

## 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: 433

Amount of time spent: **5:NaN**

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

Eziweni Clinic	3:07
Agincourt CHC	3:10
White River Clinic	3:24
Kabokweni CHC	4:06
Manzini Clinic	4:12
.....	--
Langloop CHC	6:13
Kanyamazane CHC	6:18
Naas CHC	6:43
Nelspruit CHC	7:19
Tonga Block C Clinic	7:27

**Comparison Results**

National Average:	4:58
Province Average:	5:01
Best District Result:	3:36
Worst District Result:	7:55

### Earliest Patient Arrival Time

Patient Responses: 393

Earliest arrival time: **5:NaN**

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

Agincourt CHC	6:09
Buffelspruit CHC	6:09
Mthimba Clinic	5:58
Bhuga CHC	5:51
Hazyview Clinic	5:41
.....	--
Eziweni Clinic	5:08
Nelspruit CHC	5:07
Kanyamazane CHC	5:06
Msogwaba Clinic	5:02
Naas CHC	4:51

**Comparison Results**

National Average:	5:26
Province Average:	5:25
Best District Result:	7:54
Worst District Result:	4:18

### How Safe is the Facility to Wait Before it Opens?

Patient Responses: 107

Very Unsafe:	11%
Unsafe:	16%
Neither Safe or Unsafe:	16%
Safe:	40%
Very Safe:	16%
Dont know:	1%

**District Score\*** **3.34**

**Comparison Results**

National Average:	2.92
Province Average:	3.11
Best District Result:	4.54
Worst District Result:	1.00

\* 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)**

White River Clinic	5.00
Gutshwa Clinic	4.36
Bhuga CHC	4.00
Manzini Clinic	3.92
Lillydale Clinic	3.88
.....	--
Tonga Block C Clinic	2.73
Langloop CHC	2.00
Msogwaba Clinic	1.33
Eziweni Clinic	1.00
Nelspruit CHC	1.00

### Are the Queues at the Facility Long?

Patient Responses: 438

Yes:	68%
No:	27%
Dont know:	5%

**District Score\*** **72%**

**Comparison Results**

National Average:	81%
Province Average:	75%
Best District Result:	46%
Worst District Result:	100%

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

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

Bhuga CHC	41%
Lillydale Clinic	47%
Hazyview Clinic	47%
Eziweni Clinic	48%
White River Clinic	50%
.....	--
Nkwalini Clinic	90%
Nelspruit CHC	93%
Kabokweni CHC	100%
Kanyamazane CHC	100%
Msogwaba 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: 439

**District Score\*** 1.20

**Comparison Results**

National Average:	1.02
Province Average:	1.18
Best District Result:	1.43
Worst District Result:	0.12

\* 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)**

Eziweni Clinic	1.67
Gutshwa Clinic	1.61
Buffelspruit CHC	1.60
Msogwaba Clinic	1.57
Langloop CHC	1.53
.....	--
White River Clinic	0.83
Naas CHC	0.82
Nelspruit CHC	0.69
Nkwalini Clinic	0.65
Tonga Block C Clinic	0.55

Always: 39%  
Sometimes: 38%  
Never: 20%  
Dont know: 4%

### Are Staff Friendly and Professional?

Patient Responses: 439

**District Score\*** 1.53

**Comparison Results**

National Average:	1.46
Province Average:	1.53
Best District Result:	1.81
Worst District Result:	1.05

\* 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)**

Eziweni Clinic	1.95
White River Clinic	1.91
Agincourt CHC	1.90
Cottendale Clinic	1.86
Hazyview Clinic	1.79
.....	--
Mthimba Clinic	1.27
Buffelspruit CHC	1.25
Msogwaba Clinic	1.25
Nelspruit CHC	1.10
Tonga Block C Clinic	0.85

Yes: 58%  
Sometimes: 36%  
Never: 5%  
Dont know: 1%

### Which Cadres are Understaffed?

Facility Responses: 19

**Facility Results**

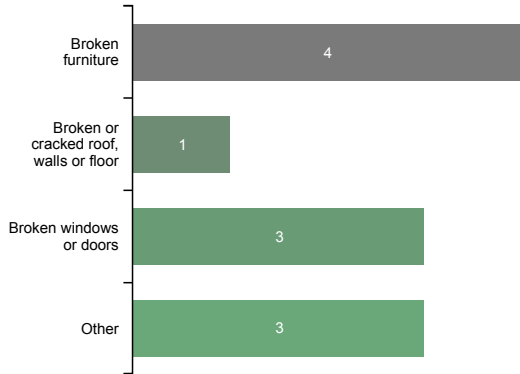
	Doctor	Professional nurse	Enrolled nurse	Enrolled nurse assistant	Pharmacist	Assistant pharmacist	Lab technician	Lay counselors	Linkage officers	Adherence club facilitators	Data capturer	Security guard	Cleaner	General assistant
Naas CHC		1	1	1										
Lillydale Clinic		1	1		1									
Langloop CHC					1					1			1	
Manzini Clinic						1	1							
Hazyview Clinic						1				1				
Gutshwa Clinic				1		1								
White River Clinic														
Bhuga CHC	1	1	1	1	1	1		1	1		1	1	1	1
Msogwaba Clinic	1	1	1	1	1	1	1	1	1	1				
Tonga Block C Clinic	1	1	1		1	1		1	1		1		1	1

## 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:7

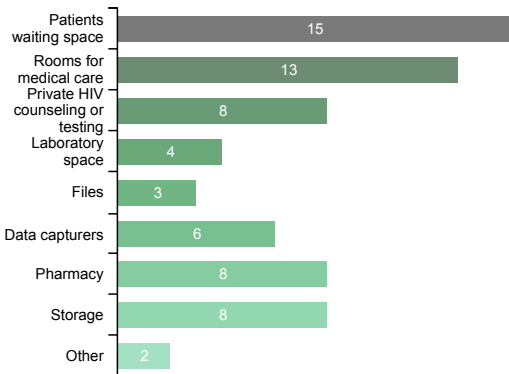


#### Facility Results

Facility	Broken furniture	Broken or cracked roof, walls or floor	Broken windows or doors	Other
Tonga Block C Clinic	1		1	
Kabokweni CHC	1		1	
Naas CHC	1		1	
Buffelspruit CHC				1
Cottondale Clinic				1
Mangweni CHC	1			
Manzini Clinic				1

### What do you need more space for?

Facility Responses:18

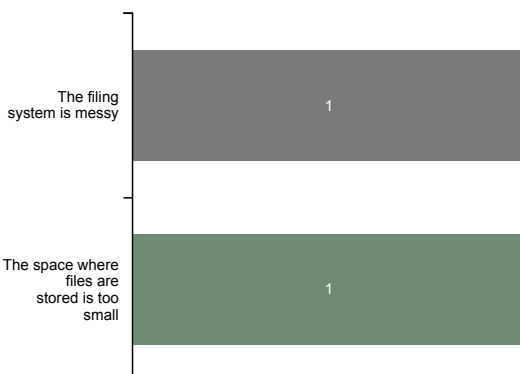


#### Facility Results

Facility	Patients waiting space	Rooms for medical care	Private HIV counseling or testing, laboratory space	Files	Data capturers	Pharmacy	Storage	Other
Mangweni CHC	1	1	1					
Kabokweni CHC	1	1	1					
Buffelspruit CHC			1	1			1	
Langloop CHC	1	1						
Naas CHC		1						1
Phola-Nzikasi CHC	1	1						
Agincourt CHC	1	1						
Kanyamazane CHC	1							
Hazyview Clinic	1							
Eziweni Clinic							1	

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

Total Observations:2



#### Facility Results

Facility	The filing system is messy	The space where files are stored is too small
Msogwaba Clinic	1	
White River Clinic		1

## Access to Medicines and Shortages/Stockouts

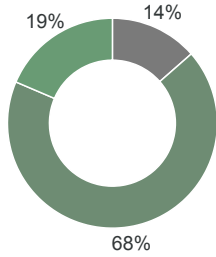
Stockouts and shortages of ARVs, TB medicines, contraceptives and other medicines cause disruption, confusion, cost, and can detrimentally affect treatment adherence. Where stockouts and shortages are revealed through monitoring — especially where people are sent home empty handed — these need to be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

### Any Patients left without the Medicine due to Shortage

Patient Responses: 436

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

Yes:	14%
No:	68%
Dont know:	19%



**District Score\***

**16%**

#### Comparison Results

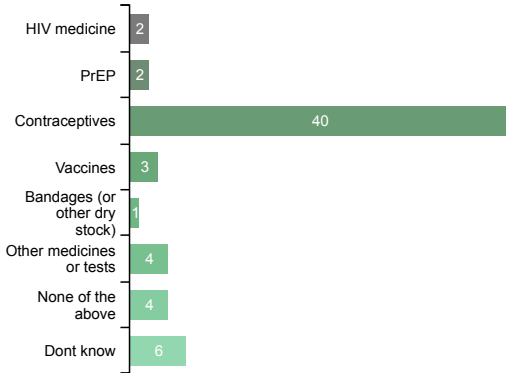
National Average:	15%
Province Average:	13%
Best District Result:	0%
Worst District Result:	82%

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

Lillydale Clinic	0%
Bhuga CHC	0%
Kanyamazane CHC	0%
Hazyview Clinic	0%
White River Clinic	5%
.....	--
Mthimba Clinic	23%
Manzini Clinic	24%
Mangweni CHC	28%
Cottondale Clinic	33%
Buffelspruit CHC	74%

### Patient Reports of Medicine Shortage(s)

Patient Responses: 58

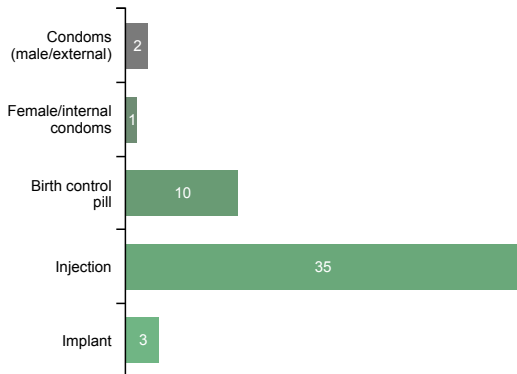


#### Facility Results

	HIV medicine	PrEP	Contraceptives	Vaccines	Bandages (or other dry stock)	Other medicines or tests	None of the above	Dont know
Manzini Clinic			2				2	
Langloop CHC			3					
Gutshwa Clinic			2			1	1	
Buffelspruit CHC			14					
Msogwaba Clinic			2					
Nkwalini Clinic			1					
Eziweni Clinic			1					
Cottondale Clinic			2					1
White River Clinic			1					
Kabokweni CHC								1

### Contraception shortage(s)

Patient Responses: 38

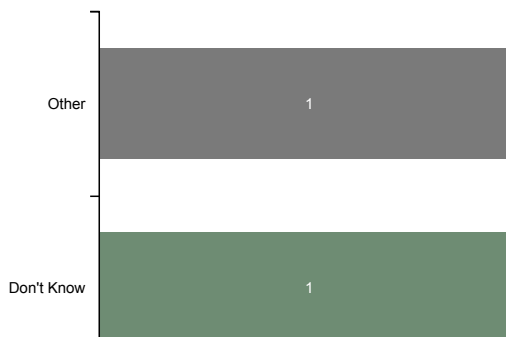


#### Facility Results

	Condoms (male/external)	Female/internal condoms	Birth control pill	Injection	Implant
Langloop CHC			2	2	
Mangweni CHC			1	4	
Manzini Clinic			1	2	
Mthimba Clinic			2	3	
Nkwalini Clinic			1	1	
Eziweni Clinic				1	
Msogwaba Clinic				2	
Naas CHC	1				
Nelspruit CHC				1	
White River Clinic				1	

### HIV medication shortage(s)

Patient Responses: 2



#### Facility Results

	Other	Dont Know
Mangweni CHC	1	
Naas CHC		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?

Patient Responses: 381

1 week:	0%
2 weeks:	0%
3 weeks:	1%
1 month:	7%
2 months:	58%
3 months:	32%
6 months:	1%
Dont know:	0%

#### District Score\*

### 2.29

#### Comparison Results

National Average:	2.03
Province Average:	2.23
Best District Result:	2.39
Worst District Result:	1.56

\* Scores based on average point value of each response with a maximum score of 6 and a minimum score of 0. **HIGHER scores are better.**

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

Kanyamazane CHC	2.70
White River Clinic	2.67
Msogwaba Clinic	2.67
Phola-Nzikasi CHC	2.60
Gutshwa Clinic	2.47
.....	--
Mangweni CHC	2.12
Lillydale Clinic	2.06
Cottondale Clinic	2.00
Nelspruit CHC	1.95
Nkwalini Clinic	1.89

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

Patient Responses: 269

#### 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
Tonga Block C Clinic	8	11			3	
Lillydale Clinic		15			2	
Mangweni CHC	1	6			3	
Manzini Clinic	1	11	1		3	
Mthimba Clinic		11				
Naas CHC		7			6	
Nelspruit CHC	2	3			7	
Phola-Nzikasi CHC		9				
Eziweni Clinic		2			15	
Langloop CHC	3	5			1	

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

Patient Responses: 267

#### 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
Manzini Clinic	8			3	2	4	1
Nkwalini Clinic	9	1		6			
Naas CHC	8					5	
Lillydale Clinic	11			3		3	
Bhuga CHC	4					9	1
Kanyamazane CHC	1					2	
Hazyview Clinic	4			1		14	
Eziweni Clinic	1			2		15	
Cottondale Clinic	1					15	
White River Clinic				1		11	

## 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: 378

Yes:	3%
No:	86%
Dont know:	11%

#### District Score\*

**3%**

#### Comparison Results

National Average:	35%
Province Average:	12%
Best District Result:	91%
Worst District Result:	1%

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

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

Agincourt CHC	30%
Bhuga CHC	25%
Gutshwa Clinic	15%
Mthimba Clinic	6%
Kanyamazane CHC	5%
.....	--
Hazyview Clinic	0%
Eziweni Clinic	0%
Cottondale Clinic	0%
Buffelspruit CHC	0%
White River Clinic	0%

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

Total Responses: 8

Yes:	0%
No:	38%
Dont know:	63%

#### District Score\*

**0%**

#### Comparison Results

National Average:	94%
Province Average:	79%
Best District Result:	100%
Worst District Result:	0%

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

#### Facility Results

Langloop CHC	0%
Mangweni CHC	0%
Naas CHC	0%

### Information provided by the Adherence Club

Total Responses: 8

No information provided	3
Dont know	7

#### Facility Results

Facility	No information provided	Dont know
Kanyamazane CHC		1
Msogwaba Clinic		1
Naas CHC		1
Tonga Block C Clinic		1
Langloop CHC	1	1
Mangweni CHC	1	1
White River Clinic	1	1

*No information provided*

*Dont know*

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

Total Responses: 8

Dont know	8
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#### Facility Results

Kanyamazane CHC	1
Langloop CHC	2
Mangweni CHC	1
Msogwaba Clinic	1
Naas CHC	1
Tonga Block C Clinic	1
White River Clinic	1

*Dont know*

## 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: 380

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

**District Score\*** **98%**

**Comparison Results**

National Average:	94%
Province Average:	97%
Best District Result:	100%
Worst District Result:	71%

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

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

Lillydale Clinic	100%
Bhuga CHC	100%
Phola-Nzikasi CHC	100%
Nkwalini Clinic	100%
Nelspruit CHC	100%
.....	--
Langloop CHC	94%
Tonga Block C Clinic	94%
Mangweni CHC	94%
Buffelspruit CHC	92%
Gutshwa Clinic	80%

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

Patient Responses: 369

Yes:	72%
No:	27%
Dont know:	1%

**District Score\*** **72%**

**Comparison Results**

National Average:	77%
Province Average:	77%
Best District Result:	98%
Worst District Result:	34%

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

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

Mthimba Clinic	100%
Buffelspruit CHC	100%
Cottondale Clinic	100%
Nkwalini Clinic	100%
Nelspruit CHC	100%
.....	--
Msogwaba Clinic	38%
Naas CHC	38%
Langloop CHC	35%
Kanyamazane CHC	33%
Tonga Block C Clinic	18%

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

Patient Responses: 379

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

**District Score\*** **0.68**

**Comparison Results**

National Average:	0.76
Province Average:	0.74
Best District Result:	0.98
Worst District Result:	0.19

\* 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	1.00
Phola-Nzikasi CHC	1.00
Nelspruit CHC	1.00
Lillydale Clinic	0.94
Cottondale Clinic	0.94
.....	--
Eziweni Clinic	0.47
Naas CHC	0.45
White River Clinic	0.43
Langloop CHC	0.35
Kanyamazane CHC	0.25

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

Patient Responses: 380

Yes:	35%
No:	27%
Dont know:	38%

**District Score\*** **0.35**

**Comparison Results**

National Average:	0.56
Province Average:	0.48
Best District Result:	0.94
Worst District Result:	0.10

\* 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)

Nelspruit CHC	0.95
Tonga Block C Clinic	0.89
Buffelspruit CHC	0.67
Mangweni CHC	0.53
Msogwaba Clinic	0.48
.....	--
Hazyview Clinic	0.11
Cottondale Clinic	0.06
Kabokweni CHC	0.06
Lillydale Clinic	0.06
Nkwalini Clinic	0.05



## Index Testing

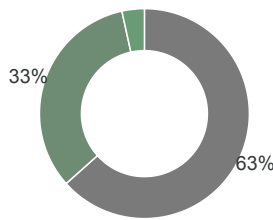
Index testing (aka Assisted Partner Notification Services or Contact Tracing) can help identify PLHIV earlier, get them access treatment to protect their health and interrupt onward transmission of HIV. However, if implemented poorly, index testing can cause harm to individuals, undermine their rights 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: 377

Yes:	63%
No:	33%
Dont know:	3%



**District Score\*** **65%**

#### Comparison Results

National Average:	64%
Province Average:	66%
Best District Result:	97%
Worst District Result:	7%

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

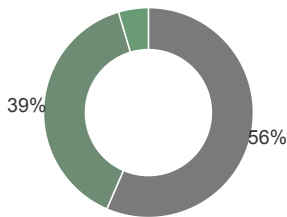
#### Facility Results (5 Best/Worst)

White River Clinic	95%
Nelspruit CHC	91%
Msogwaba Clinic	90%
Agincourt CHC	89%
Kanyamazane CHC	89%
.....	--
Mthimba Clinic	53%
Naas CHC	52%
Langloop CHC	41%
Mangweni CHC	29%
Tonga Block C Clinic	12%

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

Patient Responses: 239

Yes:	56%
No:	39%
Dont know:	5%



**District Score\*** **59%**

#### Comparison Results

National Average:	72%
Province Average:	63%
Best District Result:	100%
Worst District Result:	0%

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

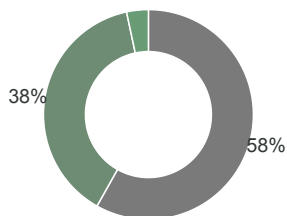
#### Facility Results (5 Best/Worst)

Lillydale Clinic	100%
Kabokweni CHC	100%
Buffelspruit CHC	100%
Nelspruit CHC	100%
Manzini Clinic	100%
.....	--
Naas CHC	9%
White River Clinic	6%
Mangweni CHC	0%
Eziweni Clinic	0%
Tonga Block C Clinic	0%

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

Patient Responses: 239

Yes:	58%
No:	38%
Dont know:	3%



**District Score\*** **60%**

#### Comparison Results

National Average:	64%
Province Average:	59%
Best District Result:	100%
Worst District Result:	12%

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

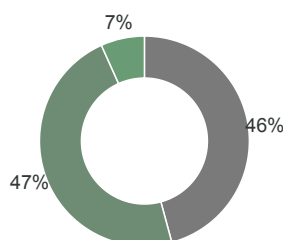
#### Facility Results (5 Best/Worst)

Kabokweni CHC	100%
Buffelspruit CHC	100%
Nelspruit CHC	100%
Bhuga CHC	100%
Agincourt CHC	94%
.....	--
Eziweni Clinic	17%
White River Clinic	10%
Kanyamazane CHC	6%
Mangweni CHC	0%
Tonga Block C Clinic	0%

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

Patient Responses: 238

Yes:	46%
No:	47%
Dont know:	7%



**District Score\*** **49%**

#### Comparison Results

National Average:	60%
Province Average:	52%
Best District Result:	96%
Worst District Result:	0%

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

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

Kabokweni CHC	100%
Buffelspruit CHC	100%
Nelspruit CHC	100%
Agincourt CHC	93%
Manzini Clinic	89%
.....	--
Msogwaba Clinic	11%
Mangweni CHC	0%
Eziweni Clinic	0%
Naas 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.

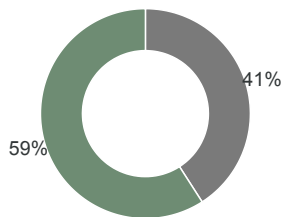
The six measures are: ensuring enough room and space for patients to wait without overcrowding; keeping windows open; ensuring there are TB information posters prominently displayed; reducing clinic waiting times to less than an average of an hour and 15 minutes; screening all arriving patients for TB 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:22

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

Yes: 41%  
No: 59%



**District Score\*** **41%**

#### Comparison Results

National Average: 48%  
Province Average: 46%  
Best District Result: 100%  
Worst District Result: 0%

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

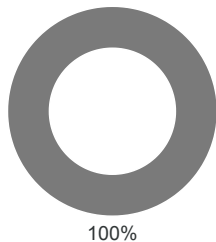
Agincourt CHC	100%
Hazyview Clinic	100%
Phola-Nzikasi CHC	100%
Mthimba Clinic	100%
Kanyamazane CHC	100%
.....	--
Naas CHC	0%
Nelspruit CHC	0%
Nkwalini Clinic	0%
Tonga Block C Clinic	0%
White River Clinic	0%

### Were the Facility Windows Open?

Total Observations:22

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

Yes: 100%



**District Score\*** **100%**

#### Comparison Results

National Average: 92%  
Province Average: 93%  
Best District Result: 100%  
Worst District Result: 43%

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

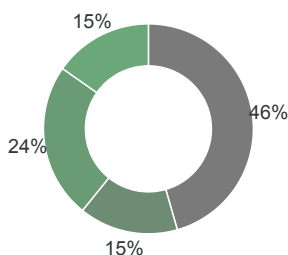
Agincourt CHC	100%
Mangweni CHC	100%
Tonga Block C Clinic	100%
Phola-Nzikasi CHC	100%
Nkwalini Clinic	100%
.....	--
Gutshwa Clinic	100%
Eziweni Clinic	100%
Cottendale Clinic	100%
Buffelspruit CHC	100%
White River Clinic	100%

### Are people being asked for TB symptoms?

Patient Responses: 439

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

Yes: 46%  
Only sometimes: 15%  
No: 24%  
Dont know: 15%



**District Score\*** **54%**

#### Comparison Results

National Average: 54%  
Province Average: 52%  
Best District Result: 81%  
Worst District Result: 8%

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

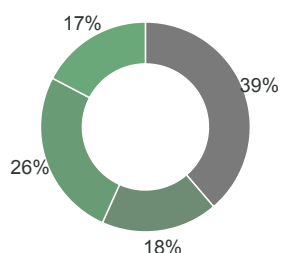
Agincourt CHC	95%
Bhuga CHC	92%
Manzini Clinic	90%
Cottendale Clinic	80%
Hazyview Clinic	73%
.....	--
Nkwalini Clinic	33%
Langloop CHC	32%
White River Clinic	19%
Eziweni Clinic	13%
Nelspruit CHC	13%

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

Patient Responses: 439

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

Yes: 39%  
Only sometimes: 18%  
No: 26%  
Dont know: 17%



**District Score\*** **47%**

#### Comparison Results

National Average: 39%  
Province Average: 31%  
Best District Result: 71%  
Worst District Result: 8%

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

Bhuga CHC	92%
Hazyview Clinic	86%
Agincourt CHC	79%
Manzini Clinic	78%
Cottendale Clinic	71%
.....	--
Tonga Block C Clinic	28%
White River Clinic	19%
Eziweni Clinic	13%
Nelspruit CHC	4%
Buffelspruit CHC	0%