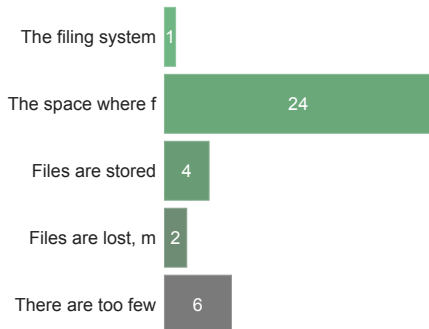


Facility Results

| | Patients waiting space |
|------------------|------------------------|
| Nsimbini Clinic | 1 |
| Umbumbulu Clinic | 1 |

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

Total Observations: 26



Facility Results

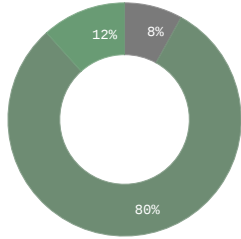
| | The filing system is messy | The space where files are stored is too small | Files are stored where patients can access them | Files are lost, missing or misplaced | There are too few people looking for files |
|-----------------------------|----------------------------|---|---|--------------------------------------|--|
| Hlengisizwe CHC | | 1.0 | 1.0 | | 1.0 |
| Oliviershoek Clinic | | 1.0 | | 1.0 | 1.0 |
| Chesterville Clinic | | 1.0 | | 1.0 | |
| Umzomuhle (Umlazi H) Clinic | | 1.0 | | | 1.0 |
| Umlazi K Clinic | | 1.0 | | | 1.0 |
| Ulundi A Clinic | | 1.0 | | | 1.0 |
| Pongola Clinic | | | 1.0 | | 1.0 |
| Newtown A CHC | | 1.0 | 1.0 | | |
| Ekuvukeni Clinic | 1.0 | 1.0 | | | |
| Izingolweni Clinic | | 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: | 8% |
| No: | 80% |
| Dont know: | 12% |



Provincial Score*

Comparison Results

| | |
|--------------------------|-----|
| National Average: | 11% |
| Best Provincial Result: | 7% |
| Worst Provincial Result: | 33% |

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

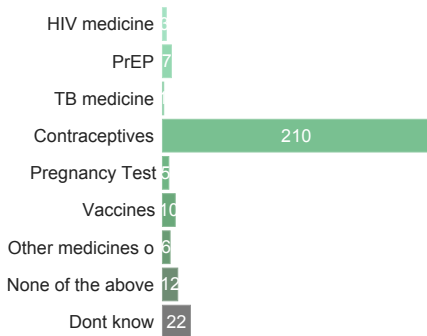
Patient Responses:
3,412

Facility Results (5 Best/Worst)

| | |
|----------------------------|----|
| Gamalakhe CHC | 0 |
| Inanda Seminary Clinic | 0 |
| Inanda C CHC | 0 |
| Ilovo Clinic | 0 |
| Hambanathi Clinic | 0 |
| | -- |
| Umlazi K Clinic | 82 |
| Osizweni (Umlazi Q) Clinic | 83 |
| Impilwenhle Clinic | 86 |
| Songonzima Clinic | 89 |
| Caluza Clinic | 93 |

Patient Reports of Medicine Shortage(s)

Patient Responses: 273

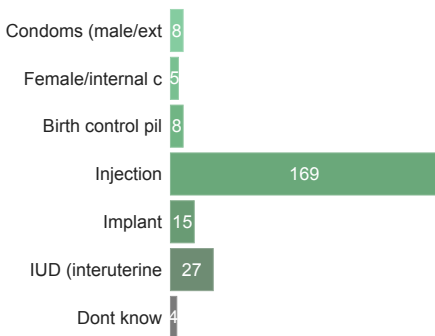


Facility Results

| | HIV medicine | PrEP | TB medicine | Contraceptives | Pregnancy Test | Vaccines | Other medicines or tests | None of the above | Dont know |
|-----------------------------|--------------|------|-------------|----------------|----------------|----------|--------------------------|-------------------|-----------|
| eDumbe CHC | | | | | | 2.0 | 1.0 | 1.0 | |
| Amaoti Clinic | | | | | 1.0 | 1.0 | | 1.0 | |
| Mpumalanga Clinic | | | 1.0 | 2.0 | | | 1.0 | | |
| Umzomuhle (Umlazi H) Clinic | | 1.0 | | 9.0 | | 1.0 | | | |
| Isipingo Clinic | 1.0 | | | 3.0 | | | | 1.0 | 5.0 |
| Umlazi N Clinic | | | | 10.0 | | 1.0 | | | 1.0 |
| Pholela CHC | 1.0 | | | 1.0 | | | | | |
| Pongola Clinic | | | | 1.0 | | | | 2.0 | |
| Ndalení Clinic | | 1.0 | | 7.0 | | | | | 1.0 |
| Mason Street Clinic | | 1.0 | | 1.0 | | | | | |

Contraception shortage(s)

Patient Responses: 210

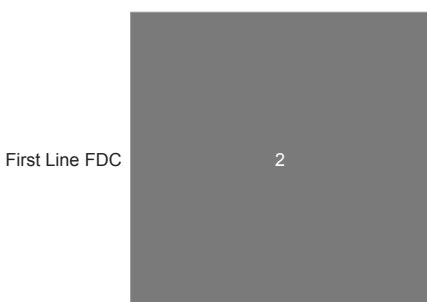


Facility Results

| | Condoms (male/external) | Female/internal condoms | Birth control pill | Injection | Implant | IUD (interuterine device) | Dont know |
|-----------------------------|-------------------------|-------------------------|--------------------|-----------|---------|---------------------------|-----------|
| KwaMakhutha Clinic | 1.0 | 1.0 | 1.0 | 1.0 | 1.0 | 13.0 | |
| Folweni Clinic | 1.0 | 1.0 | 1.0 | 1.0 | 1.0 | 6.0 | |
| Impilwenhle Clinic | 1.0 | 1.0 | 1.0 | 12.0 | 1.0 | | |
| Umlazi U21 Clinic | | | 2.0 | 1.0 | 1.0 | 4.0 | |
| Ndalení Clinic | 1.0 | 1.0 | | 5.0 | | | 1.0 |
| Songonzima Clinic | 2.0 | 1.0 | | 13.0 | | | 1.0 |
| AE Haviland Memorial Clinic | | | | 6.0 | 3.0 | | |
| Umbumbulu Clinic | | | 1.0 | | | 1.0 | |
| Sivananda Clinic | | | 1.0 | 1.0 | | | |
| Ncibidwane Clinic | | | | 5.0 | 1.0 | | |

HIV medication shortage(s)

Patient Responses: 2



Facility Results

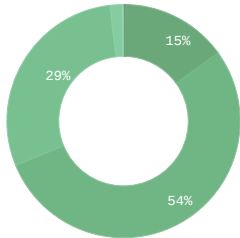
| | First Line FDC |
|-----------------|----------------|
| Isipingo Clinic | 1 |
| Ixopo Clinic | 1 |

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: | 15% |
| 2 months: | 54% |
| 3 months: | 29% |
| 6 months: | 2% |
| Dont know: | 0% |



Provincial Score*

2.21

Comparison Results

| | |
|--------------------------|------|
| National Average: | 2.26 |
| Best Provincial Result: | 2.43 |
| Worst Provincial Result: | 1.79 |

* 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.**

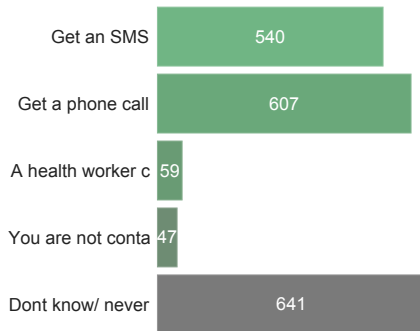
Patient Responses: 3,136

Facility Results (5 Best/Worst)

| | |
|--------------------|------|
| Empangeni Clinic | 3.95 |
| Ngwelezana Clinic | 3.79 |
| Umbonambi Clinic | 3.5 |
| Mafakathini Clinic | 3.19 |
| Mpumuzza Clinic | 3.18 |
| | -- |
| Izingolweni Clinic | 1.57 |
| Khandisa Clinic | 1.52 |
| Gamalakhe CHC | 1.18 |
| Mpophomeni Clinic | 1.14 |
| Port Edward Clinic | 1.0 |

When Patients Miss a Visit to Collect ARVs:

Patient Responses: 1,527

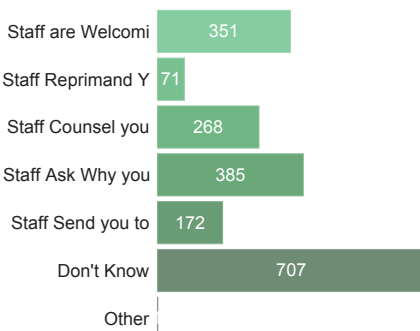


Facility Results

| | 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 |
|-----------------------------|------------|------------------|-------------------------------------|-------------------------------------|---------------------------------|
| Newtown A CHC | | | | 5.0 | 3.0 |
| Steadville Clinic | 3.0 | | | 9.0 | 14.0 |
| Wembezi Clinic | 10.0 | 1.0 | | 7.0 | 6.0 |
| Pholela CHC | 1.0 | 1.0 | | 1.0 | |
| AE Haviland Memorial Clinic | 11.0 | | | 5.0 | 10.0 |
| Injisuthi Clinic | 9.0 | | | 4.0 | 13.0 |
| Caneside Clinic | | 3.0 | | 1.0 | 11.0 |
| Ncibidwane Clinic | 8.0 | 1.0 | | 3.0 | 7.0 |
| Mpumalanga Clinic | 7.0 | 3.0 | | 3.0 | 4.0 |
| KwaMashu B Clinic | | 8.0 | | 2.0 | 5.0 |

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

Patient Responses: 1,518



Facility Results

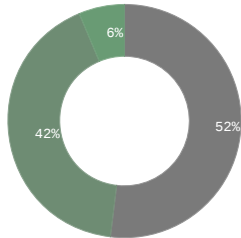
| | Staff are Welcoming Back | Staff Reprimand You | Staff Counsel You on Adherence | Staff Ask Why you Missed Appt | Staff Send you to Back of Queue | Don't Know | Other |
|-----------------------------------|--------------------------|---------------------|--------------------------------|-------------------------------|---------------------------------|------------|-------|
| Inanda C CHC | | | | | 2.0 | 4.0 | |
| Sivananda Clinic | | | | | 9.0 | 5.0 | |
| Gcilima Clinic | | | | | 1.0 | 3.0 | |
| Chatsworth Township Centre Clinic | | | | | 1.0 | 8.0 | |
| Bluff Clinic | | | 1.0 | | 3.0 | 8.0 | |
| KwaMakhutha Clinic | | 5.0 | | 5.0 | 6.0 | 4.0 | |
| Besters Clinic | 1.0 | | | 1.0 | 4.0 | 8.0 | |
| Umlazi U21 Clinic | | 6.0 | | 8.0 | 7.0 | 9.0 | |
| Folweni Clinic | 2.0 | 6.0 | | 6.0 | 7.0 | 10.0 | |
| Izingolweni Clinic | 2.0 | | | | 3.0 | | |

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?

| | |
|-------------|-----|
| Yes: | 52% |
| No: | 42% |
| Don't know: | 6% |



Provincial Score*

55%

Comparison Results

| | |
|--------------------------|-----|
| National Average: | 41% |
| Best Provincial Result: | 84% |
| Worst Provincial Result: | 15% |

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

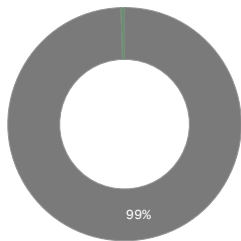
Patient Responses: 3,004

Facility Results (5 Best/Worst)

| | |
|-----------------------------------|-----|
| Sinathing Clinic | 100 |
| Mpumuzza Clinic | 100 |
| KwaMbonambi Clinic (Sappi Clinic) | 100 |
| Ndlangubo Clinic | 100 |
| Ngwelezana Clinic | 100 |
| | -- |
| Prince Mshiyeni Gateway Clinic | 0 |
| Bergville Clinic | 0 |
| Port Shepstone Clinic | 0 |
| Umzinto Clinic | 0 |
| Amazizi Clinic | 0 |

Does the Adherence Club make HIV medicine pick up faster?

| | |
|------|-----|
| Yes: | 99% |
| No: | 1% |



Provincial Score*

99%

Comparison Results

| | |
|--------------------------|------|
| National Average: | 93% |
| Best Provincial Result: | 100% |
| Worst Provincial Result: | 0% |

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

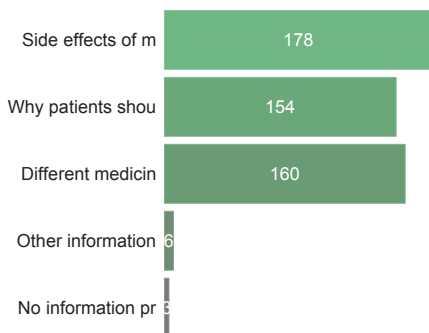
Total Responses: 197

Facility Results (5 Best/Worst)

| | |
|---------------------|-----|
| Azalea Clinic | 100 |
| Mpola Clinic | 100 |
| Folweni Clinic | 100 |
| Glen Earle Clinic | 100 |
| Halley Stott Clinic | 100 |
| | -- |
| Nseleni CHC | 100 |
| Phaphamani Clinic | 100 |
| Richards Bay Clinic | 100 |
| Umlazi U21 Clinic | 100 |
| KwaMakhutha Clinic | 0 |

Information provided by the Adherence Club

Total Responses: 197

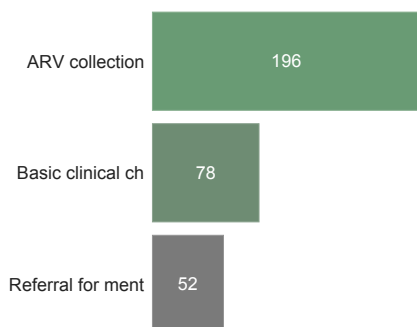


Facility Results

| 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 the next question) | No information provided |
|----------------------|---------------------------|--|---|---|-------------------------|
| Molweni Clinic | 2.0 | | | 2.0 | |
| Cato Manor CHC | 2.0 | | | | 3.0 |
| Howick Clinic | 1.0 | | 1.0 | | |
| Azalea Clinic | 17.0 | 18.0 | 16.0 | | |
| Ndlangubo Clinic | 2.0 | 3.0 | 4.0 | | |
| Newlands West Clinic | 2.0 | 2.0 | 2.0 | | |
| Nseleni CHC | 1.0 | 1.0 | 1.0 | | |
| Nsimbini Clinic | 1.0 | 1.0 | 1.0 | | |
| Phaphamani Clinic | 1.0 | 2.0 | 2.0 | | |
| Pinetown Clinic | 1.0 | 1.0 | 1.0 | | |

What clinical services are offered at an adherence club meeting?

Total Responses: 197



Facility Results

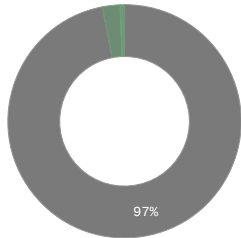
| Facility | ARV collection | Basic clinical check up | Referral for mental health services or psycho-social support |
|--------------------|----------------|-------------------------|--|
| KwaMakhutha Clinic | 1.0 | | |
| Caneside Clinic | 4.0 | | |
| Cato Manor CHC | 5.0 | | |
| Glen Earle Clinic | 5.0 | | |
| Molweni Clinic | 3.0 | | |
| Lamontville Clinic | 1.0 | | |
| Redhill Clinic | 2.0 | | 2.0 |
| Richmond Clinic | 15.0 | 2.0 | |
| Ndoleni Clinic | 15.0 | 2.0 | |
| Mpophomeni Clinic | 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?

| | |
|------------|-----|
| Yes: | 97% |
| No: | 2% |
| Dont know: | 1% |



Provincial Score*

97%

Comparison Results

| | |
|--------------------------|-----|
| National Average: | 95% |
| Best Provincial Result: | 98% |
| Worst Provincial Result: | 87% |

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

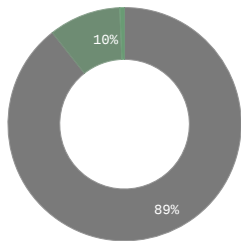
Patient Responses:
3,133

Facility Results (5 Best/Worst)

| | |
|--------------------------|-----|
| Addington Gateway Clinic | 100 |
| Phaphamani Clinic | 100 |
| KwaNdengezi Clinic | 100 |
| KwaMashu Poly CHC | 100 |
| KwaMashu B Clinic | 100 |
| | -- |
| Emmaus Gateway Clinic | 78 |
| Inanda C CHC | 76 |
| Sivananda Clinic | 75 |
| Oliviershoek Clinic | 71 |
| Besters Clinic | 70 |

Did a Health Worker Explain the Viral Load Test Result?

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



Provincial Score*

90%

Comparison Results

| | |
|--------------------------|-----|
| National Average: | 86% |
| Best Provincial Result: | 93% |
| Worst Provincial Result: | 76% |

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

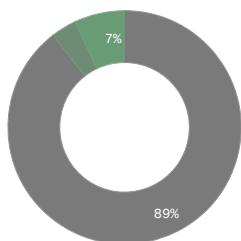
Patient Responses:
3,035

Facility Results (5 Best/Worst)

| | |
|--------------------------|-----|
| Gamalakhe CHC | 100 |
| Glen Earle Clinic | 100 |
| KwaMashu B Clinic | 100 |
| KwaMakhutha Clinic | 100 |
| Klaarwater Clinic | 100 |
| | -- |
| Southport Clinic | 33 |
| Athlone Park Hall Clinic | 32 |
| Marburg Clinic | 14 |
| Illovu Clinic | 12 |
| Umzinto Clinic | 12 |

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

| | |
|------------|-----|
| Yes: | 89% |
| No: | 4% |
| Dont know: | 7% |



Provincial Score*

0.89

Comparison Results

| | |
|--------------------------|------|
| National Average: | 0.82 |
| Best Provincial Result: | 0.89 |
| Worst Provincial Result: | 0.71 |

* 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.**

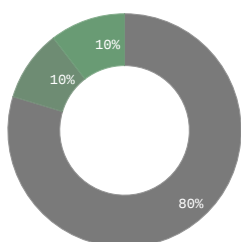
Patient Responses:
3,135

Facility Results (5 Best/Worst)

| | |
|---------------------|------|
| Pongola Clinic | 1.0 |
| Wembezi Clinic | 1.0 |
| Umbonambi Clinic | 1.0 |
| Thokozani Clinic | 1.0 |
| Richards Bay Clinic | 1.0 |
| | -- |
| Gamalakhe CHC | 0.35 |
| Turton CHC | 0.27 |
| Marburg Clinic | 0.25 |
| Mpophomeni Clinic | 0.18 |
| Port Edward Clinic | 0.15 |

Treatment Literacy: Do Patients Understand Viral Load and Transmission?

| | |
|------------|-----|
| Yes: | 80% |
| No: | 10% |
| Dont know: | 10% |



Provincial Score*

0.8

Comparison Results

| | |
|--------------------------|------|
| National Average: | 0.74 |
| Best Provincial Result: | 0.8 |
| Worst Provincial Result: | 0.52 |

* 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:
3,129

Facility Results (5 Best/Worst)

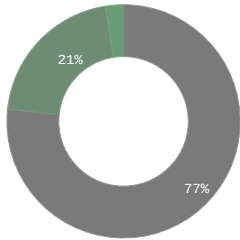
| | |
|----------------------------|-----|
| Osizweni (Umlazi Q) Clinic | 1.0 |
| Qadi Clinic | 1.0 |
| Umbonambi Clinic | 1.0 |
| Thokozani Clinic | 1.0 |
| Richards Bay Clinic | 1.0 |
| | -- |
| Ekuvukeni Clinic | 0.0 |
| Acaciavale Clinic | 0.0 |
| Walton Clinic | 0.0 |
| Watersmeet Clinic | 0.0 |
| Marburg 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: | 77% |
| No: | 21% |
| Dont know: | 2% |



Provincial Score* **78%**

Comparison Results

| | |
|--------------------------|-----|
| National Average: | 66% |
| Best Provincial Result: | 78% |
| Worst Provincial Result: | 23% |

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

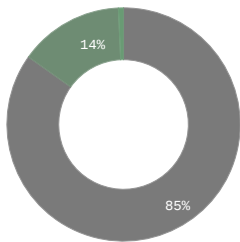
Patient Responses:
3,122

Facility Results (5 Best/Worst)

| | |
|-----------------------------------|-----|
| Gamalakhe CHC | 100 |
| Ekuphileni (Umlazi L) Clinic | 100 |
| Chatsworth Township Centre Clinic | 100 |
| Chesterville Clinic | 100 |
| Lamontville Clinic | 100 |
| | -- |
| Dukuza Clinic | 0 |
| Oliviershoek Clinic | 0 |
| Verulam Clinic | 0 |
| Emmaus Gateway Clinic | 0 |
| Amazizi Clinic | 0 |

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

| | |
|------------|-----|
| Yes: | 85% |
| No: | 14% |
| Dont know: | 1% |



Provincial Score* **85%**

Comparison Results

| | |
|--------------------------|-----|
| National Average: | 81% |
| Best Provincial Result: | 90% |
| Worst Provincial Result: | 68% |

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

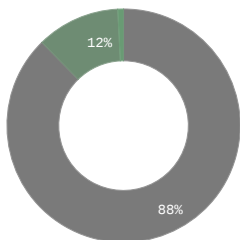
Patient Responses:
2,391

Facility Results (5 Best/Worst)

| | |
|-----------------------------|-----|
| Gamalakhe CHC | 100 |
| Umlazi G Clinic | 100 |
| Umbonambi Clinic | 100 |
| Thokozani Clinic | 100 |
| Tshelimnyama Clinic | 100 |
| | -- |
| Ncibidwane Clinic | 0 |
| Injisuthi Clinic | 0 |
| Waterloo Clinic | 0 |
| AE Haviland Memorial Clinic | 0 |
| Hambanathi Clinic | 0 |

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

| | |
|------------|-----|
| Yes: | 88% |
| No: | 12% |
| Dont know: | 1% |



Provincial Score* **88%**

Comparison Results

| | |
|--------------------------|-----|
| National Average: | 79% |
| Best Provincial Result: | 89% |
| Worst Provincial Result: | 62% |

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

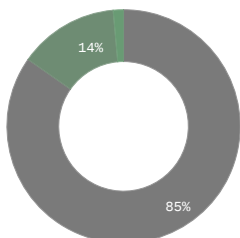
Patient Responses:
2,386

Facility Results (5 Best/Worst)

| | |
|---|-----|
| Gamalakhe CHC | 100 |
| Ndlangubo Clinic | 100 |
| East Griqualand & Usher Memorial Hospital | 100 |
| Umbonambi Clinic | 100 |
| Thokozani Clinic | 100 |
| | -- |
| Inanda Seminary Clinic | 0 |
| Steadville Clinic | 0 |
| Ncibidwane Clinic | 0 |
| Injisuthi Clinic | 0 |
| AE Haviland Memorial Clinic | 0 |

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

| | |
|------------|-----|
| Yes: | 85% |
| No: | 14% |
| Dont know: | 1% |



Provincial Score* **86%**

Comparison Results

| | |
|--------------------------|-----|
| National Average: | 74% |
| Best Provincial Result: | 88% |
| Worst Provincial Result: | 59% |

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

Patient Responses:
2,382

Facility Results (5 Best/Worst)

| | |
|-----------------------------|-----|
| Gamalakhe CHC | 100 |
| Umzomuhle (Umlazi H) Clinic | 100 |
| Walton Clinic | 100 |
| Watersmeet Clinic | 100 |
| Folweni Clinic | 100 |
| | -- |
| Steadville Clinic | 0 |
| Ncibidwane Clinic | 0 |
| Injisuthi Clinic | 0 |
| AE Haviland Memorial Clinic | 0 |
| Amanzimtoti Clinic | 0 |

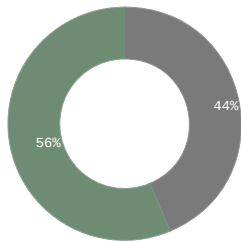
TB Infection Control

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: 140

Yes: 44%
No: 56%



Provincial Score* **44%**

Comparison Results

National Average: 47%
Best Provincial Result: 65%
Worst Provincial Result: 13%

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

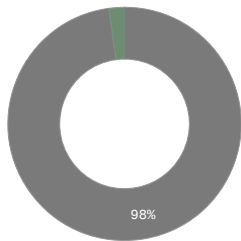
Facility Results (5 Best/Worst)

| | |
|--------------------------|-----|
| Gamalakhe CHC | 100 |
| Amaoti Clinic | 100 |
| Hlengisizwe CHC | 100 |
| Glen Earle Clinic | 100 |
| Folweni Clinic | 100 |
| | -- |
| Besters Clinic | 0 |
| Athlone Park Hall Clinic | 0 |
| Amazizi Clinic | 0 |
| Amanzimtoti Clinic | 0 |
| Wyebank Clinic | 0 |

Were the Facility Windows Open?

Total Observations: 140

Yes: 98%
No: 2%



Provincial Score* **98%**

Comparison Results

National Average: 95%
Best Provincial Result: 98%
Worst Provincial Result: 82%

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

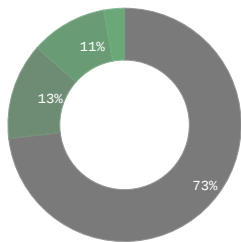
Facility Results (5 Best/Worst)

| | |
|---|-----|
| Gamalakhe CHC | 100 |
| Nagina Clinic | 100 |
| Mpola Clinic | 100 |
| Molweni Clinic | 100 |
| Luganda Clinic | 100 |
| | -- |
| Oliviershoek Clinic | 100 |
| East Griqualand & Usher Memorial Hospital | 100 |
| Savannah Park Clinic | 0 |
| Glen Earle Clinic | 0 |
| Rietvlei Gateway Clinic | 0 |

Are people being asked for TB symptoms?

Patient Responses: 3,436

Yes: 73%
Only sometimes: 13%
No: 11%
Dont know: 3%



Provincial Score* **75%**

Comparison Results

National Average: 64%
Best Provincial Result: 85%
Worst Provincial Result: 37%

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

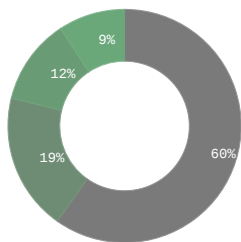
Facility Results (5 Best/Worst)

| | |
|--------------------------------|-----|
| Phaphamani Clinic | 100 |
| Mooi River Clinic | 100 |
| Glen Earle Clinic | 100 |
| Empangeni Clinic | 100 |
| Prince Mshiyeni Gateway Clinic | 100 |
| | -- |
| Amanzimtoti Clinic | 0 |
| Turton CHC | 0 |
| Port Shepstone Clinic | 0 |
| Oliviershoek Clinic | 0 |
| Athlone Park Hall Clinic | 0 |

Are people who are coughing in a separate room?

Patient Responses: 3,432

Yes: 60%
Only sometimes: 19%
No: 12%
Dont know: 9%



Provincial Score* **66%**

Comparison Results

National Average: 56%
Best Provincial Result: 77%
Worst Provincial Result: 17%

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

Facility Results (5 Best/Worst)

| | |
|--------------------------|-----|
| Ntuzuma Clinic | 100 |
| Eshowe Gateway Clinic | 100 |
| Mpola Clinic | 100 |
| Emmaus Gateway Clinic | 100 |
| Halley Stott Clinic | 100 |
| | -- |
| Athlone Park Hall Clinic | 0 |
| Injisuthi Clinic | 0 |
| Amanzimtoti Clinic | 0 |
| Ndlangubo Clinic | 0 |
| Inanda C CHC | 0 |