

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: 417

Amount of time spent:

5:14

Comparison Results

National Average:	4:15
Provincial Average:	4:45
Best District Result:	2:00
Worst District Result:	7:13

Facility Results (5 Best/Worst)

Ntapane Clinic	2:46
Flagstaff Clinic	3:12
Holy Cross Gateway Clinic	3:16
Tsolo Clinic	4:05
Port St Johns CHC	4:15
.....	--
Mhlakulo CHC	5:58
Civic Centre Clinic (Mthatha)	6:01
Mthatha Gateway Clinic	6:15
Stanford Terrace Clinic	7:25
Qumbu CHC	7:32

Earliest Patient Arrival Time

Patient Responses: 447

Earliest arrival time

5:46

Comparison Results

National Average:	5:47
Provincial Average:	5:50
Best District Result:	7:09
Worst District Result:	4:39

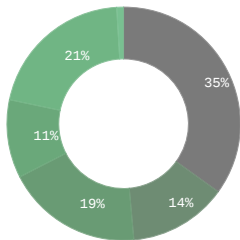
Facility Results (5 Best/Worst)

Ntapane Clinic	6:24
Ngangelizwe CHC	6:22
Tsolo Clinic	6:08
Flagstaff Clinic	5:51
Mqanduli CHC	5:47
.....	--
Mhlakulo CHC	5:31
Lusikisiki Village Clinic (Qaukeni)	5:28
Holy Cross Gateway Clinic	5:24
Stanford Terrace Clinic	5:24
Civic Centre Clinic (Mthatha)	5:03

How Safe is the Facility to Wait Before it Opens?

Patient Responses: 212

Very Unsafe:	35%
Unsafe:	14%
Neither Safe or Unsafe:	19%
Safe:	11%
Very Safe:	21%
Dont know:	1%



District Score* 2.69

Comparison Results

National Average:	3.14
Provincial Average:	3.17
Best District Result:	4.98
Worst District Result:	1.43

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

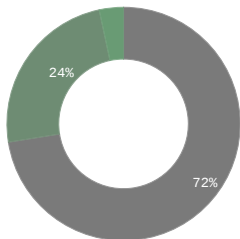
Facility Results (5 Best/Worst)

Port St Johns CHC	5.0
Tsolo Clinic	4.22
Ntapane Clinic	4.09
Lusikisiki Village Clinic (Qaukeni)	4.0
Mhlakulo CHC	3.33
.....	--
Holy Cross Gateway Clinic	2.0
Mthatha Gateway Clinic	2.0
Stanford Terrace Clinic	1.93
Civic Centre Clinic (Mthatha)	1.57
Flagstaff Clinic	1.33

Are the Queues at the Facility Long?

Patient Responses: 447

Yes:	72%
No:	24%
Dont know:	3%



District Score* 75%

Comparison Results

National Average:	66%
Provincial Average:	67%
Best District Result:	33%
Worst District Result:	98%

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

Facility Results (5 Best/Worst)

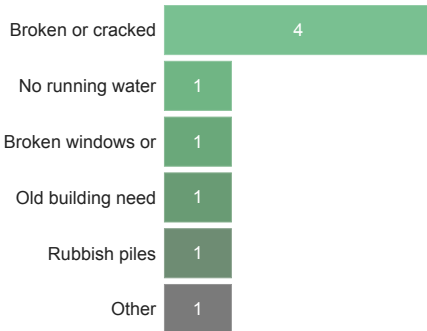
Holy Cross Gateway Clinic	19
Ntapane Clinic	39
Port St Johns CHC	43
Flagstaff Clinic	44
Lusikisiki Village Clinic (Qaukeni)	56
.....	--
Civic Centre Clinic (Mthatha)	94
St Elizabeth's Gateway Clinic	95
Stanford Terrace Clinic	95
Mthatha Gateway Clinic	96
Ngangelizwe CHC	97

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: 6



Facility Results

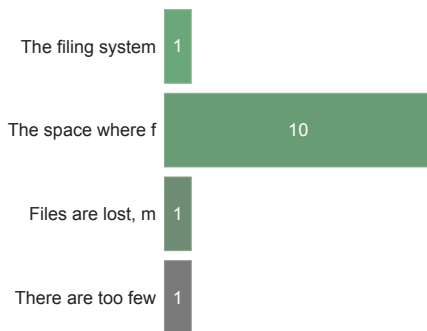
Facility	Broken or cracked roof, walls or floor	No running water at the facility	Broken windows or doors	Old building needs renovation	Rubbish piles	Other
Mqanduli CHC	1.0			1.0	1.0	
Qumbu CHC	1.0	1.0				
Civic Centre Clinic (Mthatha)						1.0
Port St Johns CHC	1.0					
St Elizabeth's Gateway Clinic			1.0			
Tsolo 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 lost, missing or misplaced	There are too few people looking for files
Civic Centre Clinic (Mthatha)	1.0	1.0		
Ntapane Clinic		1.0		1.0
St Elizabeth's Gateway Clinic		1.0	1.0	
Holy Cross Gateway Clinic		1.0		
Mhlakulo CHC		1.0		
Mqanduli CHC		1.0		
Mthatha Gateway Clinic		1.0		
Port St Johns CHC		1.0		
Stanford Terrace Clinic		1.0		
Tsolo Clinic		1.0		

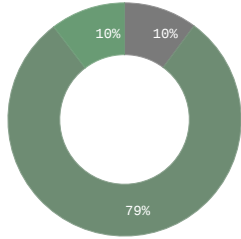
Access to Medicines and Shortages/Stockouts

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: 443

Yes:	10%
No:	79%
Dont know:	10%



District Score*

11%

Comparison Results

National Average:	11%
Provincial Average:	10%
Best District Result:	0%
Worst District Result:	50%

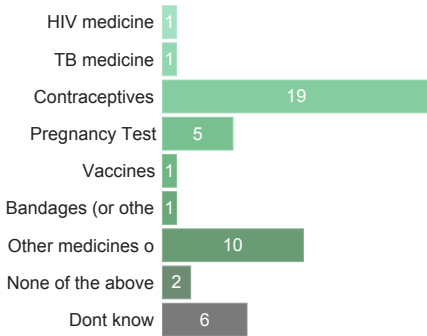
* Percent of survey responses responding "Yes" (excluding "Don't Know") **LOWER scores are better.**

Facility Results (5 Best/Worst)

Flagstaff Clinic	0
Mhlakulo CHC	0
Port St Johns CHC	5
Civic Centre Clinic (Mthatha)	6
Mqanduli CHC	7
.....	--
Lusikisiki Village Clinic (Qaukeni)	13
Mthatha Gateway Clinic	16
Qumbu CHC	17
St Elizabeth's Gateway Clinic	17
Ngangelizwe CHC	28

Patient Reports of Medicine Shortage(s)

Patient Responses: 44

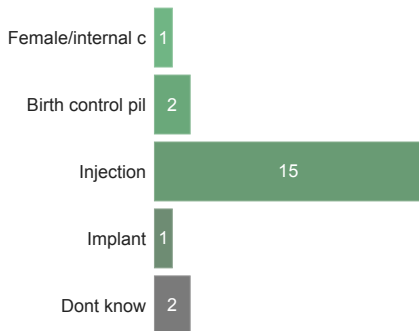


Facility Results

	HIV medicine	TB medicine	Contraceptives	Pregnancy Test	Vaccines	Bandages (or other dry stock)	Other medicines or tests	None of the above	Dont know
Qumbu CHC	1.0	1.0	3.0	1.0			1.0	1.0	
Mqanduli CHC			1.0		1.0		1.0		
Mthatha Gateway Clinic			1.0	1.0				1.0	1.0
Ngangelizwe CHC			5.0			1.0	3.0		1.0
Lusikisiki Village Clinic (Qaukeni)			1.0	1.0					
Ntapane Clinic				1.0			2.0		1.0
St Elizabeth's Gateway Clinic			3.0	1.0					
Tsolo Clinic			1.0				1.0		2.0
Civic Centre Clinic (Mthatha)			2.0						

Contraception shortage(s)

Patient Responses: 19

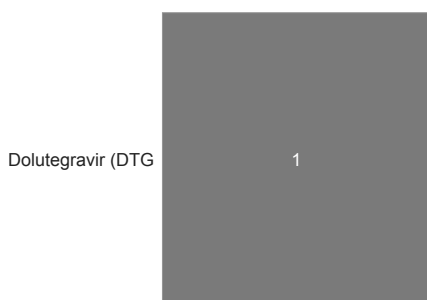


Facility Results

	Femalol/ internal condoms	Birth control pill	Injection	Implant	Dont know
Civic Centre Clinic (Mthatha)		1.0	1.0		
Qumbu CHC	1.0		2.0		
St Elizabeth's Gateway Clinic		1.0	3.0		
Holy Cross Gateway Clinic				1.0	
Lusikisiki Village Clinic (Qaukeni)			1.0		
Mqanduli CHC			1.0		
Mthatha Gateway Clinic			1.0		
Ngangelizwe CHC			4.0		2.0
Port St Johns CHC			1.0		
Tsolo Clinic			1.0		

HIV medication shortage(s)

Patient Responses: 1



Facility Results

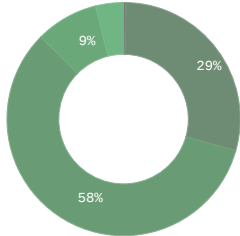
Facility	Dolutegravir (DTG)
Qumbu CHC	1

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?

1 week:	0%
1 month:	29%
2 months:	58%
3 months:	9%
6 months:	4%



District Score*

1.95

Comparison Results

National Average:	2.26
Provincial Average:	2.11
Best District Result:	4.0
Worst District Result:	1.64

* 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.**

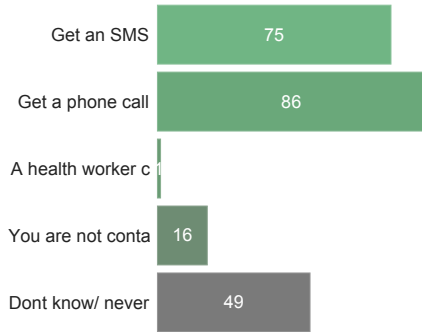
Facility Results (5 Best/Worst)

Mqanduli CHC	2.44
Ntapane Clinic	2.32
Mhlakulo CHC	2.19
Civic Centre Clinic (Mthatha)	2.14
Qumbu CHC	2.09
.....	--
Holy Cross Gateway Clinic	1.75
St Elizabeth's Gateway Clinic	1.63
Lusikisiki Village Clinic (Qaukeni)	1.62
Flagstaff Clinic	1.47
Port St Johns CHC	1.41

Patient Responses: 310

When Patients Miss a Visit to Collect ARVs:

Patient Responses: 204

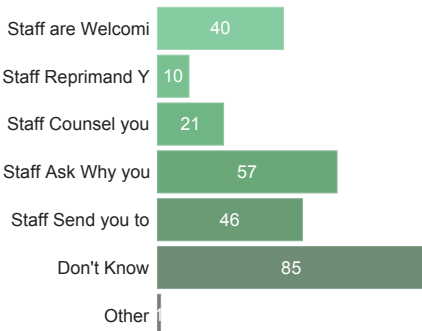


Facility Results

	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
Stanford Terrace Clinic	2.0	2.0		6.0	3.0
Ngangelizwe CHC	3.0	6.0		3.0	3.0
Qumbu CHC	3.0	11.0		3.0	4.0
Mthatha Gateway Clinic		4.0	1.0	1.0	6.0
Tsolo Clinic	5.0	3.0		1.0	8.0
Flagstaff Clinic	12.0	5.0		1.0	1.0
Holy Cross Gateway Clinic	11.0	7.0		1.0	
Civic Centre Clinic (Mthatha)		6.0			3.0
Lusikisiki Village Clinic (Qaukeni)	5.0	5.0			2.0
Mhlakulo CHC		6.0			1.0

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

Patient Responses: 204



Facility Results

	Staff are Welcomed 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
Port St Johns CHC		1.0		5.0	12.0	10.0	
Lusikisiki Village Clinic (Qaukeni)				2.0	4.0	8.0	
Stanford Terrace Clinic	2.0		1.0	1.0	5.0	5.0	
Holy Cross Gateway Clinic		1.0		5.0	5.0	6.0	
St Elizabeth's Gateway Clinic	1.0			6.0	5.0	8.0	
Ngangelizwe CHC	3.0		4.0	3.0	7.0	2.0	
Mthatha Gateway Clinic	2.0	2.0	1.0	2.0	1.0	7.0	1.0
Flagstaff Clinic		1.0		13.0	5.0	2.0	
Tsolo Clinic	3.0	2.0		2.0		9.0	
Civic Centre Clinic (Mthatha)	2.0	2.0	3.0	3.0		5.0	

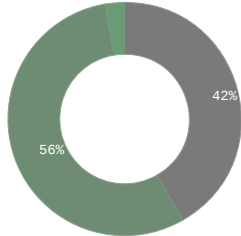
Adherence Clubs

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: 305

Yes:	42%
No:	56%
Don't know:	3%



District Score*

43%

Comparison Results

National Average:	41%
Provincial Average:	34%
Best District Result:	92%
Worst District Result:	0%

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

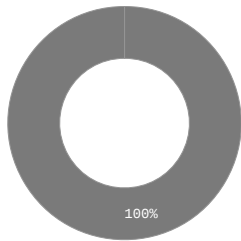
Facility Results (5 Best/Worst)

Port St Johns CHC	95
Lusikisiki Village Clinic (Qaukeni)	56
St Elizabeth's Gateway Clinic	55
Tsolo Clinic	55
Civic Centre Clinic (Mthatha)	48
.....	--
Stanford Terrace Clinic	38
Ntapane Clinic	35
Mqanduli CHC	30
Qumbu CHC	26
Ngangelizwe CHC	14

Does the Adherence Club make HIV medicine pick up faster?

Total Responses: 5

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



District Score*

100%

Comparison Results

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

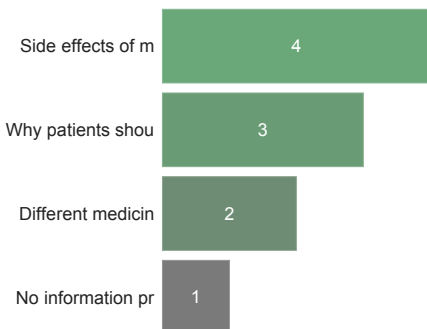
* Percent of survey responses responding "Yes" (excluding "Don't Know") **HIGHER scores are better.**

Facility Results

Flagstaff Clinic	100
Holy Cross Gateway Clinic	100
Port St Johns CHC	100
St Elizabeth's Gateway Clinic	100

Information provided by the Adherence Club

Total Responses: 5

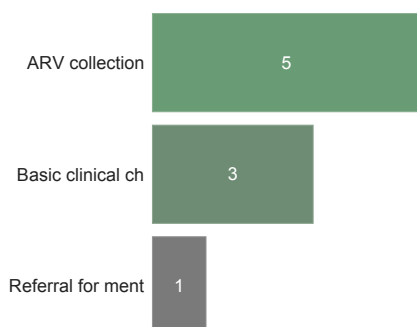


Facility Results

	Side effects of medicines	Why patients should adhere to their ARVs	Different medicine options such as new drugs (ex. Dolutegravir)	No information provided
Holy Cross Gateway Clinic				1.0
Port St Johns CHC	1.0	1.0		
Flagstaff Clinic	2.0	1.0	1.0	
St Elizabeth's Gateway Clinic	1.0	1.0	1.0	

What clinical services are offered at an adherence club meeting?

Total Responses: 5



Facility Results

	ARV collection	Basic clinical check up	Referral for mental health services or psycho-social support
Holy Cross Gateway Clinic	1.0		
Port St Johns CHC	1.0		
Flagstaff Clinic	2.0	2.0	
St Elizabeth's Gateway Clinic	1.0	1.0	1.0

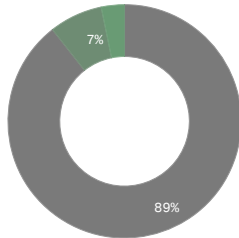
Access to Viral Load Testing / Information

Treatment and viral load literacy improves linkage rates and ART continuity as people living with HIV understand the importance of starting and remaining on treatment effectively. By becoming as informed as possible, PLHIV are empowered to take control of their own health and sex lives. However, sometimes PLHIV report that healthcare workers do not explain the results of viral load test results and at times PLHIV do not understand the benefits of having an undetectable viral load.

Have Patients had a Viral Load Test in the Past Year?

Patient Responses: 311

Yes:	89%
No:	7%
Dont know:	3%



District Score*

92%

Comparison Results

National Average:	95%
Provincial Average:	94%
Best District Result:	100%
Worst District Result:	84%

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

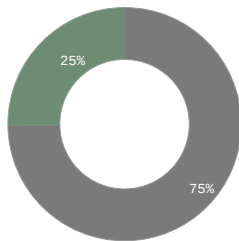
Facility Results (5 Best/Worst)

Lusikisiki Village Clinic (Qaukeni)	100
Mqanduli CHC	100
Ngangelizwe CHC	100
Ntapane Clinic	96
Port St Johns CHC	95
.....	--
Stanford Terrace Clinic	92
Mthatha Gateway Clinic	90
Tsolo Clinic	88
Qumbu CHC	82
Civic Centre Clinic (Mthatha)	81

Did a Health Worker Explain the Viral Load Test Result?

Patient Responses: 278

Yes:	75%
No:	25%



District Score*

75%

Comparison Results

National Average:	86%
Provincial Average:	80%
Best District Result:	100%
Worst District Result:	34%

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

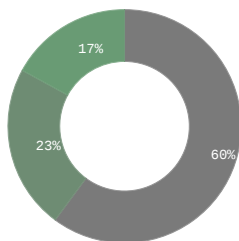
Facility Results (5 Best/Worst)

Holy Cross Gateway Clinic	93
Port St Johns CHC	89
Flagstaff Clinic	88
Ntapane Clinic	85
Mthatha Gateway Clinic	84
.....	--
Stanford Terrace Clinic	70
Qumbu CHC	68
Mqanduli CHC	64
St Elizabeth's Gateway Clinic	50
Lusikisiki Village Clinic (Qaukeni)	47

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

Patient Responses: 311

Yes:	60%
No:	23%
Dont know:	17%



District Score*

0.6

Comparison Results

National Average:	0.82
Provincial Average:	0.71
Best District Result:	1.0
Worst District Result:	0.41

* 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.**

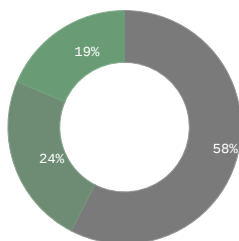
Facility Results (5 Best/Worst)

Flagstaff Clinic	0.89
Holy Cross Gateway Clinic	0.88
Mthatha Gateway Clinic	0.86
Port St Johns CHC	0.77
St Elizabeth's Gateway Clinic	0.75
.....	--
Lusikisiki Village Clinic (Qaukeni)	0.44
Mqanduli CHC	0.44
Mhlakulo CHC	0.38
Qumbu CHC	0.34
Civic Centre Clinic (Mthatha)	0.33

Treatment Literacy: Do Patients Understand Viral Load and Transmission?

Patient Responses: 311

Yes:	58%
No:	24%
Dont know:	19%



District Score*

0.58

Comparison Results

National Average:	0.74
Provincial Average:	0.67
Best District Result:	1.0
Worst District Result:	0.26

* 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)

Flagstaff Clinic	0.89
Holy Cross Gateway Clinic	0.88
Mthatha Gateway Clinic	0.81
St Elizabeth's Gateway Clinic	0.75
Port St Johns CHC	0.73
.....	--
Lusikisiki Village Clinic (Qaukeni)	0.44
Mhlakulo CHC	0.38
Qumbu CHC	0.37
Mqanduli CHC	0.33
Civic Centre Clinic (Mthatha)	0.24

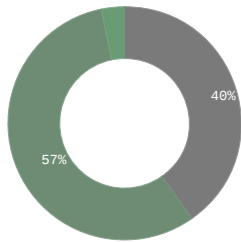
Index Testing

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: 311

Yes:	40%
No:	57%
Dont know:	3%



District Score*

42%

Comparison Results

National Average:	66%
Provincial Average:	45%
Best District Result:	100%
Worst District Result:	3%

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

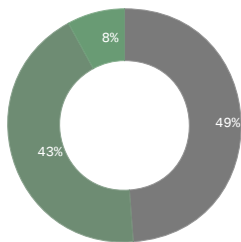
Facility Results (5 Best/Worst)

Ngangelizwe CHC	70
Mthatha Gateway Clinic	67
Stanford Terrace Clinic	62
Ntapane Clinic	61
Civic Centre Clinic (Mthatha)	48
.....	--
Qumbu CHC	27
St Elizabeth's Gateway Clinic	20
Holy Cross Gateway Clinic	13
Port St Johns CHC	9
Lusikisiki Village Clinic (Qaukeni)	6

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

Patient Responses: 125

Yes:	49%
No:	43%
Dont know:	8%



District Score*

53%

Comparison Results

National Average:	81%
Provincial Average:	74%
Best District Result:	100%
Worst District Result:	0%

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

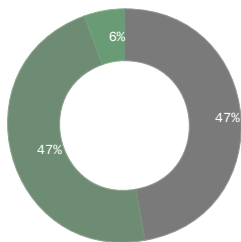
Facility Results (5 Best/Worst)

Tsolo Clinic	82
Ngangelizwe CHC	71
Mhlakulo CHC	67
Flagstaff Clinic	62
Stanford Terrace Clinic	54
.....	--
Mqanduli CHC	36
Qumbu CHC	28
Holy Cross Gateway Clinic	0
Lusikisiki Village Clinic (Qaukeni)	0
Port St Johns CHC	0

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

Patient Responses: 125

Yes:	47%
No:	47%
Dont know:	6%



District Score*

50%

Comparison Results

National Average:	79%
Provincial Average:	72%
Best District Result:	100%
Worst District Result:	0%

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

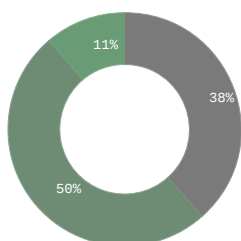
Facility Results (5 Best/Worst)

Flagstaff Clinic	88
Tsolo Clinic	82
Ngangelizwe CHC	77
Mhlakulo CHC	67
Holy Cross Gateway Clinic	50
.....	--
Mqanduli CHC	33
Qumbu CHC	33
St Elizabeth's Gateway Clinic	25
Mthatha Gateway Clinic	14
Lusikisiki Village Clinic (Qaukeni)	0

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

Patient Responses: 125

Yes:	38%
No:	50%
Dont know:	11%



District Score*

43%

Comparison Results

National Average:	74%
Provincial Average:	67%
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)

Ntapane Clinic	60
Tsolo Clinic	55
Civic Centre Clinic (Mthatha)	50
Flagstaff Clinic	50
Mhlakulo CHC	50
.....	--
Stanford Terrace Clinic	27
Holy Cross Gateway Clinic	0
Lusikisiki Village Clinic (Qaukeni)	0
Port St Johns CHC	0
St Elizabeth's Gateway Clinic	0

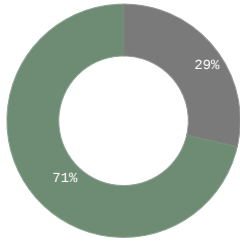
TB Infection Control

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: 14

Yes: 29%
No: 71%



District Score* **28%**

Comparison Results

National Average: 47%
Provincial Average: 43%
Best District Result: 75%
Worst District Result: 0%

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

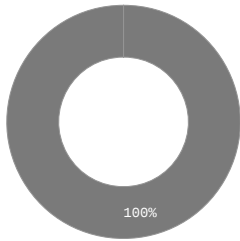
Facility Results (5 Best/Worst)

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

Were the Facility Windows Open?

Total Observations: 14

Yes: 100%



District Score* **100%**

Comparison Results

National Average: 95%
Provincial Average: 89%
Best District Result: 100%
Worst District Result: 60%

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

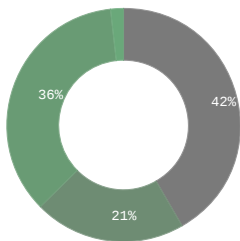
Facility Results (5 Best/Worst)

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: 447

Yes: 42%
Only sometimes: 21%
No: 36%
Dont know: 2%



District Score* **42%**

Comparison Results

National Average: 64%
Provincial Average: 47%
Best District Result: 100%
Worst District Result: 6%

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

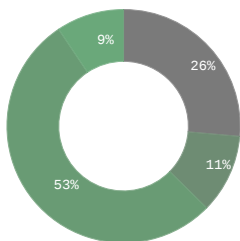
Facility Results (5 Best/Worst)

Mthatha Gateway Clinic	84
Mqanduli CHC	61
Ngangelizwe CHC	59
Civic Centre Clinic (Mthatha)	53
Ntapane Clinic	48
.....	--
St Elizabeth's Gateway Clinic	30
Holy Cross Gateway Clinic	28
Qumbu CHC	28
Stanford Terrace Clinic	20
Port St Johns CHC	17

Are people who are coughing in a separate room?

Patient Responses: 447

Yes: 26%
Only sometimes: 11%
No: 53%
Dont know: 9%



District Score* **28%**

Comparison Results

National Average: 56%
Provincial Average: 41%
Best District Result: 100%
Worst District Result: 14%

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

Facility Results (5 Best/Worst)

Mthatha Gateway Clinic	76
Ntapane Clinic	57
Ngangelizwe CHC	45
Lusikisiki Village Clinic (Qaukeni)	38
Tsolo Clinic	38
.....	--
Qumbu CHC	18
Port St Johns CHC	14
Stanford Terrace Clinic	8
Flagstaff Clinic	5
Holy Cross Gateway Clinic	0