

## 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: 275

Amount of time spent: **6:40**

#### Comparison Results

National Average:	4:12
Province Average:	5:34
Best District Result:	1:52
Worst District Result:	7:32

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

Holy Cross Gateway Clinic	11:51
Ntapane Clinic	3:37
Mqanduli CHC	4:11
Ngangelizwe CHC	4:43
Mthatha Gateway Clinic	5:40
.....	--
Lusikisiki Village Clinic (Qaukeni)	6:52
Flagstaff Clinic	6:57
Port St Johns CHC	7:42
Qumbu CHC	7:47
Mhlakulo CHC	7:54

### Earliest Patient Arrival Time

Patient Responses: 282

Earliest arrival time: **5:19**

#### Comparison Results

National Average:	5:51
Province Average:	5:53
Best District Result:	7:07
Worst District Result:	4:17

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

Ntapane Clinic	6:09
Flagstaff Clinic	5:56
Tsolo Clinic	5:49
Lusikisiki Village Clinic (Qaukeni)	5:32
Port St Johns CHC	5:31
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Qumbu CHC	5:05
Mhlakulo CHC	5:04
St Elizabeth's Gateway Clinic	5:02
Ngangelizwe CHC	4:39
Mthatha Gateway Clinic	4:38

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

Patient Responses: 138

Very Unsafe:	27%
Unsafe:	23%
Neither Safe or Unsafe:	23%
Safe:	15%
Very Safe:	12%
Don't know:	0%

#### District Score\* **2.62**

#### Comparison Results

National Average:	2.18
Province Average:	2.67
Best District Result:	4.77
Worst District Result:	1.81

\* 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)

Tsolo Clinic	4.59
Ntapane Clinic	3.80
Stanford Terrace Clinic	3.25
Mthatha Gateway Clinic	3.08
Mqanduli CHC	3.00
.....	--
Flagstaff Clinic	2.00
Holy Cross Gateway Clinic	2.00
Lusikisiki Village Clinic (Qaukeni)	2.00
St Elizabeth's Gateway Clinic	2.00
Mhlakulo CHC	1.56

### Are the Queues at the Facility Long?

Patient Responses: 282

Yes:	72%
No:	22%
Don't know:	6%

#### District Score\* **76%**

#### Comparison Results

National Average:	68%
Province Average:	76%
Best District Result:	13%
Worst District Result:	97%

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

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

Flagstaff Clinic	40%
Lusikisiki Village Clinic (Qaukeni)	44%
Holy Cross Gateway Clinic	46%
St Elizabeth's Gateway Clinic	47%
Port St Johns CHC	54%
.....	--
Qumbu CHC	95%
Civic Centre Clinic (Mthatha)	100%
Mhlakulo CHC	100%
Mthatha Gateway Clinic	100%
Stanford Terrace 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: 282

**District Score\*** **1.15**

**Comparison Results**

National Average:	1.10
Province Average:	1.02
Best District Result:	1.89
Worst District Result:	0.26

\* 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)**

Tsolo Clinic	1.63
Stanford Terrace Clinic	1.53
Mqanduli CHC	1.40
Qumbu CHC	1.35
Ntapane Clinic	1.31
.....	--
Flagstaff Clinic	1.00
St Elizabeth's Gateway Clinic	0.95
Holy Cross Gateway Clinic	0.93
Mhlakulo CHC	0.93
Port St Johns CHC	0.76

Always: 31%  
 Sometimes: 41%  
 Never: 18%  
 Don't know: 11%

### Are Staff Friendly and Professional?

Patient Responses: 282

**District Score\*** **1.34**

**Comparison Results**

National Average:	1.46
Province Average:	1.51
Best District Result:	1.98
Worst District Result:	0.94

\* 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)**

Tsolo Clinic	2.00
Mqanduli CHC	1.61
Civic Centre Clinic (Mthatha)	1.61
Mhlakulo CHC	1.53
Stanford Terrace Clinic	1.50
.....	--
Lusikisiki Village Clinic (Qaukeni)	1.11
Port St Johns CHC	1.07
St Elizabeth's Gateway Clinic	0.95
Flagstaff Clinic	0.94
Holy Cross Gateway Clinic	0.94

Yes: 43%  
 Sometimes: 47%  
 Never: 9%  
 Don't know: 1%

### Which Cadres are Understaffed?

Facility Responses: 14

**Facility Results**

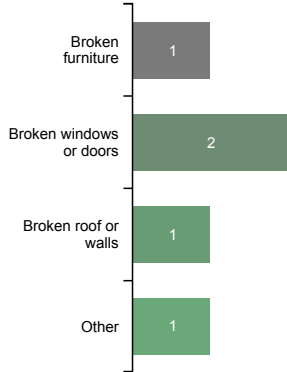
	Doctor	Professional nurse	Enrolled nurse	Enrolled nurse assistant	Pharmacist	Assistant pharmacist	Lab technician	Lay counselors	Linkage officers	Adherence club facilitators	Data capturer	Security guard	Cleaner	General assistant
Mthatha Gateway Clinic		1	1	1			1			1		1		
Ntapane Clinic		1	1	1	1								1	
Qumbu CHC	1	1			1	1							1	
Civic Centre Clinic (Mthatha)		1			1					1		1		
Lusikisiki Village Clinic (Qaukeni)		1	1			1							1	
Mhlakulo CHC							1			1		1	1	1
Ngangelizwe CHC		1	1	1										
Port St Johns CHC		1											1	1
Mqanduli CHC	1	1												
Flagstaff 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:4

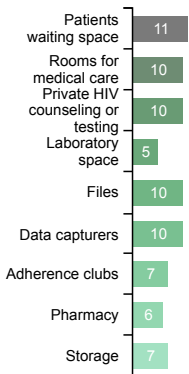


#### Facility Results

	Broken furniture	Broken windows or doors	Broken roof or walls	Other
St Elizabeth's Gateway Clinic	1			
Flagstaff Clinic		1		
Mthatha Gateway Clinic				1
Port St Johns CHC			1	

### What do you need more space for?

Facility Responses:11

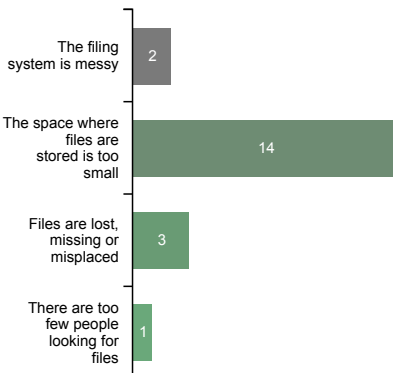


#### Facility Results

	Patients waiting space	Rooms for medical care	Private HIV counseling or testing, laboratory space	Files	Data capturers	Adherence clubs	Pharmacy	Storage
Mhlakulo CHC	1	1	1	1	1	1	1	1
St Elizabeth's Gateway Clinic	1	1	1	1	1	1	1	1
Holy Cross Gateway Clinic	1	1	1	1	1	1		1
Mqanduli CHC	1	1	1	1	1	1	1	1
Qumbu CHC	1	1	1	1	1	1	1	1
Stanford Terrace Clinic	1	1	1	1	1	1		
Mthatha Gateway Clinic	1	1		1	1			1
Ntapane Clinic	1	1	1	1			1	
Tsolo Clinic	1	1	1	1	1			
Ngangelizwe CHC	1		1		1			

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

Total Observations:14



#### Facility Results

	The filing system is messy	The space where files are stored is too small	Files are lost, missing or misplaced	There are too few people looking for files
Stanford Terrace Clinic		1	1	
Tsolo Clinic		1		1
Flagstaff Clinic		1		
Holy Cross Gateway Clinic		1		
Lusikisiki Village Clinic (Qaukeni)		1		
Mqanduli CHC		1		
Ngangelizwe CHC		1		
Ntapane Clinic		1		
Port St Johns CHC		1		
St Elizabeth's Gateway Clinic		1		

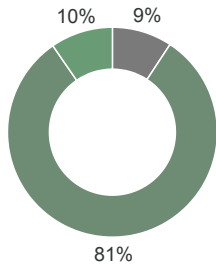
## Access to Medicines and Shortages/Stockouts

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: 281

Yes: 9%  
No: 81%  
Don't know: 10%



### District Score\*

**10%**

### Comparison Results

National Average:	41%
Province Average:	12%
Best District Result:	0%
Worst District Result:	59%

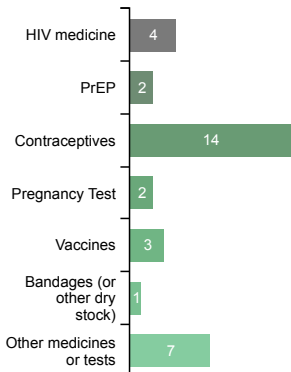
\* Percent of survey responses responding Yes (excluding "Don't Know"). **LOWER scores are better.**

### Facility Results (5 Best/Worst)

Ntapane Clinic	0%
Stanford Terrace Clinic	0%
Qumbu CHC	5%
Mthatha Gateway Clinic	5%
Mqanduli CHC	6%
.....	--
Flagstaff Clinic	13%
Mhlabakulo CHC	18%
Port St Johns CHC	19%
Tsolo Clinic	24%
St Elizabeth's Gateway Clinic	25%

### Patient Reports of Medicine Shortage(s)

Patient Responses: 26

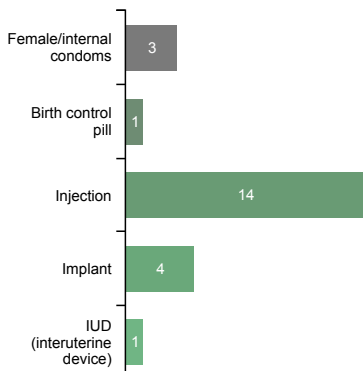


### Facility Results

	HIV medicine	PrEP	Contraceptives	Pregnancy Test	Vaccines	Bandages (or other dry stock)	Other medicines or tests
Port St Johns CHC		1	4		2		
Civic Centre Clinic (Mthatha)	2						3
Lusikisiki Village Clinic (Qaukeni)			1	1			
Tsolo Clinic			3	1			
Holy Cross Gateway Clinic			1				
Mqanduli CHC							1
Mthatha Gateway Clinic			1				
Ngangelizwe CHC							1
Qumbu CHC							1
St Elizabeth's Gateway Clinic			2				

### Contraception shortage(s)

Patient Responses: 14

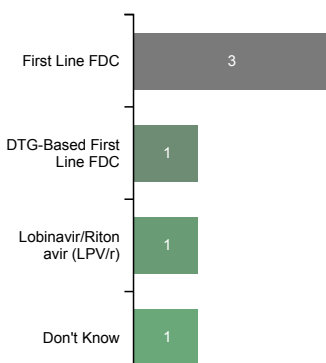


### Facility Results

	Female/internal condoms	Birth control pill	Injection	Implant	IUD (interuterine device)
Port St Johns CHC		1	4	2	1
Flagstaff Clinic	2		2	1	
St Elizabeth's Gateway Clinic	1		2	1	
Holy Cross Gateway Clinic			1		
Lusikisiki Village Clinic (Qaukeni)			1		
Mthatha Gateway Clinic			1		
Tsolo Clinic			3		

### HIV medication shortage(s)

Patient Responses: 4



### Facility Results

	First Line FDC	DTG-Based First Line FDC	Lobinavir/Ritonavir (LPV/r)	Don't Know
Mhlabakulo CHC	1	1	1	1
Civic Centre Clinic (Mthatha)	2			

## ARV Collection and Access

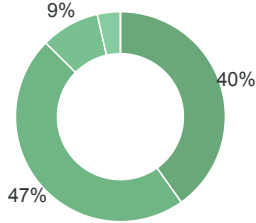
Currently many people in South Africa who could benefit from HIV treatment are not, with many people who are living with HIV not on treatment – either never having known their HIV status, or having started on treatment then disengaged from care. To ensure we get more people to start and importantly stay 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: 254

### Facility Results (5 Best/Worst)

1 week:	0%
2 weeks:	0%
3 weeks:	0%
1 month:	40%
2 months:	47%
3 months:	9%
6 months:	4%
Don't know:	0%



**District Score\***

**1.83**

### Comparison Results

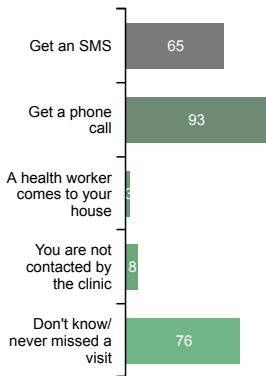
National Average:	1.54
Province Average:	1.95
Best District Result:	2.95
Worst District Result:	1.43

\* 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.**

Stanford Terrace Clinic	3.44
Ngangelizwe CHC	3.06
Mqanduli CHC	2.39
Ntapane Clinic	2.00
Qumbu CHC	1.90
.....	--
Lusikisiki Village Clinic (Qaukeni)	1.50
Port St Johns CHC	1.32
Holy Cross Gateway Clinic	1.25
Flagstaff Clinic	1.20
St Elizabeth's Gateway Clinic	1.20

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

Patient Responses: 202

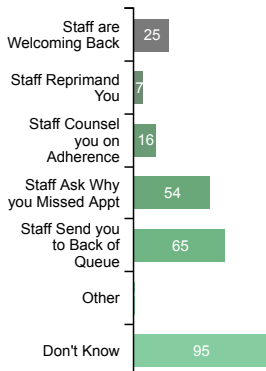


### Facility Results

	Get an SMS	Get a phone call	A health worker comes to your house	You are not contacted by the clinic	Don't know/never missed a visit
Lusikisiki Village Clinic (Qaukeni)	8	10	1	1	1
Flagstaff Clinic	13	13			
Holy Cross Gateway Clinic	8	7			1
Mhlakulo CHC		10	1		5
Mqanduli CHC		2			15
Ngangelizwe CHC		4			7
Ntapane Clinic	1	4			8
St Elizabeth's Gateway Clinic	11	10			1
Stanford Terrace Clinic		1			8
Tsolo Clinic	1	5			4

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

Patient Responses: 201



### 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	Other	Don't Know
Flagstaff Clinic		1		12	13		
Ntapane Clinic	2	1	1	1	2		9
Mthatha Gateway Clinic	2	3	5	2	3		8
Stanford Terrace Clinic		1	1	1			8
Mhlakulo CHC	5		1	1	2	1	8
Qumbu CHC	2			4	1		6
Civic Centre Clinic (Mthatha)	7		1	1			13
Mqanduli CHC	1		2	1			15
Ngangelizwe CHC		4	4				7
Tsolo Clinic	5		1	3			5

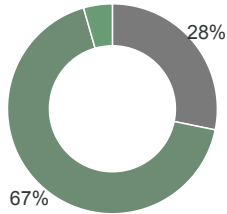
## Adherence Clubs

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: 248

Yes:	28%
No:	67%
Don't know:	4%



**District Score\*** **30%**

#### Comparison Results

National Average:	51%
Province Average:	33%
Best District Result:	93%
Worst District Result:	1%

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

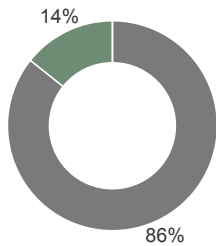
#### Facility Results (5 Best/Worst)

Lusikisiki Village Clinic (Qaukeni)	80%
Port St Johns CHC	64%
St Elizabeth's Gateway Clinic	62%
Holy Cross Gateway Clinic	50%
Qumbu CHC	47%
.....	--
Ntapanne Clinic	7%
Stanford Terrace Clinic	7%
Mhlakulo CHC	6%
Mqanduli CHC	0%
Ngangelizwe CHC	0%

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

Total Responses: 7

Yes:	86%
No:	14%
Don't know:	0%



**District Score\*** **86%**

#### Comparison Results

National Average:	89%
Province Average:	93%
Best District Result:	100%
Worst District Result:	0%

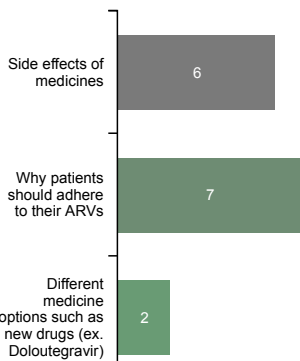
\* Percent of survey responses responding Yes (excluding "Don't Know"). **HIGHER scores are better.**

#### Facility Results

Civic Centre Clinic (Mthatha)	100%
Flagstaff Clinic	100%
Lusikisiki Village Clinic (Qaukeni)	100%
St Elizabeth's Gateway Clinic	100%
Holy Cross Gateway Clinic	50%

### Information provided by the Adherence Club

Total Responses: 7

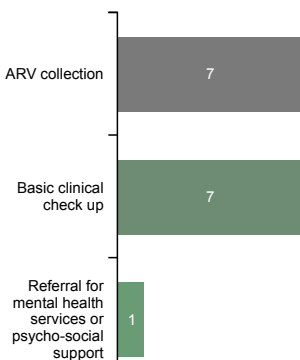


#### Facility Results

	Side effects of medicines	Why patients should adhere to their ARVs	Different medicine options such as new drugs (ex. Doloutegravir)
Flagstaff Clinic	1	1	
Holy Cross Gateway Clinic	2	2	
Lusikisiki Village Clinic (Qaukeni)	1	1	
Civic Centre Clinic (Mthatha)	1	1	1
St Elizabeth's Gateway Clinic	1	2	1

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

Total Responses: 7



#### Facility Results

	ARV collection	Basic clinical check up	Referral for mental health services or psycho-social support
Flagstaff Clinic	1	1	
Holy Cross Gateway Clinic	2	2	
Lusikisiki Village Clinic (Qaukeni)	1	1	
St Elizabeth's Gateway Clinic	2	2	
Civic Centre Clinic (Mthatha)	1	1	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: 254

Yes:	94%
No:	3%
Don't know:	3%

**District Score\*** **97%**

**Comparison Results**

National Average:	96%
Province Average:	96%
Best District Result:	100%
Worst District Result:	78%

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

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

Flagstaff Clinic	100%
Mhlabakulo CHC	100%
Mqanduli CHC	100%
Mthatha Gateway Clinic	100%
Ngangelizwe CHC	100%
.....	--
Port St Johns CHC	96%
Holy Cross Gateway Clinic	93%
Lusikisiki Village Clinic (Qaukeni)	93%
Qumbu CHC	90%
St Elizabeth's Gateway Clinic	85%

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

Patient Responses: 238

Yes:	71%
No:	27%
Don't know:	2%

**District Score\*** **73%**

**Comparison Results**

National Average:	80%
Province Average:	80%
Best District Result:	100%
Worst District Result:	57%

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

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

Ngangelizwe CHC	100%
Mqanduli CHC	94%
Holy Cross Gateway Clinic	93%
Mhlabakulo CHC	88%
Flagstaff Clinic	86%
.....	--
Qumbu CHC	61%
Tsolo Clinic	60%
Lusikisiki Village Clinic (Qaukeni)	50%
Ntapane Clinic	47%
Stanford Terrace Clinic	44%

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

Patient Responses: 254

Yes:	69%
No:	6%
Don't know:	25%

**District Score\*** **0.69**

**Comparison Results**

National Average:	0.94
Province Average:	0.78
Best District Result:	1.00
Worst District Result:	0.65

\* 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)

Ngangelizwe CHC	0.94
Tsolo Clinic	0.93
Mqanduli CHC	0.89
Stanford Terrace Clinic	0.88
Holy Cross Gateway Clinic	0.81
.....	--
Ntapane Clinic	0.67
Civic Centre Clinic (Mthatha)	0.52
Lusikisiki Village Clinic (Qaukeni)	0.50
Mhlabakulo CHC	0.47
Qumbu CHC	0.45

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

Patient Responses: 254

Yes:	52%
No:	11%
Don't know:	36%

**District Score\*** **0.52**

**Comparison Results**

National Average:	0.65
Province Average:	0.66
Best District Result:	1.00
Worst District Result:	0.28

\* 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)

Tsolo Clinic	0.93
Flagstaff Clinic	0.80
Holy Cross Gateway Clinic	0.75
St Elizabeth's Gateway Clinic	0.73
Port St Johns CHC	0.64
.....	--
Mhlabakulo CHC	0.35
Mthatha Gateway Clinic	0.33
Ntapane Clinic	0.33
Stanford Terrace Clinic	0.31
Mqanduli CHC	0.28



## Index Testing

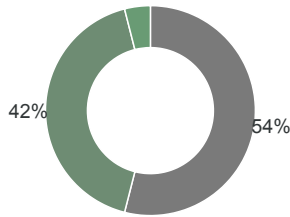
Index testing (aka Assisted Partner Notification Services or Contact Tracing) can help identify PLHIV earlier, get them access treatment to protect their health and interrupt onward transmission of HIV. However, if implemented poorly, index testing can cause harm to individuals, undermine their rights 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: 252

Yes:	54%
No:	42%
Don't know:	4%



**District Score\*** **56%**

#### Comparison Results

National Average:	69%
Province Average:	65%
Best District Result:	100%
Worst District Result:	0%

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

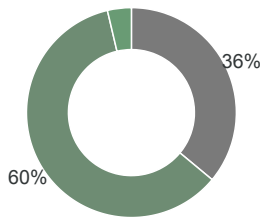
#### Facility Results (5 Best/Worst)

Mqanduli CHC	88%
Ngangelizwe CHC	80%
Flagstaff Clinic	67%
Civic Centre Clinic (Mthatha)	64%
Holy Cross Gateway Clinic	60%
.....	--
Qumbu CHC	53%
Mthatha Gateway Clinic	47%
Stanford Terrace Clinic	38%
Ntapane Clinic	36%
Lusikisiki Village Clinic (Qaukeni)	25%

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

Patient Responses: 136

Yes:	36%
No:	60%
Don't know:	4%



**District Score\*** **37%**

#### Comparison Results

National Average:	92%
Province Average:	66%
Best District Result:	100%
Worst District Result:	37%

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

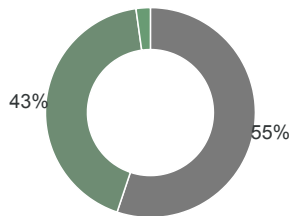
#### Facility Results (5 Best/Worst)

Tsolo Clinic	100%
St Elizabeth's Gateway Clinic	75%
Qumbu CHC	60%
Port St Johns CHC	53%
Lusikisiki Village Clinic (Qaukeni)	50%
.....	--
Mthatha Gateway Clinic	14%
Mqanduli CHC	0%
Ngangelizwe CHC	0%
Ntapane Clinic	0%
Stanford Terrace Clinic	0%

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

Patient Responses: 136

Yes:	55%
No:	43%
Don't know:	2%



**District Score\*** **56%**

#### Comparison Results

National Average:	89%
Province Average:	72%
Best District Result:	100%
Worst District Result:	0%

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

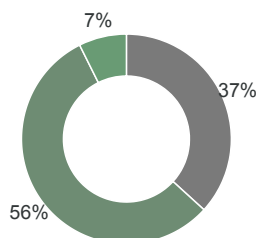
#### Facility Results (5 Best/Worst)

Tsolo Clinic	100%
Flagstaff Clinic	80%
St Elizabeth's Gateway Clinic	75%
Ngangelizwe CHC	73%
Qumbu CHC	70%
.....	--
Holy Cross Gateway Clinic	44%
Mthatha Gateway Clinic	29%
Stanford Terrace Clinic	17%
Mqanduli CHC	14%
Ntapane Clinic	0%

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

Patient Responses: 136

Yes:	37%
No:	56%
Don't know:	7%



**District Score\*** **40%**

#### Comparison Results

National Average:	91%
Province Average:	64%
Best District Result:	100%
Worst District Result:	8%

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

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

Tsolo Clinic	89%
Mthatha Gateway Clinic	80%
Mqanduli CHC	73%
Ntapane Clinic	60%
Civic Centre Clinic (Mthatha)	56%
.....	--
Qumbu CHC	22%
Port St Johns CHC	20%
Stanford Terrace Clinic	17%
Holy Cross Gateway Clinic	11%
Flagstaff Clinic	0%



## TB Infection Control

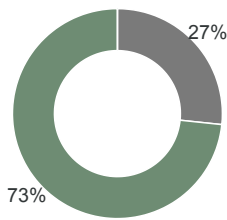
Six simple interventions are at the heart of how clinics can be part of turning the tide on TB infection — a disease that still kills close to 60,000 people a year in South Africa, according to the World Health Organization (WHO). By following a checklist of good practice, clinics can be safer for patients 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: 15

Yes:	27%
No:	73%
Don't know:	0%



**District Score\*** **27%**

#### Comparison Results

National Average:	57%
Province Average:	39%
Best District Result:	100%
Worst District Result:	0%

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

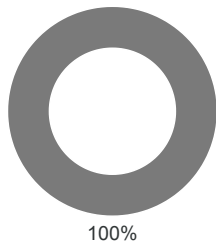
#### Facility Results (5 Best/Worst)

Flagstaff Clinic	100%
Lusikisiki Village Clinic (Qaukeni)	100%
Port St Johns CHC	100%
Qumbu CHC	100%
Civic Centre Clinic (Mthatha)	0%
.....	--
Ngangelizwe CHC	0%
Ntapanne Clinic	0%
St Elizabeth's Gateway Clinic	0%
Stanford Terrace Clinic	0%
Tsolo Clinic	0%

### Were the Facility Windows Open?

Total Observations: 15

Yes:	100%
------	------



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

#### Comparison Results

National Average:	100%
Province Average:	96%
Best District Result:	100%
Worst District Result:	79%

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

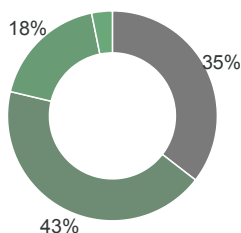
#### Facility Results (5 Best/Worst)

Civic Centre Clinic (Mthatha)	100%
Flagstaff Clinic	100%
Holy Cross Gateway Clinic	100%
Lusikisiki Village Clinic (Qaukeni)	100%
Mhlakulo CHC	100%
.....	--
Port St Johns CHC	100%
Qumbu CHC	100%
St Elizabeth's Gateway Clinic	100%
Stanford Terrace Clinic	100%
Tsolo Clinic	100%

### Are people being asked for TB symptoms?

Patient Responses: 282

Yes:	35%
Only sometimes:	43%
No:	18%
Don't know:	3%



**District Score\*** **37%**

#### Comparison Results

National Average:	31%
Province Average:	50%
Best District Result:	100%
Worst District Result:	12%

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

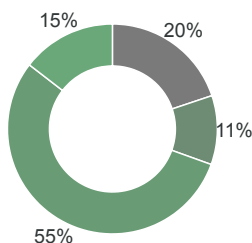
#### Facility Results (5 Best/Worst)

Mhlakulo CHC	88%
Tsolo Clinic	82%
Civic Centre Clinic (Mthatha)	50%
Mqanduli CHC	50%
Qumbu CHC	50%
.....	--
Port St Johns CHC	20%
Stanford Terrace Clinic	19%
St Elizabeth's Gateway Clinic	5%
Flagstaff Clinic	0%
Holy Cross Gateway Clinic	0%

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

Patient Responses: 282

Yes:	20%
Only sometimes:	11%
No:	55%
Don't know:	15%



**District Score\*** **23%**

#### Comparison Results

National Average:	26%
Province Average:	45%
Best District Result:	100%
Worst District Result:	9%

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

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

Tsolo Clinic	71%
Qumbu CHC	39%
Civic Centre Clinic (Mthatha)	34%
Mhlakulo CHC	33%
Ngangelizwe CHC	31%
.....	--
Mqanduli CHC	15%
Flagstaff Clinic	0%
Holy Cross Gateway Clinic	0%
St Elizabeth's Gateway Clinic	0%
Stanford Terrace Clinic	0%