

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:
1,091

Amount of time spent:

4:49

Facility Results (5 Best/Worst)

Nhlazatshe 6 Clinic	1:07
Eziweni Clinic	3:05
Nhlazatshe Clinic	3:09
Kanyamazane CHC	3:29
Cottendale Clinic	3:33
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Naas CHC	5:52
Tonga Block C Clinic	6:03
Paulina Morapeli CHC	6:23
Lebohang CHC	6:29
Piet Retief Clinic	6:38

Comparison Results

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

Earliest Patient Arrival Time

Patient Responses:
1,079

Earliest arrival time

5:45

Facility Results (5 Best/Worst)

Nhlazatshe Clinic	6:39
Buffelspruit CHC	6:37
Bhuga CHC	6:35
Nelspruit CHC	6:30
Ermelo Clinic	6:28
.....	--
Empumelweni CHC	5:07
Lebohang CHC	5:04
Phola-Nzikasi CHC	5:00
Naas CHC	4:48
Tonga Block C Clinic	4:31

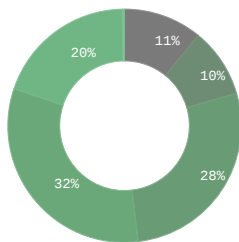
Comparison Results

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: 322

Very Unsafe:	11%
Unsafe:	10%
Neither Safe or Unsafe:	28%
Safe:	32%
Very Safe:	20%
Dont know:	0%



Provincial Score*

3.4

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.**

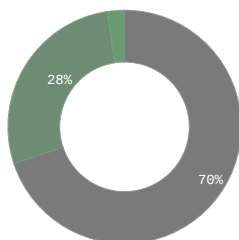
Facility Results (5 Best/Worst)

Nhlazatshe 6 Clinic	5.0
Nelspruit CHC	5.0
Mangweni CHC	5.0
Thussville (MN Cindi) Clinic	4.67
Nhlazatshe Clinic	4.5
.....	--
Lebohang CHC	2.5
Sead Clinic	2.43
Langverwacht Ext 14 Clinic	2.39
Paulina Morapeli CHC	2.0
Eziweni Clinic	1.25

Are the Queues at the Facility Long?

Patient Responses:
1,079

Yes:	70%
No:	28%
Dont know:	2%



Provincial Score*

70%

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)

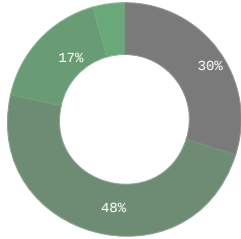
Eziweni Clinic	15
Gutshwa Clinic	18
Agincourt CHC	35
Phola-Nzikasi CHC	36
Kabokweni CHC	38
.....	--
Paulina Morapeli CHC	93
Buffelspruit CHC	95
Thussville (MN Cindi) Clinic	100
Emthonjeni Clinic (Msukaligwa)	100
Thembaletu CHC	100

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:	30%
Sometimes:	48%
Never:	17%
Dont know:	4%



Provincial Score*

1.13

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.**

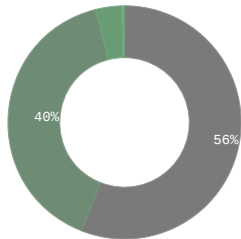
Patient Responses:
1,095

Facility Results (5 Best/Worst)

Naas CHC	1.61
Msogwaba Clinic	1.58
Tonga Block C Clinic	1.55
Beatty Clinic	1.53
Gutshwa Clinic	1.48
.....	--
Nkwalini Clinic	0.9
Phola-Nzikasi CHC	0.9
Piet Retief Clinic	0.87
Emthonjeni Clinic (Msukaligwa)	0.68
Paulina Morapeli CHC	0.46

Are Staff Friendly and Professional?

Yes:	56%
Sometimes:	40%
Never:	4%
Dont know:	0%



Provincial Score*

1.53

Comparison Results

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

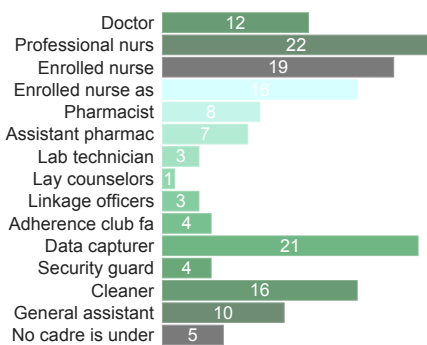
* Scores based on average point value of each response with a maximum score of 2 and a minimum score of 0. **HIGHER scores are better.**

Patient Responses:
1,094

Facility Results (5 Best/Worst)

Agincourt CHC	1.95
Kanyamazane CHC	1.9
Eziweni Clinic	1.88
Tonga Block C Clinic	1.86
White River Clinic	1.84
.....	--
Langloop CHC	1.21
Ermelo Clinic	1.18
Lebohang CHC	1.12
Siphosesimbi CHC	1.06
Emthonjeni Clinic (Msukaligwa)	1.0

Which Cadres are Understaffed?



Facility Responses: 43

Facility Results

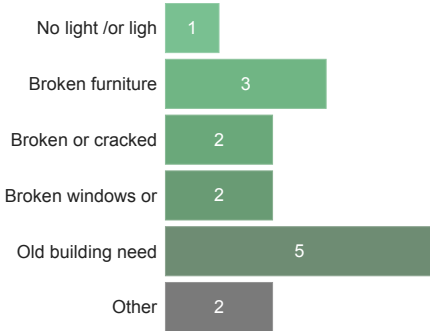
Facility	Doctor	Professional nurse	Enrolled nurse	Enrolled nurse assistant	Pharmacist	Assistant pharmacist	Lab technician	Lay counselors	Linkage officers	Adherence club facilitators	Data capturer	Security guard	Cleaner	General assistant	is cadre
Paulina Morapeli CHC	1.0	1.0			1.0	1.0	1.0		1.0	1.0	1.0	1.0			
Sead Clinic		1.0	1.0	1.0	1.0	1.0			1.0		1.0			1.0	
Empumelelweni 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				
Siphosesimbi CHC		1.0				1.0			1.0	1.0			1.0	1.0	
Winifred Maboa CHC			1.0			1.0	1.0				1.0			1.0	
Ermelo Clinic	1.0	1.0	1.0	1.0			1.0								
Lebohang CHC		1.0	1.0	1.0	1.0					1.0					
Langverwacht Ext 14 Clinic	1.0		1.0	1.0					1.0		1.0				
Langloop CHC	1.0	1.0									1.0		1.0	1.0	

Clinic Conditions

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

Concerns with the Condition of Building:

Total Observations: 11



Facility Results

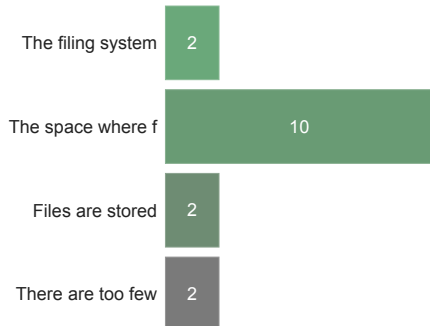
Facility	No light /or lights not working in some areas of the facility	Broken furniture	Broken or cracked roof, walls or floor	Broken windows or doors	Old building needs renovation	Other
Piet Retief Clinic		1.0	1.0	1.0	1.0	
Mkhondo Town Clinic					1.0	1.0
Beatty Clinic					1.0	
Bethal Town Clinic					1.0	
Cottondale Clinic					1.0	
Kabokweni CHC				1.0		
Mangweni CHC	1.0					
Manzini Clinic			1.0			
Nhlazatshe Clinic		1.0				
Nkwalini Clinic						1.0

What do you need more space for?

Facility Responses: 0

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

Total Observations: 10



Facility Results

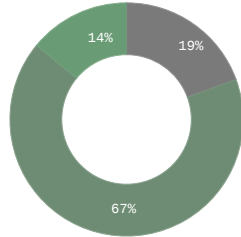
Facility	The filing system is messy	The space where files are stored is too small	Files are stored where patients can access them	There are too few people looking for files
Amsterdam CHC	1.0	1.0		1.0
Bethal Town Clinic		1.0	1.0	
Mkhondo Town Clinic	1.0	1.0		
Secunda Clinic		1.0	1.0	
Thussville (MN Cindi) Clinic		1.0		1.0
Buffelspruit CHC		1.0		
Lillian Mambakazi CHC		2.0		
Paulina Morapeli CHC		1.0		
Piet Retief 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:	19%
No:	67%
Dont know:	14%



Provincial Score*

22%

Comparison Results

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

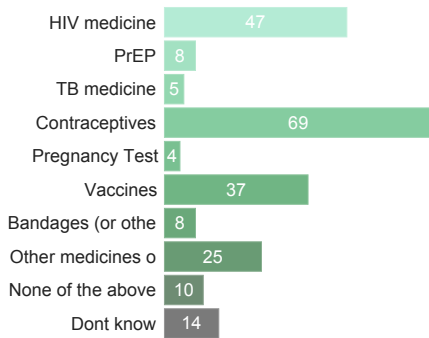
* Percent of survey responses responding "Yes" (excluding "Don't Know") **LOWER scores are better.**

Facility Results (5 Best/Worst)

Emthonjeni Clinic (Msukaligwa)	0
Ermelo Clinic	0
Tonga Block C Clinic	0
Nhlazatshe 6 Clinic	0
Thussville (MN Cindi) Clinic	0
.....	--
Amsterdam CHC	38
Piet Retief Clinic	42
Siphosesimbi CHC	50
Mkhondo Town Clinic	52
Ethandakukhanya Clinic	80

Patient Reports of Medicine Shortage(s)

Patient Responses: 208

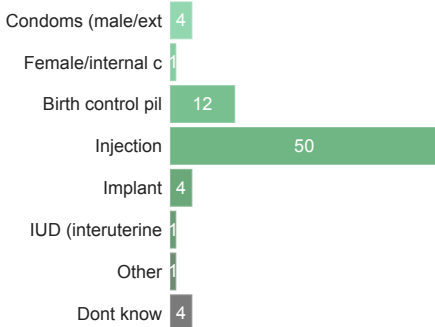


Facility Results

Facility	HIV medicine	PrEP	TB medicine	Contraceptives	Pregnancy Test	Vaccines	Bandages (or other dry stock)	Other medicines or tests	None of the above	Dont know
Secunda Clinic	1.0	1.0		1.0		1.0	1.0	2.0		
Amsterdam CHC		1.0		1.0		2.0	1.0	1.0	3.0	2.0
Langverwacht Ext 14 Clinic	3.0			8.0		1.0	1.0	2.0		
Bethal Town Clinic	3.0		3.0	2.0		1.0		1.0		1.0
Piet Retief Clinic		1.0		1.0	2.0	6.0	2.0			
Ethandakukhanya Clinic	2.0	2.0		5.0	1.0	8.0				
Mkhondo Town Clinic				2.0		5.0		1.0	1.0	5.0
Lebohang CHC	9.0	1.0		3.0			1.0	2.0		
Nelspruit CHC		1.0	1.0				1.0	2.0		1.0
Kabokweni CHC	3.0			1.0		1.0			1.0	

Contraception shortage(s)

Patient Responses: 68

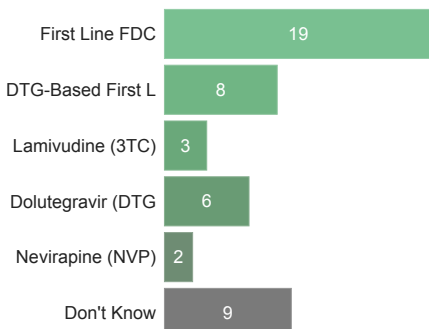


Facility Results

Facility	Condoms (male/external)	Female/internal condoms	Birth control pill	Injection	Implant	IUD (interuterine device)	Other	Dont know
Ethandakukhanya Clinic	3.0	1.0		1.0				
Lillydale Clinic			2.0	2.0				
Eziweni Clinic			1.0	5.0				
Nkwalini Clinic			1.0	1.0				
Langverwacht Ext 14 Clinic				5.0	3.0			
Kanyamazane CHC				1.0			1.0	
Piet Retief Clinic				1.0		1.0		
Gutshwa Clinic	1.0			1.0				
Buffelspruit CHC				2.0	1.0			
Manzini Clinic			2.0	5.0				

HIV medication shortage(s)

Patient Responses: 47



Facility Results

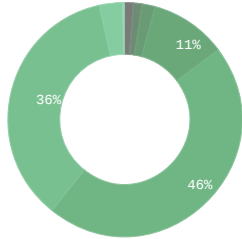
Facility	First Line FDC	DTG-Based First Line FDC	Lamivudine (3TC)	Dolutegravir (DTG)	Nevirapine (NVP)	Dont Know
Langverwacht Ext 14 Clinic	1.0			2.0		
Embalenhle CHC	2.0	1.0				
Siphosesimbi CHC		4.0			2.0	
Paulina Morapeli CHC	3.0			2.0		
Bethal Town Clinic				1.0		2.0
White River Clinic	1.0					
Thembaletu CHC		1.0				
Lebohang CHC	9.0					
Beatty Clinic		2.0				1.0
Kanyamazane CHC				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:	1%
2 weeks:	1%
3 weeks:	2%
1 month:	11%
2 months:	46%
3 months:	36%
6 months:	3%
Dont know:	0%



Provincial Score*

2.32

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.**

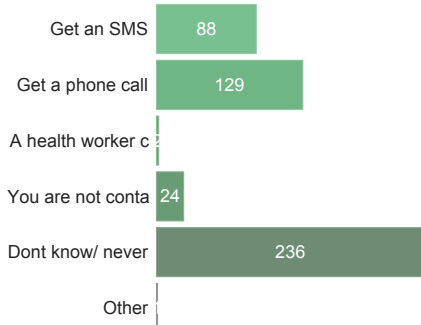
Patient Responses: 826

Facility Results (5 Best/Worst)

Gutshwa Clinic	3.14
Winifred Maboja CHC	3.06
Lebohang CHC	3.05
Eziweni Clinic	2.89
White River Clinic	2.81
.....	--
Lillydale Clinic	1.83
Amsterdam CHC	1.53
Mkhondo Town Clinic	1.32
Piet Retief Clinic	1.02
Ethandakukhanya Clinic	0.73

When Patients Miss a Visit to Collect ARVs:

Patient Responses: 453

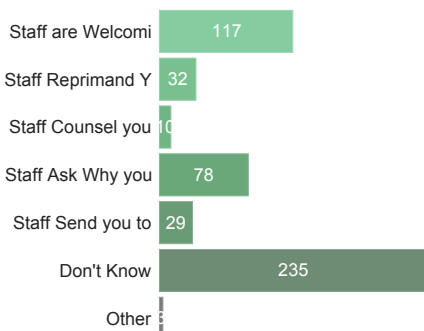


Facility Results

	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
Ethandakukhanya Clinic				1.0		
Winifred Maboja CHC		2.0		8.0	5.0	1.0
Embalenhle CHC		2.0		3.0	5.0	
Paulina Morapeli CHC	1.0	1.0		2.0	24.0	
Bethal Town Clinic	2.0	2.0	1.0	3.0	10.0	
Lebohang CHC	1.0	7.0		4.0	5.0	
Sead Clinic	2.0	3.0		1.0	11.0	
Lillydale Clinic	4.0	7.0	1.0	1.0	5.0	
Langverwacht Ext 14 Clinic	6.0	9.0		1.0	5.0	
Mthimba Clinic	8.0	5.0			3.0	

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

Patient Responses: 453



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
Paulina Morapeli CHC		1.0			3.0	24.0	
Lillian Mambakazi CHC		1.0				15.0	
Lebohang CHC	1.0	4.0			6.0	6.0	1.0
Nelspruit CHC		3.0		1.0		6.0	
Sead Clinic		6.0		3.0	2.0	11.0	
Winifred Maboja CHC	1.0	5.0	1.0	3.0	3.0	5.0	2.0
Siphosesimbi CHC	1.0			1.0	3.0	7.0	
Cottendale Clinic	1.0	1.0		1.0	1.0	5.0	
Langverwacht Ext 14 Clinic	5.0	2.0	1.0	6.0	7.0	4.0	
Embalenhle CHC	1.0	1.0		2.0	1.0	5.0	

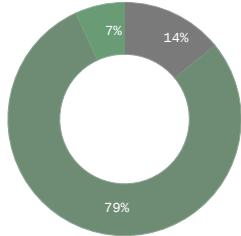
Adherence Clubs

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: 830

Yes:	14%
No:	79%
Dont know:	7%



Provincial Score* **15%**

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.**

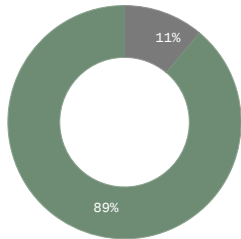
Facility Results (5 Best/Worst)

Ethandakukhanya Clinic	77
Sead Clinic	70
Hazyview Clinic	57
Lillian Mambakazi CHC	56
Piet Retief Clinic	53
.....	--
Siphosesimbi CHC	0
Nhlazatshe Clinic	0
Nhlazatshe 6 Clinic	0
Mkhondo Town Clinic	0
Thembaletu CHC	0

Does the Adherence Club make HIV medicine pick up faster?

Total Responses: 9

No:	11%
Dont know:	89%



Provincial Score* **0%**

Comparison Results

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

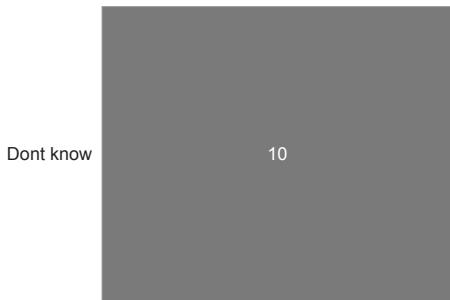
* Percent of survey responses responding "Yes" (excluding "Don't Know") **HIGHER scores are better.**

Facility Results

Emthonjeni Clinic (Msukaligwa)	0
Empumelelweni CHC	0
Siphosesimbi CHC	0
Mangweni CHC	0
Naas CHC	0
Tonga Block C Clinic	0

Information provided by the Adherence Club

Total Responses: 10

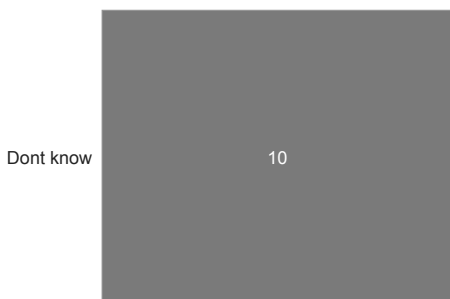


Facility Results

Beatty Clinic	1
Eziweni Clinic	1
Kanyamazane CHC	1
Langloop CHC	1
Lillian Mambakazi CHC	1
Mangweni CHC	1
Msogwaba Clinic	1
Siphosesimbi CHC	2
White River Clinic	1

What clinical services are offered at an adherence club meeting?

Total Responses: 10



Facility Results

Beatty Clinic	1
Eziweni Clinic	1
Kanyamazane CHC	1
Langloop CHC	1
Lillian Mambakazi CHC	1
Mangweni CHC	1
Msogwaba Clinic	1
Siphosesimbi CHC	2
White River Clinic	1

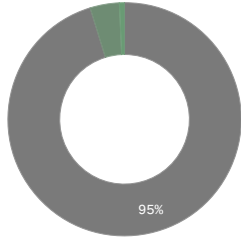
Access to Viral Load Testing / Information

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: 838

Yes:	95%
No:	4%
Dont know:	1%



Provincial Score* **96%**

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.**

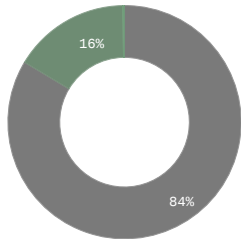
Facility Results (5 Best/Worst)

Thembaletu CHC	100
Thussville (MN Cindi) Clinic	100
Phola-Nzikasi CHC	100
Nkwalini Clinic	100
Mthimba Clinic	100
.....	--
Gutshwa Clinic	89
Paulina Morapeli CHC	88
Empumelweni CHC	76
Mkhondo Town Clinic	76
Piet Retief Clinic	69

Did a Health Worker Explain the Viral Load Test Result?

Patient Responses: 798

Yes:	84%
No:	16%
Dont know:	0%



Provincial Score* **84%**

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.**

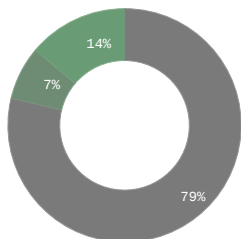
Facility Results (5 Best/Worst)

Manzini Clinic	100
Thussville (MN Cindi) Clinic	100
Lillydale Clinic	100
Emthonjeni Clinic (Msukaligwa)	100
Ermelo Clinic	100
.....	--
Kanyamazane CHC	56
Mkhondo Town Clinic	54
Lebohang CHC	44
Msogwaba Clinic	22
Amsterdam CHC	14

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

Patient Responses: 838

Yes:	79%
No:	7%
Dont know:	14%



Provincial Score* **0.79**

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.**

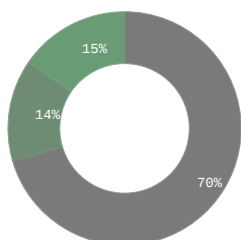
Facility Results (5 Best/Worst)

Thembaletu CHC	1.0
Mangweni CHC	1.0
Beatty Clinic	1.0
Thussville (MN Cindi) Clinic	1.0
Kabokweni CHC	1.0
.....	--
Embalenhle CHC	0.44
Agincourt CHC	0.33
Msogwaba Clinic	0.17
Kanyamazane CHC	0.17
White River Clinic	0.12

Treatment Literacy: Do Patients Understand Viral Load and Transmission?

Patient Responses: 837

Yes:	70%
No:	14%
Dont know:	15%



Provincial Score* **0.7**

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.**

Facility Results (5 Best/Worst)

Mthimba Clinic	1.0
Mangweni CHC	1.0
Emthonjeni Clinic (Msukaligwa)	1.0
Ermelo Clinic	1.0
Langloop CHC	1.0
.....	--
Kanyamazane CHC	0.22
Msogwaba Clinic	0.17
Paulina Morapeli CHC	0.16
White River Clinic	0.12
Lebohang CHC	0.1

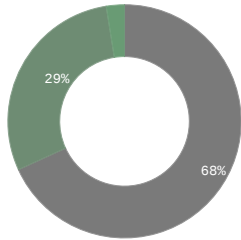
Index Testing

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: 833

Yes:	68%
No:	29%
Dont know:	3%



Provincial Score* **69%**

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.**

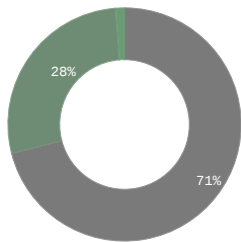
Facility Results (5 Best/Worst)

White River Clinic	100
Msogwaba Clinic	100
Thussville (MN Cindi) Clinic	100
Eziweni Clinic	100
Nhlazatshe Clinic	100
.....	--
Siphosesimbi CHC	33
Embalenhle CHC	31
Themba lethu CHC	28
Empumelelweni CHC	19
Amsterdam CHC	18

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

Patient Responses: 565

Yes:	71%
No:	28%
Dont know:	1%



Provincial Score* **71%**

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.**

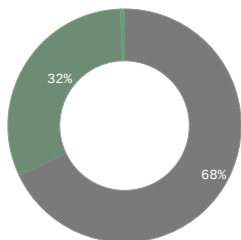
Facility Results (5 Best/Worst)

Amsterdam CHC	100
Mangweni CHC	100
Agincourt CHC	100
Empumelelweni CHC	100
Kabokweni CHC	100
.....	--
Paulina Morapeli CHC	30
Eziweni Clinic	12
Kanyamazane CHC	11
White River Clinic	7
Msogwaba Clinic	0

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

Patient Responses: 565

Yes:	68%
No:	32%
Dont know:	1%



Provincial Score* **68%**

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.**

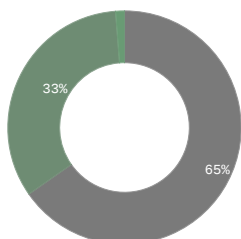
Facility Results (5 Best/Worst)

Amsterdam CHC	100
Lillydale Clinic	100
Buffelspruit CHC	100
Thussville (MN Cindi) Clinic	100
Kabokweni CHC	100
.....	--
Lebohlang CHC	22
Msogwaba Clinic	0
Kanyamazane CHC	0
Eziweni Clinic	0
White River Clinic	0

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

Patient Responses: 565

Yes:	65%
No:	33%
Dont know:	1%



Provincial Score* **66%**

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.**

Facility Results (5 Best/Worst)

Amsterdam CHC	100
Nhlazatshe 6 Clinic	100
Phola-Nzikasi CHC	100
Lillydale Clinic	100
Langloop CHC	100
.....	--
Paulina Morapeli CHC	22
Eziweni Clinic	0
Msogwaba Clinic	0
Kanyamazane CHC	0
White River Clinic	0

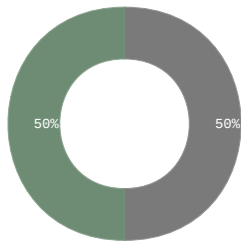
TB Infection Control

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: 44

Yes:	50%
No:	50%



Provincial Score* **50%**

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.**

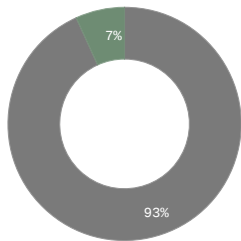
Facility Results (5 Best/Worst)

Amsterdam CHC	100
Thussville (MN Cindi) Clinic	100
Tonga Block C Clinic	100
Phola-Nzikasi CHC	100
Naas CHC	100
.....	--
Siphosesimbi CHC	0
Beatty Clinic	0
Winifred Maboja CHC	0
Piet Retief Clinic	0
White River Clinic	0

Were the Facility Windows Open?

Total Observations: 44

Yes:	93%
No:	7%



Provincial Score* **93%**

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.**

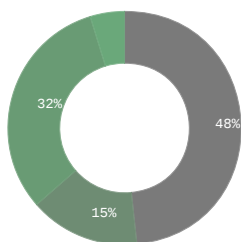
Facility Results (5 Best/Worst)

Amsterdam CHC	100
Lillydale Clinic	100
Cottdale Clinic	100
Eziweni Clinic	100
Gutshwa Clinic	100
.....	--
Empumelelweni CHC	100
Siphosesimbi CHC	100
Thembaletu CHC	0
Lebohanc CHC	0
Bethal Town Clinic	0

Are people being asked for TB symptoms?

Patient Responses: 1,093

Yes:	48%
Only sometimes:	15%
No:	32%
Dont know:	5%



Provincial Score* **51%**

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.**

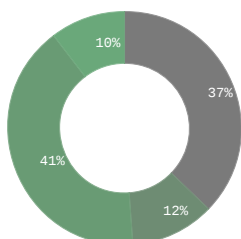
Facility Results (5 Best/Worst)

Nhlazatshe 6 Clinic	100
Emthonjeni Clinic (Msukaligwa)	100
Ermelo Clinic	100
Eziweni Clinic	96
Nhlazatshe Clinic	95
.....	--
Bhuga CHC	17
Mkhondo Town Clinic	15
Lillian Mambakazi CHC	11
Bethal Town Clinic	5
Amsterdam CHC	3

Are people who are coughing in a separate room?

Patient Responses: 1,095

Yes:	37%
Only sometimes:	12%
No:	41%
Dont know:	10%



Provincial Score* **41%**

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)

Nhlazatshe 6 Clinic	100
Emthonjeni Clinic (Msukaligwa)	100
Ermelo Clinic	100
Msogwaba Clinic	100
Thussville (MN Cindi) Clinic	100
.....	--
Bethal Town Clinic	8
Lebohanc CHC	6
Lillian Mambakazi CHC	4
Winifred Maboja CHC	2
White River Clinic	0