

## 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: 850

Amount of time spent:

**4:38**

### Facility Results (5 Best/Worst)

Nhlazatshe 6 Clinic	1:25
Nhlazatshe Clinic	1:27
Thussville (MN Cindi) Clinic	1:50
Bhuga CHC	2:11
Sead Clinic	2:17
.....	--
Manzini Clinic	5:57
Amsterdam CHC	6:12
Naas CHC	6:39
Tonga Block C Clinic	7:15
Mangweni CHC	7:31

### Comparison Results

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

### Earliest Patient Arrival Time

Patient Responses: 814

Earliest arrival time

**5:30**

### Facility Results (5 Best/Worst)

Nhlazatshe 6 Clinic	6:27
Kabokweni CHC	6:19
Agincourt CHC	6:10
Thembaletu CHC	6:01
Langloop CHC	6:00
.....	--
Manzini Clinic	5:03
Paulina Morapeli CHC	5:02
Tonga Block C Clinic	4:38
Beatty Clinic	4:33
Siphosesimbi CHC	4:21

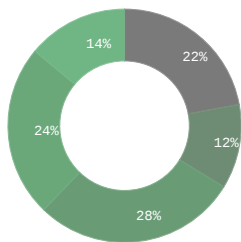
### Comparison Results

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: 222

Very Unsafe:	22%
Unsafe:	12%
Neither Safe or Unsafe:	28%
Safe:	24%
Very Safe:	14%



**Provincial Score\***

**2.96**

### 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.**

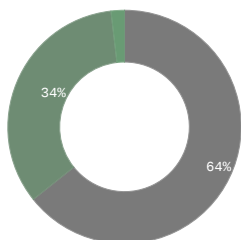
### Facility Results (5 Best/Worst)

Nhlazatshe Clinic	5.0
Nelspruit CHC	5.0
White River Clinic	4.29
Bethal Town Clinic	4.2
Siphosesimbi CHC	4.0
.....	--
Kanyamazane CHC	2.0
Eziweni Clinic	1.1
Msogwaba Clinic	1.0
Tonga Block C Clinic	1.0
Ethandakukhanya Clinic	1.0

### Are the Queues at the Facility Long?

Patient Responses: 857

Yes:	64%
No:	34%
Dont know:	2%



**Provincial Score\***

**65%**

### 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)

Nhlazatshe 6 Clinic	11
Bhuga CHC	15
Agincourt CHC	21
Mthimba Clinic	24
Cottondale Clinic	28
.....	--
Langloop CHC	100
Beatty Clinic	100
Empumelelweni CHC	100
Buffelspruit CHC	100
Tonga Block C Clinic	100

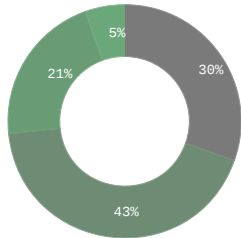
## Facility Staff

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: 857

Always:	30%
Sometimes:	43%
Never:	21%
Dont know:	5%



**Provincial Score\***

**1.1**

#### 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.**

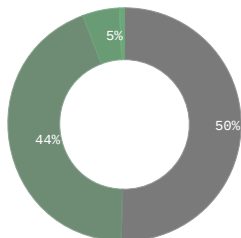
#### Facility Results (5 Best/Worst)

Agincourt CHC	1.92
Winifred Maboja CHC	1.87
Nhlazatshe 6 Clinic	1.69
Nkwalini Clinic	1.67
Mkhondo Town Clinic	1.62
.....	--
Embalenhle CHC	0.53
Naas CHC	0.45
Langloop CHC	0.41
Sead Clinic	0.4
Tonga Block C Clinic	0.12

### Are Staff Friendly and Professional?

Patient Responses: 856

Yes:	50%
Sometimes:	44%
Never:	5%
Dont know:	1%



**Provincial Score\***

**1.46**

#### Comparison Results

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

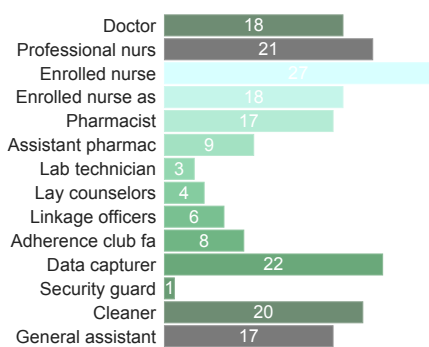
\* Scores based on average point value of each response with a maximum score of 2 and a minimum score of 0. **HIGHER scores are better.**

#### Facility Results (5 Best/Worst)

White River Clinic	1.94
Nhlazatshe 6 Clinic	1.89
Agincourt CHC	1.87
Eziweni Clinic	1.83
Nhlazatshe Clinic	1.82
.....	--
Buffelspruit CHC	0.94
Amsterdam CHC	0.89
Tonga Block C Clinic	0.82
Siphosesimbi CHC	0.8
Naas CHC	0.65

### Which Cadres are Understaffed?

Facility Responses: 40



#### Facility Results

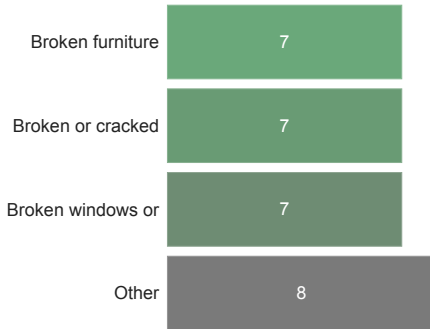
Facility	Doctor	Professional nurse	Enrolled nurse	Enrolled nurse assistant	Pharmacist	Assistant pharmacist	Lab technician	Lay counselors	Linkage officers	Adherence club	Facilitators	Data capturer	Security guard	Cleaner	General assistant
Langloop CHC	1.0	1.0	1.0	1.0	1.0				1.0	1.0	1.0		1.0	1.0	
Agincourt CHC	1.0	1.0	1.0	1.0		1.0				1.0	1.0			1.0	
Lebohang CHC	1.0	1.0	1.0	1.0	1.0					1.0				1.0	1.0
Amsterdam CHC	1.0	1.0	1.0	1.0	1.0					1.0				1.0	1.0
Tonga Block C Clinic	1.0	1.0	1.0	1.0	1.0	1.0				1.0				1.0	
Sead Clinic		1.0	1.0	1.0	1.0								1.0	1.0	1.0
Embalenhle CHC		1.0	1.0		1.0	1.0				1.0				1.0	1.0
Kanyamazane CHC		1.0	1.0	1.0		1.0				1.0				1.0	1.0
Langverwacht Ext 14 Clinic	1.0	1.0	1.0	1.0					1.0	1.0	1.0				
Piet Retief 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:

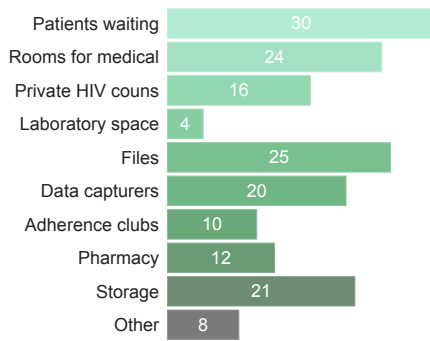
Total Observations: 14



Facility Results	Broken furniture	Broken or cracked roof, walls or floor	Broken windows or doors	Other
Cottondale Clinic	3.0	3.0	3.0	1.0
Emthonjeni Clinic (Msukaligwa)	1.0	1.0	1.0	1.0
Mkhondo Town Clinic	1.0		1.0	2.0
Piet Retief Clinic	1.0	1.0	1.0	
Beatty Clinic		1.0	1.0	
Amsterdam CHC				1.0
Bethal Town Clinic				1.0
Ermelo Clinic				1.0
Kabokweni CHC				1.0
Manzini Clinic		1.0		

### What do you need more space for?

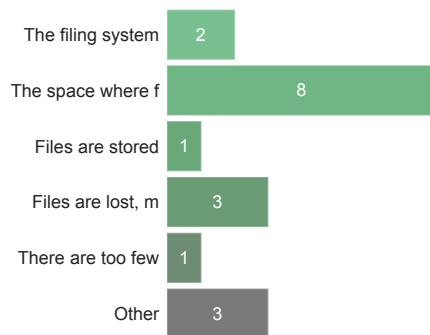
Facility Responses: 41



Facility Results	Patients waiting space	Rooms for medical care	Private HIV or counseling testing laboratory space	Files	Data capturers	Adherence clubs	Pharmacy	Storage	Other
Cottondale Clinic	3.0	3.0	3.0	2.0	3.0	3.0	3.0	3.0	
Hazyview Clinic	1.0	1.0	1.0		1.0	1.0	1.0	1.0	
Mangweni CHC	1.0	1.0	1.0		1.0	1.0	1.0	1.0	
Emthonjeni Clinic (Msukaligwa)	1.0	1.0	1.0		1.0	1.0	1.0	1.0	
Nelspruit CHC	1.0	1.0	1.0		1.0	1.0	1.0	1.0	
Bethal Town Clinic	1.0	1.0	1.0		1.0		1.0	1.0	
Eziweni Clinic	1.0	1.0			1.0	1.0		2.0	
Mkhondo Town Clinic	1.0	1.0			1.0	1.0			1.0
Buffelspruit CHC	1.0	1.0			1.0	1.0		1.0	
Msogwaba Clinic	1.0		1.0		1.0	1.0		1.0	

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

Total Observations: 11



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
Nelspruit CHC		1.0		1.0	1.0	1.0
Emthonjeni Clinic (Msukaligwa)		1.0	1.0	1.0		
Buffelspruit CHC	1.0	1.0				
Cottondale Clinic	1.0			1.0		
Mkhondo Town Clinic		1.0				1.0
Eziweni Clinic		1.0				
Kanyamazane CHC		1.0				
Piet Retief Clinic		1.0				
Thussiville (MN Cindi) Clinic						1.0
White River Clinic		1.0				

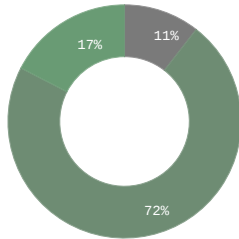
## Access to Medicines and Shortages/Stockouts

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

Patient Responses: 855

Yes:	11%
No:	72%
Dont know:	17%



**Provincial Score\***

**13%**

#### Comparison Results

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

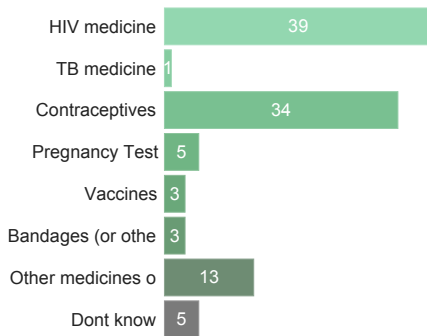
\* Percent of survey responses responding "Yes" (excluding "Don't Know") **LOWER scores are better.**

#### Facility Results (5 Best/Worst)

White River Clinic	0
Phola-Nzikasi CHC	0
Lillydale Clinic	0
Langloop CHC	0
Kanyamazane CHC	0
.....	--
Sead Clinic	33
Empumelelweni CHC	35
Amsterdam CHC	36
Thembaletu CHC	47
Mangweni CHC	61

### Patient Reports of Medicine Shortage(s)

Patient Responses: 90

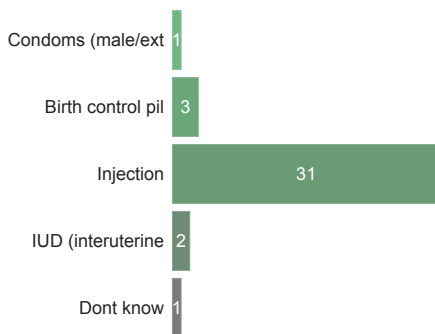


#### Facility Results

	HIV medicine	TB medicine	Contraceptives	Pregnancy Test	Vaccines	Bandages (or other dry stock)	Other medicines or tests	Dont know
Langverwacht Ext 14 Clinic	1.0		2.0			1.0	1.0	
Mangweni CHC	9.0		8.0	3.0				
Siphosesimbi CHC	2.0		1.0				1.0	
Sead Clinic	1.0		3.0			1.0		
Embalenhle CHC	1.0		3.0				1.0	
Paulina Morapeli CHC	3.0		1.0			1.0		
Hazyview Clinic	2.0		2.0					1.0
Secunda Clinic			2.0				2.0	
Naas CHC			2.0	1.0				
Lebohang CHC	3.0		1.0					

### Contraception shortage(s)

Patient Responses: 34

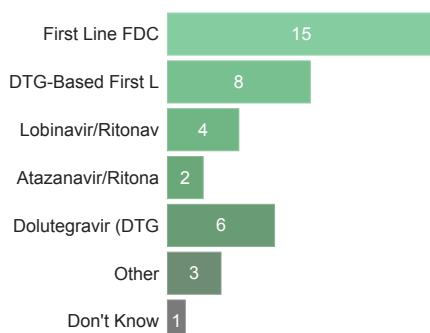


#### Facility Results

	Condoms (male/external)	Birth control pill	Injection	IUD (interuterine device)	Dont know
Mangweni CHC	1.0	1.0	8.0		
Bethal Town Clinic		1.0	3.0		
Hazyview Clinic			1.0	2.0	
Cottondale Clinic			1.0		1.0
Embalenhle CHC			3.0		
Langverwacht Ext 14 Clinic			2.0		
Lebohang CHC			1.0		
Manzini Clinic			1.0		
Msogwaba Clinic			1.0		
Mthimba Clinic			1.0		

### HIV medication shortage(s)

Patient Responses: 39



#### Facility Results

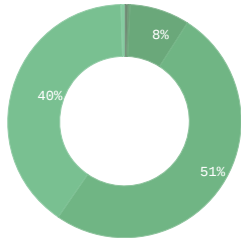
	First Line FDC	DTG-Based First L FDC	Lobinavir/Ritonavir (LPV/r)	Atazanavir/Ritonavir (ATV/r)	Dolutegravir (DTG)	Other	Dont know
Thembaletu CHC		2.0	3.0	1.0	1.0		
Empumelelweni CHC	3.0	3.0			1.0		
Lebohang CHC	1.0					2.0	
Siphosesimbi CHC			1.0	1.0			
Beatty Clinic	1.0						
Embalenhle CHC					1.0		
Ethandakukhanya Clinic	1.0						
Hazyview Clinic					2.0		
Langverwacht Ext 14 Clinic					1.0		
Mangweni CHC	9.0						

## 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:	8%
2 months:	51%
3 months:	40%
6 months:	1%



### Provincial Score\*

**2.32**

### 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.**

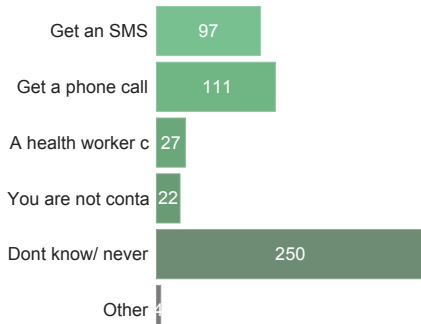
Patient Responses: 795

### Facility Results (5 Best/Worst)

Agincourt CHC	3.0
Eziweni Clinic	2.9
Secunda Clinic	2.88
Gutshwa Clinic	2.81
Bhuga CHC	2.8
.....	--
Mkhondo Town Clinic	1.88
Amsterdam CHC	1.82
Ethandakukhanya Clinic	1.8
Piet Retief Clinic	1.76
Lillian Mambakazi CHC	1.73

### When Patients Miss a Visit to Collect ARVs:

Patient Responses: 466

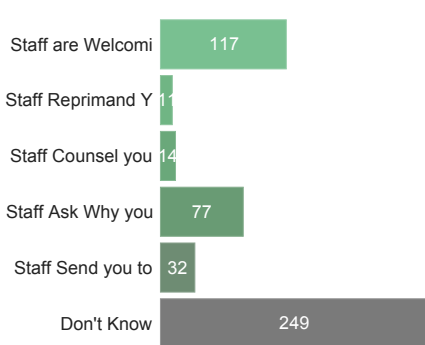


### Facility Results

	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
Nelspruit CHC		1.0		3.0		
Embalenhle CHC		1.0		4.0	8.0	2.0
Thembaletu CHC	1.0			1.0	11.0	
Amsterdam CHC	3.0			2.0	7.0	
Secunda Clinic		1.0		1.0	3.0	1.0
Lebohang CHC	2.0	4.0		3.0	6.0	
Langverwacht Ext 14 Clinic	3.0	3.0		2.0	16.0	
Sead Clinic	3.0	1.0	2.0	1.0	11.0	
Emthonjeni Clinic (Msukaligwa)	2.0	4.0	1.0	1.0	8.0	1.0
Paulina Morapeli CHC	2.0	5.0	1.0	1.0	14.0	

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

Patient Responses: 467



### 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
Embalenhle CHC		1.0		1.0	4.0	8.0
Ethandakukhanya Clinic	1.0				3.0	8.0
Lebohang CHC	1.0			2.0	8.0	5.0
Langverwacht Ext 14 Clinic				2.0	5.0	16.0
Piet Retief Clinic		2.0		1.0		12.0
Bhuga CHC				1.0	2.0	1.0
Mkhondo Town Clinic				1.0	2.0	11.0
Paulina Morapeli CHC	1.0	1.0		3.0	4.0	13.0
Beatty Clinic		1.0		1.0		7.0
Nelspruit CHC	2.0	2.0				

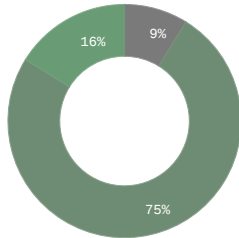
## Adherence Clubs

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: 792

Yes:	9%
No:	75%
Dont know:	16%



**Provincial Score\*** **10%**

#### 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.**

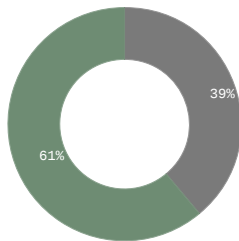
#### Facility Results (5 Best/Worst)

Paulina Morapeli CHC	74
Lebohang CHC	36
Cottondale Clinic	28
Langverwacht Ext 14 Clinic	25
Emthonjeni Clinic (Msukaligwa)	21
.....	--
Eziweni Clinic	0
Winifred Maboja CHC	0
Buffelspruit CHC	0
Beatty Clinic	0
White River Clinic	0

### Does the Adherence Club make HIV medicine pick up faster?

Total Responses: 18

No:	39%
Dont know:	61%



**Provincial Score\*** **0%**

#### Comparison Results

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

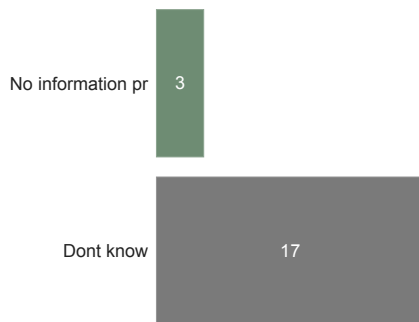
\* Percent of survey responses responding "Yes" (excluding "Don't Know") **HIGHER scores are better.**

#### Facility Results

Beatty Clinic	0
Empumelweni CHC	0
Siphosesimbi CHC	0
Thembaletu CHC	0
Buffelspruit CHC	0
Mangweni CHC	0
Naas CHC	0

### Information provided by the Adherence Club

Total Responses: 18



#### Facility Results

Beatty Clinic	No information provided	2.0
Bethal Town Clinic	No information provided	1.0
Empumelweni CHC	No information provided	4.0
Lillian Mambakazi CHC	No information provided	1.0
Sead Clinic	No information provided	1.0
Siphosesimbi CHC	No information provided	3.0
Thembaletu CHC	No information provided	2.0
Winifred Maboja CHC	No information provided	1.0
Buffelspruit CHC	1.0	1.0
Mangweni CHC	1.0	1.0

### What clinical services are offered at an adherence club meeting?

Total Responses: 18



#### Facility Results

Beatty Clinic	2
Bethal Town Clinic	1
Buffelspruit CHC	1
Empumelweni CHC	4
Lillian Mambakazi CHC	1
Mangweni CHC	1
Naas CHC	1
Sead Clinic	1
Siphosesimbi CHC	3
Thembaletu CHC	2

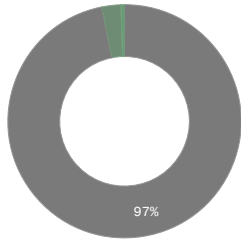
## Access to Viral Load Testing / Information

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: 795

Yes:	97%
No:	3%
Dont know:	1%



**Provincial Score\*** **97%**

#### 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.**

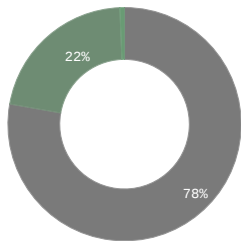
#### Facility Results (5 Best/Worst)

Thussiville (MN Cindi) Clinic	100
Secunda Clinic	100
Kanyamazane CHC	100
Kabokweni CHC	100
Gutshwa Clinic	100
.....	--
Embalenhle CHC	88
Thembaletu CHC	88
Sead Clinic	86
Lillian Mambakazi CHC	80
Ethandakukhanya Clinic	80

### Did a Health Worker Explain the Viral Load Test Result?

Patient Responses: 769

Yes:	78%
No:	22%
Dont know:	1%



**Provincial Score\*** **78%**

#### 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.**

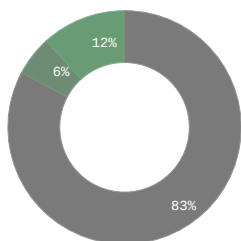
#### Facility Results (5 Best/Worst)

Thembaletu CHC	100
Thussiville (MN Cindi) Clinic	100
Mthimba Clinic	100
Ermelo Clinic	100
Bhuga CHC	100
.....	--
Lebohang CHC	56
Langverwacht Ext 14 Clinic	46
Piet Retief Clinic	31
Amsterdam CHC	31
Mkhondo Town Clinic	25

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

Patient Responses: 794

Yes:	83%
No:	6%
Dont know:	12%



**Provincial Score\*** **0.83**

#### 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.**

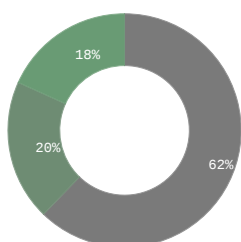
#### Facility Results (5 Best/Worst)

Amsterdam CHC	1.0
Mkhondo Town Clinic	1.0
Agincourt CHC	1.0
Thussiville (MN Cindi) Clinic	1.0
Mangweni CHC	1.0
.....	--
Winifred Maboja CHC	0.47
White River Clinic	0.44
Msogwaba Clinic	0.41
Lillian Mambakazi CHC	0.4
Kanyamazane CHC	0.4

### Treatment Literacy: Do Patients Understand Viral Load and Transmission?

Patient Responses: 794

Yes:	62%
No:	20%
Dont know:	18%



**Provincial Score\*** **0.62**

#### 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)

Mangweni CHC	1.0
Naas CHC	1.0
Buffelspruit CHC	1.0
Bhuga CHC	1.0
Agincourt CHC	1.0
.....	--
Lillydale Clinic	0.22
Mthimba Clinic	0.19
Amsterdam CHC	0.12
Manzini Clinic	0.07
Ethandakukhanya Clinic	0.0

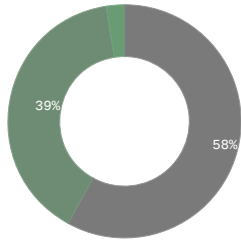
## Index Testing

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?

Patient Responses: 791

Yes:	58%
No:	39%
Dont know:	3%



**Provincial Score\*** **59%**

#### 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.**

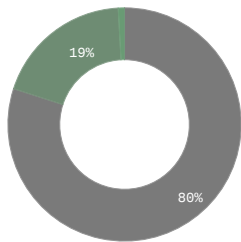
#### Facility Results (5 Best/Worst)

Nhlazatshe 6 Clinic	100
Agincourt CHC	100
Thussiville (MN Cindi) Clinic	100
Eziweni Clinic	95
Bhuga CHC	95
.....	--
Langloop CHC	18
Tonga Block C Clinic	12
Mangweni CHC	11
Naas CHC	10
Buffelspruit CHC	0

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

Patient Responses: 459

Yes:	80%
No:	19%
Dont know:	1%



**Provincial Score\*** **81%**

#### 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.**

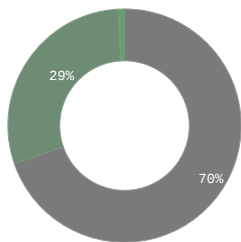
#### Facility Results (5 Best/Worst)

Amsterdam CHC	100
Nhlazatshe Clinic	100
Manzini Clinic	100
Mangweni CHC	100
Lillydale Clinic	100
.....	--
Kanyamazane CHC	28
White River Clinic	28
Langverwacht Ext 14 Clinic	11
Secunda Clinic	0
Embalenhle CHC	0

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

Patient Responses: 458

Yes:	70%
No:	29%
Dont know:	1%



**Provincial Score\*** **70%**

#### 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.**

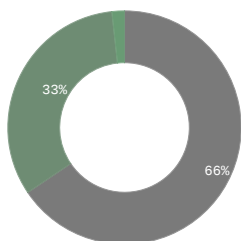
#### Facility Results (5 Best/Worst)

Amsterdam CHC	100
Thussiville (MN Cindi) Clinic	100
Naas CHC	100
Mthimba Clinic	100
Ermelo Clinic	100
.....	--
Eziweni Clinic	6
Thembaletu CHC	0
Msogwaba Clinic	0
Kanyamazane CHC	0
White River Clinic	0

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

Patient Responses: 459

Yes:	66%
No:	33%
Dont know:	2%



**Provincial Score\*** **67%**

#### 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)

Mthimba Clinic	100
Lillydale Clinic	100
Tonga Block C Clinic	100
Naas CHC	100
Kabokweni CHC	100
.....	--
Msogwaba Clinic	0
Kanyamazane CHC	0
Eziweni Clinic	0
Siphosesimbi CHC	0
White River Clinic	0



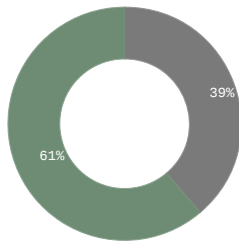
## TB Infection Control

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: 49

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.**

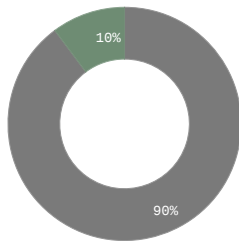
#### Facility Results (5 Best/Worst)

Naas CHC	100
Nhlazatshe Clinic	100
Manzini Clinic	100
Lillydale Clinic	100
Thussville (MN Cindi) Clinic	100
.....	--
Paulina Morapeli CHC	0
Lebohlang CHC	0
Langverwacht Ext 14 Clinic	0
Emthonjeni Clinic (Msukaligwa)	0
White River Clinic	0

### Were the Facility Windows Open?

Total Observations: 49

Yes:	90%
No:	10%



**Provincial Score\*** **90%**

#### 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.**

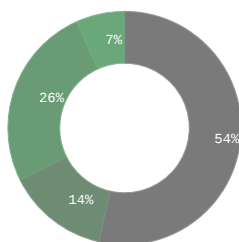
#### Facility Results (5 Best/Worst)

Amsterdam CHC	100
Siphosesimbi CHC	100
Bhuga CHC	100
Buffelspruit CHC	100
Cottendale Clinic	100
.....	--
Lillian Mambakazi CHC	0
Lebohlang CHC	0
Sead Clinic	0
Naas CHC	0
Bethal Town Clinic	0

### Are people being asked for TB symptoms?

Patient Responses: 859

Yes:	54%
Only sometimes:	14%
No:	26%
Dont know:	7%



**Provincial Score\*** **56%**

#### 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.**

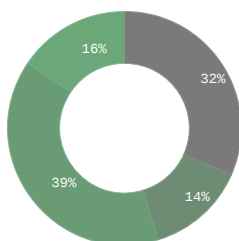
#### Facility Results (5 Best/Worst)

Thussville (MN Cindi) Clinic	100
Msogwaba Clinic	100
Kabokweni CHC	100
Nhlazatshe Clinic	100
Bhuga CHC	95
.....	--
Naas CHC	6
Piet Retief Clinic	6
Amsterdam CHC	6
Mangweni CHC	0
Tonga Block C Clinic	0

### Are people who are coughing in a separate room?

Patient Responses: 858

Yes:	32%
Only sometimes:	14%
No:	39%
Dont know:	16%



**Provincial Score\*** **37%**

#### 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)

Eziweni Clinic	100
Kabokweni CHC	100
Phola-Nzikasi CHC	94
Nhlazatshe 6 Clinic	94
Nkwalini Clinic	93
.....	--
Tonga Block C Clinic	0
Amsterdam CHC	0
Nelspruit CHC	0
Bhuga CHC	0
White River Clinic	0