

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: 1,171

Amount of time spent: **4:07**

Comparison Results

National Average:	4:12
Province Average:	3:45
Best District Result:	1:52
Worst District Result:	7:32

Facility Results (5 Best/Worst)

Nsimbini Clinic	0:58
KwaMakhutha Clinic	1:11
Umbumbulu Clinic	1:52
Folweni Clinic	1:59
Lamontville Clinic	2:13
.....	--
Newtown A CHC	6:16
Ntuzuma Clinic	6:17
Chesterville Clinic	6:28
Sydenham Heights Clinic	7:01
Inanda C CHC	7:23

Earliest Patient Arrival Time

Patient Responses: 1,136

Earliest arrival time: **5:31**

Comparison Results

National Average:	5:51
Province Average:	5:41
Best District Result:	7:07
Worst District Result:	4:17

Facility Results (5 Best/Worst)

Clare Estate Clinic	6:48
Umlazi D Clinic	6:48
Wyebank Clinic	6:33
KwaMakhutha Clinic	6:28
Bluff Clinic	6:20
.....	--
Inanda C CHC	4:53
Molweni Clinic	4:49
Sydenham Heights Clinic	4:46
New Germany Clinic	4:40
Phoenix CHC	4:31

How Safe is the Facility to Wait Before it Opens?

Patient Responses: 565

Very Unsafe:	23%
Unsafe:	16%
Neither Safe or Unsafe:	24%
Safe:	16%
Very Safe:	21%
Don't know:	0%

District Score* **2.95**

Comparison Results

National Average:	2.18
Province Average:	3.14
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)

Reservoir Hills Clinic	5.00
Bluff Clinic	5.00
Clare Estate Clinic	4.93
Overport Clinic	4.93
Westville Clinic	4.78
.....	--
Redhill Clinic	1.29
Pinetown Clinic	1.06
Sydenham Heights Clinic	1.00
Chesterville Clinic	1.00
Halley Stott Clinic	1.00

Are the Queues at the Facility Long?

Patient Responses: 1,168

Yes:	73%
No:	25%
Don't know:	3%

District Score* **73%**

Comparison Results

National Average:	68%
Province Average:	64%
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)

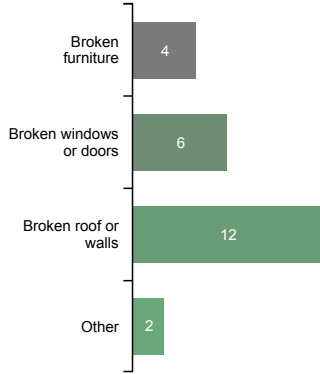
Bluff Clinic	0%
Cato Manor CHC	0%
Chatsworth Township Centre Clinic	6%
Tshelimnyama Clinic	19%
Inanda Seminary Clinic	23%
.....	--
Kingsburgh Clinic	100%
Newtown A CHC	100%
Reservoir Hills Clinic	100%
Queensburgh Clinic	100%
Umzomuhle (Umlazi H) Clinic	100%

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:19

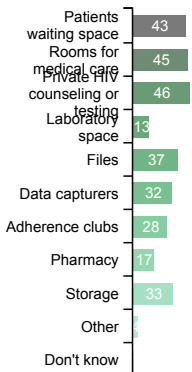


Facility Results

	Broken furniture	Broken windows or doors	Broken roof or walls	Other
Qadi Clinic				1
Pinetown Clinic			1	
Newlands West Clinic			1	
Osizweni (Umlazi Q) Clinic			1	
Lamontville Clinic		1		
KwaMashu B Clinic			1	
Hambanathi Clinic			1	
Glen Earle Clinic			1	
Clare Estate Clinic				1
Waterloo Clinic	1			

What do you need more space for?

Facility Responses:58

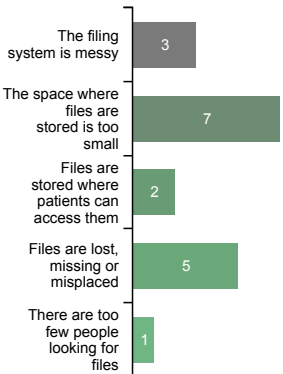


Facility Results

	Patients waiting space	Rooms for medical care	Private HIV counseling or testing space	Laboratory space	Files	Data capturers	Adherence clubs	Pharmacy	Storage	Other	Don't know
Cato Manor CHC	1	1	1								
Chatsworth Township Centre Clinic	1	1				1					
Overport Clinic	1	1	1								
Hlengisizwe CHC					1	1					
Hambanathi Clinic			1			1					
Sivananda Clinic						1					
Savannah Park Clinic							1				
New Germany Clinic					1						
Lindelani Clinic	1										
Kingsburgh Clinic									1		

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

Total Observations:10



Facility Results

	The filing system is messy	The space where files are stored is too small	Files are stored where patients can access them	Files are lost, missing or misplaced	There are too few people looking for files
Umlazi U21 Clinic		1	1	1	1
Isipingo Clinic	1	1		1	
KwaMashu Poly CHC		1	1		
Mpumalanga Clinic	1			1	
Ntuzuma Clinic		1		1	
Glen Earle Clinic	1				
Goodwins Clinic		1			
KwaMashu B Clinic		1			
Newlands West Clinic				1	
Qadi 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

Yes: 7%
No: 78%
Don't know: 16%

District Score* **8%**

Comparison Results

National Average:	41%
Province Average:	6%
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)

Nagina Clinic	0%
KwaMakhutha Clinic	0%
Wyebank Clinic	0%
Verulam Clinic	0%
KwaNdengezi Clinic	0%
.....	--
Umzomuhle (Umlazi H) Clinic	50%
Umlazi G Clinic	63%
Phoenix CHC	64%
Umlazi N Clinic	75%
Osizweni (Umlazi Q) Clinic	75%

Patient Reports of Medicine Shortage(s)

Patient Responses: 78

Medicine	Count
HIV medicine	20
PrEP	3
TB medicine	15
Contraceptives	42
Pregnancy Test	5
Vaccines	3
Bandages (or other dry stock)	1
Other medicines or tests	3
Don't know	8

Facility Results

Facility	HIV medicine	PrEP	TB medicine	Contraceptives	Pregnancy Test	Vaccines	Bandages (or other dry stock)	Other medicines or tests	Don't know
Phoenix CHC					1				6
Qadi Clinic									1
Pinetown Clinic				1					
Goodwins Clinic				1					
Osizweni (Umlazi Q) Clinic				6					
Molweni Clinic				2					
Inanda Seminary Clinic				1					
Illovu Clinic				2					
Halley Stott Clinic				3					
Westville Clinic				2					

Contraception shortage(s)

Patient Responses: 41

Contraceptive	Count
Condoms (male/external)	4
Female/internal condoms	7
Birth control pill	6
Injection	36
Implant	3
IUD (interuterine device)	2
Other	1
Don't know	1

Facility Results

Facility	Condoms (male/external)	Female/Internal condoms	Birth control pill	Injection	Implant	IUD (interuterine device)	Other	Don't know
Osizweni (Umlazi Q) Clinic		1		6				
Umlazi G Clinic				4				
Waterloo Clinic				1				
Pinetown Clinic				1				
Queensburgh Clinic				1				
Molweni Clinic				2				
Lindelani Clinic				2				1
Inanda Seminary Clinic						1		
Illovu Clinic				2				
Westville Clinic				2				

HIV medication shortage(s)

Patient Responses: 19

Medication	Count
DTG-Based First Line FDC	4
Dumiva (ABC/3TC)	1
Don't Know	14

Facility Results

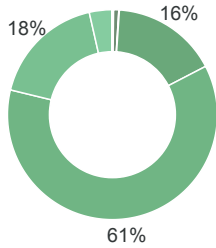
Facility	DTG-Based First Line FDC	Dumiva (ABC/3TC)	Don't Know
KwaMashu B Clinic	1		6
Inanda C CHC		1	
KwaMashu Poly CHC	3		
Ntuzuma Clinic			6
Sivananda Clinic			1
Waterloo Clinic			1

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%
2 weeks:	1%
3 weeks:	0%
1 month:	16%
2 months:	61%
3 months:	18%
6 months:	3%
Don't know:	0%



District Score*

2.14

Comparison Results

National Average:	1.54
Province Average:	2.20
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.**

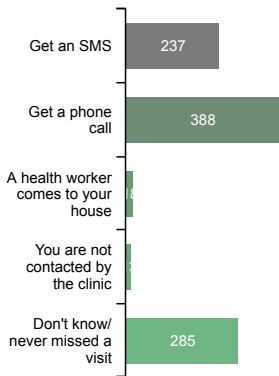
Patient Responses: 1,127

Facility Results (5 Best/Worst)

Osizweni (Umlazi Q) Clinic	3.67
Umlazi D Clinic	3.47
Umlazi K Clinic	3.33
Redhill Clinic	3.32
Sydenham Heights Clinic	3.06
.....	--
Nsimbini Clinic	1.00
Isipingo Clinic	1.00
KwaMakhutha Clinic	1.00
Umbumbulu Clinic	1.00
Umlazi U21 Clinic	1.00

When Patients Miss a Visit to Collect ARVs:

Patient Responses: 747

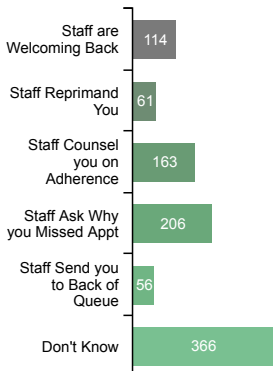


Facility Results

	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
KwaMashu B Clinic		13	1		3
KwaMashu Poly CHC		11			4
KwaNdengezi Clinic	5	10			5
Lamontville Clinic		3			8
Lindelani Clinic	4	4			2
Luganda Clinic	3	3	1		2
Mpola Clinic	6	5	5		5
Westville Clinic	6	5			
New Germany Clinic		3			2
Wyebank Clinic	3	3			

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

Patient Responses: 743



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
Glen Earle Clinic	8			5		
Goodwins Clinic	1		5	16		1
Halley Stott Clinic	4		3	1		10
Hambanathi Clinic	5		7	7		5
Inanda Seminary Clinic				15		
Klaarwater Clinic	11		11	2		5
KwaNdengezi Clinic	10		10	3		5
Lamontville Clinic			3			8
New Germany Clinic			2	1		2
Wyebank Clinic	2		2			1

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?

Facility Results (5 Best/Worst)

New Germany Clinic	100%
Clare Estate Clinic	100%
Luganda Clinic	100%
Wyebank Clinic	100%
Inanda Seminary Clinic	100%
.....	--
Chatsworth Township Centre Clinic	0%
Savannah Park Clinic	0%
Sydenham Heights Clinic	0%
Hambanathi Clinic	0%
Reservoir Hills Clinic	0%

District Score* **56%**

Comparison Results

National Average:	51%
Province Average:	53%
Best District Result:	93%
Worst District Result:	1%

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

Yes: 49%
No: 38%
Don't know: 13%

Does the Adherence Club make HIV medicine pick up faster?

Facility Results (5 Best/Worst)

Amaoti Clinic	100%
New Germany Clinic	100%
Westville Clinic	100%
Umzomuhle (Umlazi H) Clinic	100%
Umlazi G Clinic	100%
.....	--
Glen Earle Clinic	100%
Cato Manor CHC	100%
Wyebank Clinic	100%
Sydenham Heights Clinic	0%
Umlazi K Clinic	0%

District Score* **97%**

Comparison Results

National Average:	89%
Province Average:	99%
Best District Result:	100%
Worst District Result:	0%

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

Yes: 96%
No: 1%
Don't know: 3%

Information provided by the Adherence Club

Facility Results

	Side effects of medicines	Why patients should adhere to their ARVs	Different medicine options such as new drugs (ex. Doloutegvir)	Other information (please specify in the next question)	No information provided	Don't know
Luganda Clinic	2	2	2			
KwaNdengezi Clinic		1	1	1		
Klaarwater Clinic	1	1	1			
Isipingo Clinic	1	1	1			
Hambanathi Clinic	1	1	1			
Glen Earle Clinic	4	4	1			
Caneside Clinic	1	1	1			
Westville Clinic	2	2	2			
Pinetown Clinic	15	15	11	1		
New Germany Clinic	7	8	6	1		

Side effects of medicines: 64
Why patients should adhere to their ARVs: 69
Different medicine options such as new drugs (ex. Doloutegvir): 50
Other information (please specify in the next question): 6
No information provided: 1
Don't know: 1

What clinical services are offered at an adherence club meeting?

Facility Results

	ARV collection	Basic clinical check up	Referral for mental health services or psycho-social support	Other	No clinical services	Don't know
Newlands West Clinic	4	4	4			
Westville Clinic	2	2	2			

Access to Viral Load Testing / Information

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

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

Patient Responses: 1,118

Yes:	96%
No:	3%
Don't know:	2%

District Score* **96%**

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)

Addington Gateway Clinic	100%
Tshelimnyama Clinic	100%
Nagina Clinic	100%
Amanzimtoti Clinic	100%
Newlands West Clinic	100%
.....	--
Inanda Seminary Clinic	79%
Qadi Clinic	75%
Ntuzuma Clinic	73%
KwaMashu B Clinic	69%
Goodwins Clinic	63%

Did a Health Worker Explain the Viral Load Test Result?

Patient Responses: 1,065

Yes:	91%
No:	9%
Don't know:	0%

District Score* **91%**

Comparison Results

National Average:	80%
Province Average:	90%
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)

Addington Gateway Clinic	100%
KwaNdengezi Clinic	100%
Luganda Clinic	100%
Mpolo Clinic	100%
Mpumalanga Clinic	100%
.....	--
Caneside Clinic	65%
Sivananda Clinic	64%
Pinetown Clinic	62%
Illovu Clinic	47%
Athlone Park Hall Clinic	27%

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

Patient Responses: 1,115

Yes:	89%
No:	5%
Don't know:	6%

District Score* **0.89**

Comparison Results

National Average:	0.94
Province Average:	0.85
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)

Umzomuhle (Umlazi H) Clinic	1.00
Nsimbini Clinic	1.00
KwaNdengezi Clinic	1.00
Lamontville Clinic	1.00
Mpolo Clinic	1.00
.....	--
Goodwins Clinic	0.48
Savannah Park Clinic	0.44
Molweni Clinic	0.43
Pinetown Clinic	0.38
New Germany Clinic	0.36

Treatment Literacy: Do Patients Understand Viral Load and Transmission?

Patient Responses: 1,111

Yes:	77%
No:	14%
Don't know:	10%

District Score* **0.77**

Comparison Results

National Average:	0.65
Province Average:	0.72
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)

New Germany Clinic	1.00
Klaarwater Clinic	1.00
Lamontville Clinic	1.00
Luganda Clinic	1.00
Molweni Clinic	1.00
.....	--
Illovu Clinic	0.27
Newtown A CHC	0.15
Hlengisizwe CHC	0.09
Amaoti Clinic	0.00
Reservoir Hills Clinic	0.00

Index Testing

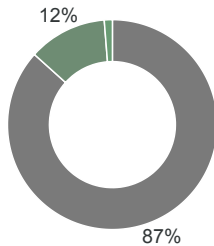
Index testing (aka Assisted Partner Notification Services or Contact Tracing) can help identify PLHIV earlier, get them access treatment to protect their health and interrupt onward transmission of HIV. However, if implemented poorly, index testing can cause harm to individuals, undermine their rights 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: 1,124

Yes:	87%
No:	12%
Don't know:	1%



District Score* **88%**

Comparison Results

National Average:	69%
Province Average:	81%
Best District Result:	100%
Worst District Result:	0%

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

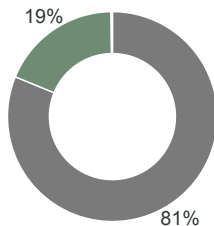
Facility Results (5 Best/Worst)

Addington Gateway Clinic	100%
KwaNdengezi Clinic	100%
Luganda Clinic	100%
Molweni Clinic	100%
Mpumalanga Clinic	100%
.....	--
Inanda C CHC	39%
Newlands West Clinic	33%
Besters Clinic	27%
Phoenix CHC	20%
Sivananda Clinic	20%

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

Patient Responses: 962

Yes:	81%
No:	19%
Don't know:	0%



District Score* **80%**

Comparison Results

National Average:	92%
Province Average:	86%
Best District Result:	100%
Worst District Result:	37%

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

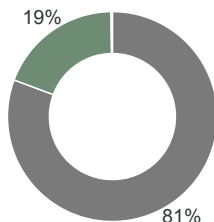
Facility Results (5 Best/Worst)

Addington Gateway Clinic	100%
Tshelimnyama Clinic	100%
Mpumalanga Clinic	100%
Nagina Clinic	100%
Newtown A CHC	100%
.....	--
Redcliffe Clinic	0%
Hambanathi Clinic	0%
Tongaath CHC	0%
Ottawa Clinic	0%
Queensburgh Clinic	0%

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

Patient Responses: 957

Yes:	81%
No:	19%
Don't know:	0%



District Score* **79%**

Comparison Results

National Average:	89%
Province Average:	85%
Best District Result:	100%
Worst District Result:	0%

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

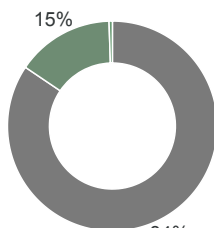
Facility Results (5 Best/Worst)

Addington Gateway Clinic	100%
KwaNdengezi Clinic	100%
Luganda Clinic	100%
Mpola Clinic	100%
Mpumalanga Clinic	100%
.....	--
Queensburgh Clinic	9%
Kingsburgh Clinic	8%
Hlengisizwe CHC	5%
Illovu Clinic	0%
Amaoti Clinic	0%

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

Patient Responses: 971

Yes:	84%
No:	15%
Don't know:	1%



District Score* **85%**

Comparison Results

National Average:	91%
Province Average:	84%
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)

Umzomuhle (Umlazi H) Clinic	100%
Newtown A CHC	100%
KwaMakhutha Clinic	100%
KwaMashu B Clinic	100%
Umlazi N Clinic	100%
.....	--
Queensburgh Clinic	0%
Kingsburgh Clinic	0%
Illovu Clinic	0%
Besters Clinic	0%
Athlone Park Hall Clinic	0%

TB Infection Control

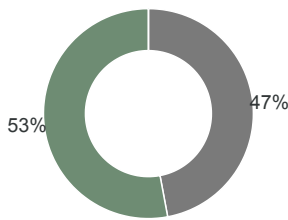
Six simple interventions are at the heart of how clinics can be part of turning the tide on TB infection — a disease that still kills close to 60,000 people a year in South Africa, according to the World Health Organization (WHO). By following a checklist of good practice, clinics can be safer for patients 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:68

Yes:	47%
No:	53%
Don't know:	0%



District Score* **47%**

Comparison Results

National Average:	57%
Province Average:	48%
Best District Result:	100%
Worst District Result:	0%

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

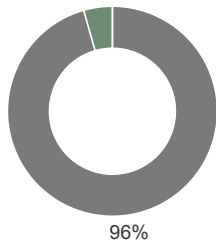
Facility Results (5 Best/Worst)

Umlazi U21 Clinic	100%
Mpumalanga Clinic	100%
Klaarwater Clinic	100%
KwaMakhutha Clinic	100%
Umbumbulu Clinic	100%
.....	--
New Germany Clinic	0%
Newlands West Clinic	0%
Osizweni (Umlazi Q) Clinic	0%
Ottawa Clinic	0%
Nagina Clinic	0%

Were the Facility Windows Open?

Total Observations:68

Yes:	96%
No:	4%
Don't know:	0%



District Score* **96%**

Comparison Results

National Average:	100%
Province Average:	95%
Best District Result:	100%
Worst District Result:	79%

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

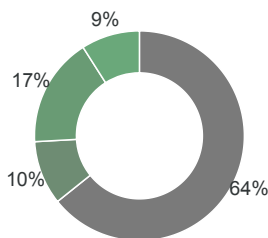
Facility Results (5 Best/Worst)

Addington Gateway Clinic	100%
Amanzimtoti Clinic	100%
Newlands West Clinic	100%
Nsimbini Clinic	100%
Ntuzuma Clinic	100%
.....	--
Isipingo Clinic	100%
Inanda Seminary Clinic	100%
Umlazi D Clinic	0%
Glen Earle Clinic	0%
KwaMakhutha Clinic	0%

Are people being asked for TB symptoms?

Patient Responses: 1,186

Yes:	64%
Only sometimes:	10%
No:	17%
Don't know:	9%



District Score* **71%**

Comparison Results

National Average:	31%
Province Average:	76%
Best District Result:	100%
Worst District Result:	12%

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

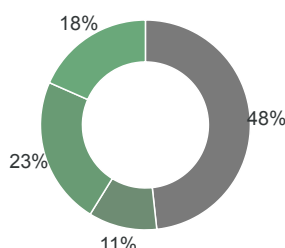
Facility Results (5 Best/Worst)

Umzomuhle (Umlazi H) Clinic	100%
Inanda Seminary Clinic	100%
Illovu Clinic	100%
Tongaat CHC	100%
Queensburgh Clinic	100%
.....	--
Nsimbini Clinic	23%
Umbumbulu Clinic	23%
Umlazi U21 Clinic	12%
Cato Manor CHC	0%
Athlone Park Hall Clinic	0%

Are people who are coughing in a separate room?

Patient Responses: 1,185

Yes:	48%
Only sometimes:	11%
No:	23%
Don't know:	18%



District Score* **59%**

Comparison Results

National Average:	26%
Province Average:	60%
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)

Umzomuhle (Umlazi H) Clinic	100%
Umlazi N Clinic	100%
Newlands West Clinic	100%
KwaMashu Poly CHC	100%
Osizweni (Umlazi Q) Clinic	100%
.....	--
Molweni Clinic	7%
Pinetown Clinic	5%
Savannah Park Clinic	0%
Athlone Park Hall Clinic	0%
Umlazi U21 Clinic	0%