

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:
1,803

Amount of time spent:

3:34

Facility Results (5 Best/Worst)

Bluff Clinic	1:38
Lamontville Clinic	1:41
Umlazi G Clinic	1:58
Caneside Clinic	2:00
Shallcross Clinic	2:04
.....	--
Sivananda Clinic	5:34
Inanda C CHC	5:38
Mpumalanga Clinic	5:42
Newtown A CHC	6:25
Amaoti Clinic	7:36

Comparison Results

National Average:	4:15
Provincial Average:	3:29
Best District Result:	2:00
Worst District Result:	7:13

Earliest Patient Arrival Time

Patient Responses:
1,772

Earliest arrival time

5:39

Facility Results (5 Best/Worst)

Klaarwater Clinic	6:36
Umlazi G Clinic	6:27
Molweni Clinic	6:27
Nagina Clinic	6:25
New Germany Clinic	6:20
.....	--
KwaMakhutha Clinic	4:45
Umlazi U21 Clinic	4:35
Umbumbulu Clinic	4:34
Nsimbini Clinic	4:32
Folweni Clinic	4:28

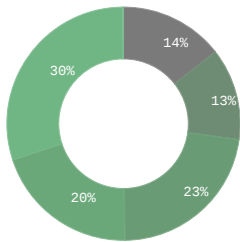
Comparison Results

National Average:	5:47
Provincial Average:	5:56
Best District Result:	7:09
Worst District Result:	4:39

How Safe is the Facility to Wait Before it Opens?

Patient Responses: 839

Very Unsafe:	14%
Unsafe:	13%
Neither Safe or Unsafe:	23%
Safe:	20%
Very Safe:	30%
Dont know:	0%



District Score* 3.38

Comparison Results

National Average:	3.14
Provincial Average:	3.5
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.**

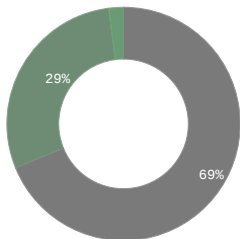
Facility Results (5 Best/Worst)

Molweni Clinic	5.0
Savannah Park Clinic	5.0
New Germany Clinic	5.0
Addington Gateway Clinic	4.86
Overport Clinic	4.72
.....	--
Cato Manor CHC	1.77
Athlone Park Hall Clinic	1.67
Ekuphileni (Umlazi L) Clinic	1.62
Qadi Clinic	1.5
Newtown A CHC	1.38

Are the Queues at the Facility Long?

Patient Responses:
1,810

Yes:	69%
No:	29%
Dont know:	2%



District Score* 70%

Comparison Results

National Average:	66%
Provincial Average:	68%
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)

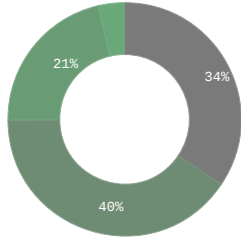
Redhill Clinic	0
Bluff Clinic	8
Chesterville Clinic	12
Sydenham Heights Clinic	32
Savannah Park Clinic	32
.....	--
Umzomuhle (Umlazi H) Clinic	100
Phoenix CHC	100
Newtown A CHC	100
Osizweni (Umlazi Q) Clinic	100
Umlazi D Clinic	100

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?

Always:	34%
Sometimes:	40%
Never:	21%
Dont know:	4%



District Score*

Comparison Results

National Average:	1.17
Provincial Average:	1.17
Best District Result:	2.0
Worst District Result:	0.21

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

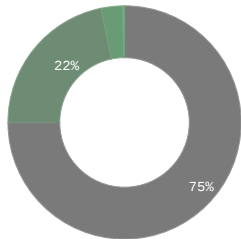
Patient Responses: 1,815

Facility Results (5 Best/Worst)

Umlazi K Clinic	1.95
Redhill Clinic	1.94
Umlazi D Clinic	1.93
Sydenham Heights Clinic	1.9
Chesterville Clinic	1.84
.....	--
KwaNdengezi Clinic	0.3
KwaMashu B Clinic	0.27
KwaMashu Poly CHC	0.2
Tshelimnyama Clinic	0.06
Qadi Clinic	0.0

Are Staff Friendly and Professional?

Yes:	75%
Sometimes:	22%
Never:	3%
Dont know:	0%



District Score*

Comparison Results

National Average:	1.59
Provincial Average:	1.72
Best District Result:	2.0
Worst District Result:	1.03

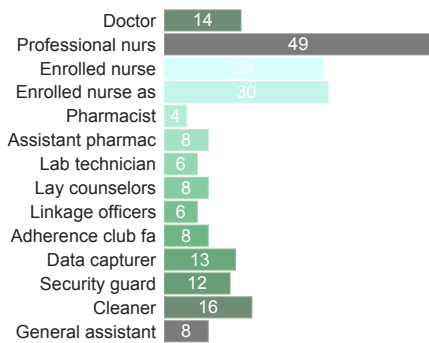
* Scores based on average point value of each response with a maximum score of 2 and a minimum score of 0. **HIGHER scores are better.**

Patient Responses: 1,817

Facility Results (5 Best/Worst)

Tongaat CHC	2.0
Umlazi K Clinic	2.0
Qadi Clinic	2.0
Queensburgh Clinic	2.0
Redcliffe Clinic	2.0
.....	--
Inanda C CHC	1.16
Besters Clinic	1.13
Sivananda Clinic	1.1
Isipingo Clinic	0.81
Umlazi U21 Clinic	0.66

Which Cadres are Understaffed?



Facility Results

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
KwaNdengezi Clinic		1.0	1.0	1.0			1.0		1.0	1.0		1.0	1.0	
Bluff Clinic	1.0	1.0	1.0	1.0				1.0		1.0	1.0	1.0	1.0	
Umlazi U21 Clinic	1.0	1.0		1.0	1.0				1.0		1.0			1.0
KwaMashu Poly CHC	1.0	1.0	1.0	1.0			1.0					1.0		
Hambanathi Clinic		1.0	1.0	1.0			1.0		1.0				1.0	
Amanzimtoti Clinic		1.0	1.0	1.0				1.0	1.0	1.0				
Queensburgh Clinic		1.0	1.0	1.0			1.0					1.0		
Glen Earle Clinic		1.0	1.0	1.0			1.0				1.0			
Klaarwater Clinic		1.0		1.0					1.0			1.0		1.0
Illovu Clinic		1.0	1.0	1.0							1.0		1.0	

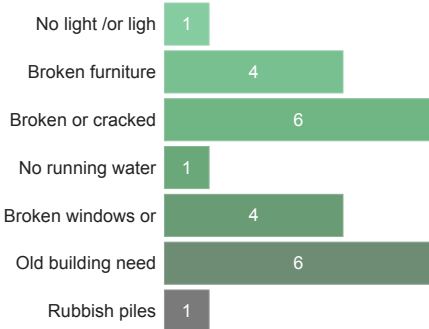
Facility Responses: 63

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: 13

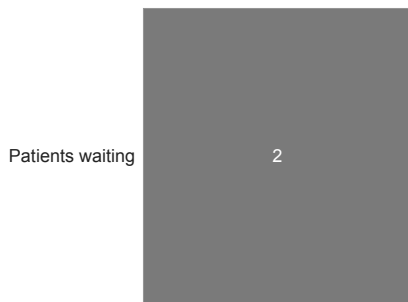


Facility Results

Facility	No light / or lights working in some areas of facility	Broken furniture	Broken or cracked roof, walls or floor	No running water at facility	Broken windows or doors	Old building needs renovation	Rubbish piles
KwaNdengezi Clinic	1.0	1.0	1.0		1.0	1.0	
Chesterville Clinic		1.0	1.0			1.0	
Glen Earle Clinic			1.0			1.0	1.0
Goodwins Clinic			1.0			1.0	
Verulam Clinic		1.0				1.0	
Addington Gateway Clinic			1.0				
KwaMashu Poly CHC			1.0				
Lamontville Clinic					1.0		
Newlands West Clinic		1.0					

What do you need more space for?

Facility Responses: 2

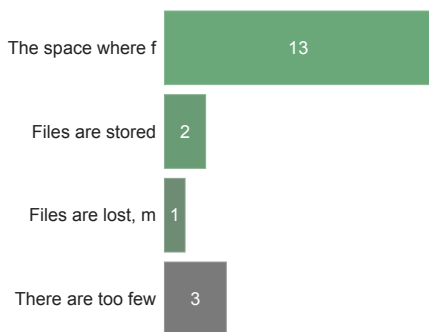


Facility Results

Facility	Patients waiting space
Nsimbini Clinic	1
Umbumbulu Clinic	1

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

Total Observations: 13



Facility Results

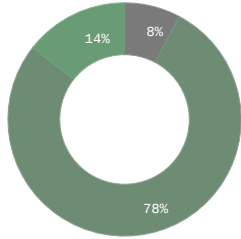
Facility	The space where files are stored is too small	Files are stored where patients can access them	Files are lost, missing or misplaced	There are too few people looking for files
Hlengisizwe CHC	1.0	1.0		1.0
Chesterville Clinic	1.0		1.0	
Newtown A CHC	1.0	1.0		
Umlazi K Clinic	1.0			1.0
Umzomuhle (Umlazi H) Clinic	1.0			1.0
Ekuphileni (Umlazi L) Clinic	1.0			
Glen Earle Clinic	1.0			
Goodwins Clinic	1.0			
KwaMashu Poly CHC	1.0			
Ottawa Clinic	1.0			

Access to Medicines and Shortages/Stockouts

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

Any Patients left without the Medicine due to Shortage

Yes:	8%
No:	78%
Dont know:	14%



District Score*

Comparison Results

National Average:	11%
Provincial Average:	9%
Best District Result:	0%
Worst District Result:	50%

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

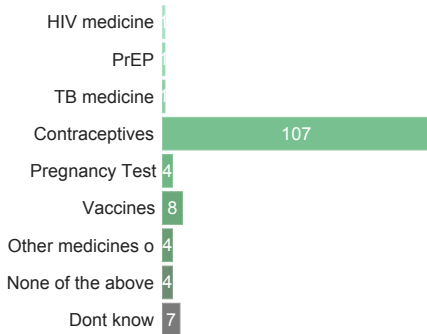
Patient Responses:
1,792

Facility Results (5 Best/Worst)

Addington Gateway Clinic	0
Sydenham Heights Clinic	0
KwaMashu B Clinic	0
KwaMashu Poly CHC	0
Shallcross Clinic	0
.....	--
Isipingo Clinic	59
Umlazi D Clinic	68
Umlazi N Clinic	80
Umlazi K Clinic	82
Osizweni (Umlazi Q) Clinic	83

Patient Reports of Medicine Shortage(s)

Patient Responses: 137

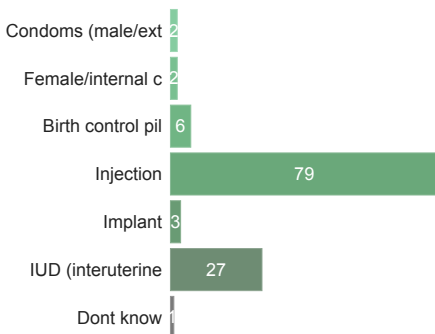


Facility Results

	HIV medicine	PrEP	TB medicine	Contraceptives	Pregnancy Test	Vaccines	Other medicines or tests	None of the above	Dont know
Amaoti Clinic					1.0	1.0		1.0	
Mpumalanga Clinic			1.0	2.0			1.0		
Umzomuhle (Umlazi H) Clinic		1.0		9.0		1.0			
Isipingo Clinic	1.0			3.0				1.0	5.0
Lindelani Clinic				1.0					
Phoenix CHC					1.0				
Overport Clinic						2.0	1.0		
Umlazi N Clinic				10.0		1.0			1.0
Folweni Clinic				6.0				1.0	
Cato Manor CHC					1.0	1.0			

Contraception shortage(s)

Patient Responses: 107



Facility Results

	Condoms (male/external)	Female/internal condoms	Birth control pill	Injection	Implant	IUD (interuterine device)	Dont know
Folweni Clinic	1.0	1.0	1.0	1.0	1.0	6.0	
KwaMakhutha Clinic	1.0	1.0	1.0	1.0	1.0	13.0	
Umlazi U21 Clinic			2.0	1.0	1.0	4.0	
Sivananda Clinic			1.0	1.0			
Umbumbulu Clinic			1.0			1.0	
Umzomuhle (Umlazi H) Clinic				9.0			
Umlazi N Clinic				10.0			
Umlazi K Clinic				14.0			
Umlazi G Clinic				6.0			
Umlazi D Clinic				13.0			

HIV medication shortage(s)

Patient Responses: 1



Facility Results

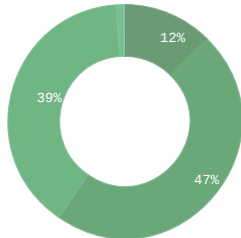
Isipingo Clinic	1
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ARV Collection and Access

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?

2 weeks:	0%
3 weeks:	0%
1 month:	12%
2 months:	47%
3 months:	39%
6 months:	1%
Dont know:	0%



District Score*

2.31

Comparison Results

National Average:	2.26
Provincial Average:	2.21
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.**

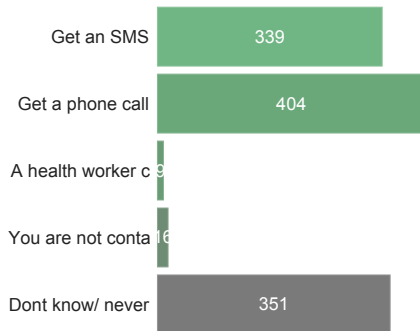
Patient Responses: 1,647

Facility Results (5 Best/Worst)

Folweni Clinic	3.0
Umbumbulu Clinic	3.0
Redhill Clinic	3.0
Nsimbini Clinic	2.97
Sydenham Heights Clinic	2.97
.....	--
Tshelimnyama Clinic	1.83
Westville Clinic	1.82
Newlands West Clinic	1.81
KwaNdengezi Clinic	1.8
Wyebank Clinic	1.62

When Patients Miss a Visit to Collect ARVs:

Patient Responses: 877

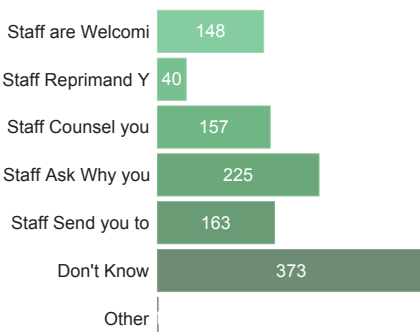


Facility Results

	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
Newtown A CHC				3.0	3.0
Caneside Clinic		3.0		1.0	11.0
Mpumalanga Clinic	7.0	3.0		3.0	4.0
KwaMashu B Clinic		8.0		2.0	5.0
Phoenix CHC	2.0	2.0		1.0	3.0
KwaMashu Poly CHC	4.0	3.0		1.0	15.0
Shallcross Clinic	2.0	5.0		1.0	4.0
Westville Clinic	11.0	5.0		2.0	5.0
Osizweni (Umlazi Q) Clinic	1.0	6.0			9.0
Ottawa Clinic	13.0	17.0			3.0

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

Patient Responses: 868



Facility Results

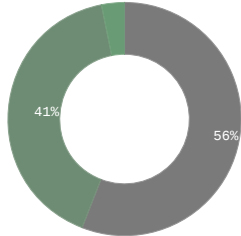
	Staff are Welcoming Back	Staff Reprimand You	Staff Counsel You on Adherence	Staff Ask Why you Missed Appt	Staff Send you to Back of Queue	Don't Know	Other
Sivananda Clinic					9.0	5.0	
Chatsworth Township Centre Clinic					1.0	8.0	
Inanda C CHC					2.0	4.0	
Bluff Clinic			1.0		3.0	8.0	
KwaMakhutha Clinic		5.0		5.0	6.0	4.0	
Besters Clinic	1.0			1.0	4.0	8.0	
Umlazi U21 Clinic		6.0		8.0	7.0	9.0	
Folweni Clinic	2.0	6.0		6.0	7.0	10.0	
Umbumbulu Clinic		2.0	1.0	7.0	8.0	8.0	
Nsimbini Clinic	1.0	1.0		3.0	4.0	10.0	

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?

Yes:	56%
No:	41%
Dont know:	3%



District Score*

56%

Comparison Results

National Average:	41%
Provincial Average:	55%
Best District Result:	92%
Worst District Result:	0%

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

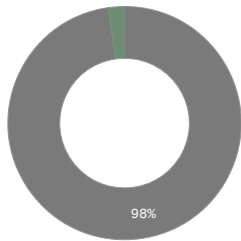
Patient Responses:
1,604

Facility Results (5 Best/Worst)

Nagina Clinic	100
Nsimbini Clinic	100
Folweni Clinic	100
Mpola Clinic	100
KwaMakhutha Clinic	100
.....	--
Amanzimtoti Clinic	4
Sydenham Heights Clinic	3
Athlone Park Hall Clinic	0
Chatsworth Township Centre Clinic	0
Prince Mshiyeni Gateway Clinic	0

Does the Adherence Club make HIV medicine pick up faster?

Yes:	98%
No:	2%



District Score*

98%

Comparison Results

National Average:	93%
Provincial Average:	99%
Best District Result:	100%
Worst District Result:	0%

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

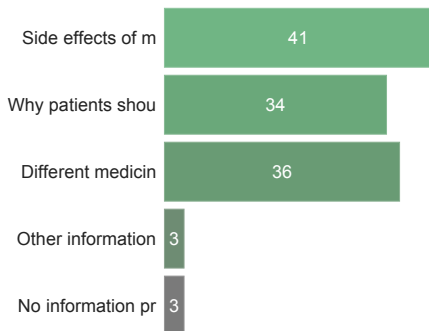
Total Responses: 45

Facility Results (5 Best/Worst)

Caneside Clinic	100
Mpola Clinic	100
Umlazi G Clinic	100
Umlazi D Clinic	100
Umbumbulu Clinic	100
.....	--
Glen Earle Clinic	100
Folweni Clinic	100
Chesterville Clinic	100
Umlazi U21 Clinic	100
KwaMakhutha Clinic	0

Information provided by the Adherence Club

Total Responses: 45

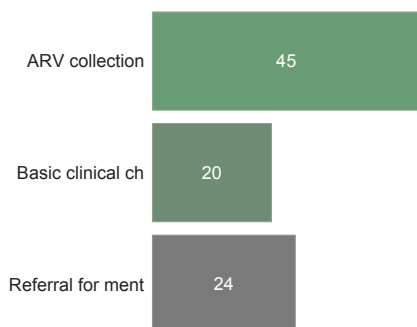


Facility Results

	Side effects of medicines	Why patients should adhere to their ARVs	Different medicine options such as new drugs (ex. Doxoutegravir)	Other information (please specify in the next question)	No information provided
Molweni Clinic	2.0			2.0	
Cato Manor CHC	2.0				3.0
Umlazi D Clinic	1.0	1.0	1.0		
Umbumbulu Clinic	1.0	1.0	1.0		
Tshelimnyama Clinic	2.0	2.0	2.0		
Redhill Clinic	2.0	2.0	1.0		
Pinetown Clinic	1.0	1.0	1.0		
Nsimbini Clinic	1.0	1.0	1.0		
Newlands West Clinic	2.0	2.0	2.0		
Mpola Clinic	2.0	2.0	2.0		

What clinical services are offered at an adherence club meeting?

Total Responses: 45



Facility Results

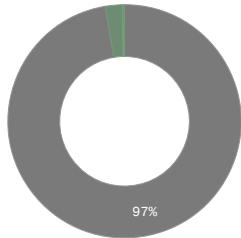
	ARV collection	Basic clinical check up	Referral for mental health services or psycho-social support
Caneside Clinic	4.0		
Lamontville Clinic	1.0		
KwaMakhutha Clinic	1.0		
Glen Earle Clinic	5.0		
Molweni Clinic	3.0		
Cato Manor CHC	5.0		
Halley Stott Clinic	3.0		3.0
Redhill Clinic	2.0		2.0
Umlazi U21 Clinic	1.0	1.0	
Inanda C CHC	2.0	2.0	2.0

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?

Yes:	97%
No:	2%
Dont know:	0%



District Score*

97%

Comparison Results

National Average:	95%
Provincial Average:	97%
Best District Result:	100%
Worst District Result:	84%

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

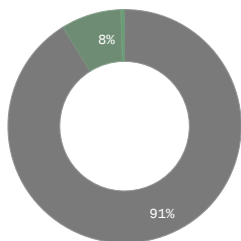
Patient Responses:
1,645

Facility Results (5 Best/Worst)

Addington Gateway Clinic	100
Lamontville Clinic	100
Mpumalanga Clinic	100
New Germany Clinic	100
Nsimbini Clinic	100
.....	--
Newtown A CHC	88
Phoenix CHC	82
Inanda C CHC	76
Sivananda Clinic	75
Besters Clinic	70

Did a Health Worker Explain the Viral Load Test Result?

Yes:	91%
No:	8%
Dont know:	1%



District Score*

91%

Comparison Results

National Average:	86%
Provincial Average:	90%
Best District Result:	100%
Worst District Result:	34%

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

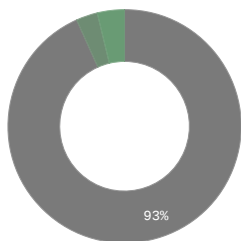
Patient Responses:
1,599

Facility Results (5 Best/Worst)

Nagina Clinic	100
Qadi Clinic	100
Molweni Clinic	100
Mpola Clinic	100
Newlands West Clinic	100
.....	--
Queensburgh Clinic	56
Amanzimtoti Clinic	48
Kingsburgh Clinic	42
Athlone Park Hall Clinic	32
Illovu Clinic	12

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

Yes:	93%
No:	3%
Dont know:	4%



District Score*

0.93

Comparison Results

National Average:	0.82
Provincial Average:	0.89
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.**

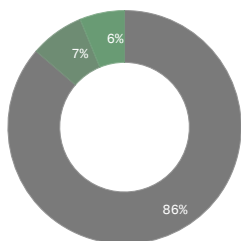
Patient Responses:
1,646

Facility Results (5 Best/Worst)

Nagina Clinic	1.0
Tongaat CHC	1.0
Umlazi G Clinic	1.0
KwaMakhutha Clinic	1.0
KwaMashu B Clinic	1.0
.....	--
New Germany Clinic	0.73
Reservoir Hills Clinic	0.72
Sivananda Clinic	0.62
Besters Clinic	0.48
Amaoti Clinic	0.47

Treatment Literacy: Do Patients Understand Viral Load and Transmission?

Yes:	86%
No:	7%
Dont know:	6%



District Score*

0.86

Comparison Results

National Average:	0.74
Provincial Average:	0.8
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.**

Patient Responses:
1,641

Facility Results (5 Best/Worst)

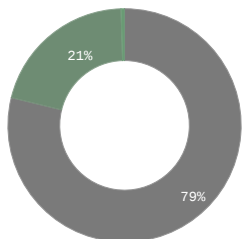
Nagina Clinic	1.0
Tshelimnyama Clinic	1.0
Umbumbulu Clinic	1.0
Klaarwater Clinic	1.0
KwaMakhutha Clinic	1.0
.....	--
Lindelani Clinic	0.42
Amanzimtoti Clinic	0.31
Queensburgh Clinic	0.26
Athlone Park Hall Clinic	0.24
Illovu Clinic	0.19

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?

Yes:	79%
No:	21%
Dont know:	0%



District Score* **79%**

Comparison Results

National Average:	66%
Provincial Average:	78%
Best District Result:	100%
Worst District Result:	3%

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

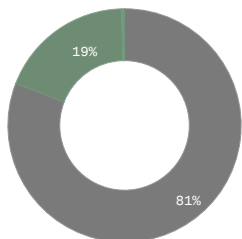
Patient Responses:
1,638

Facility Results (5 Best/Worst)

Nagina Clinic	100
New Germany Clinic	100
Klaarwater Clinic	100
Redhill Clinic	100
Umlazi K Clinic	100
.....	--
Inanda Seminary Clinic	19
Redcliffe Clinic	17
Tongaat CHC	12
Hambanathi Clinic	3
Verulam Clinic	0

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

Yes:	81%
No:	19%
Dont know:	0%



District Score* **81%**

Comparison Results

National Average:	81%
Provincial Average:	85%
Best District Result:	100%
Worst District Result:	0%

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

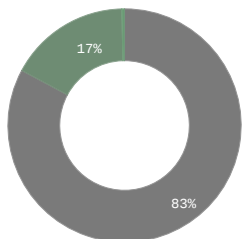
Patient Responses:
1,290

Facility Results (5 Best/Worst)

Tshelimnyama Clinic	100
Umlazi D Clinic	100
Overport Clinic	100
New Germany Clinic	100
Nagina Clinic	100
.....	--
Amanzimtoti Clinic	11
Athlone Park Hall Clinic	5
Ottawa Clinic	5
Hambanathi Clinic	0
Waterloo Clinic	0

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

Yes:	83%
No:	17%
Dont know:	0%



District Score* **83%**

Comparison Results

National Average:	79%
Provincial Average:	88%
Best District Result:	100%
Worst District Result:	0%

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

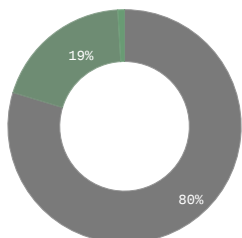
Patient Responses:
1,286

Facility Results (5 Best/Worst)

Umbumbulu Clinic	100
Umlazi G Clinic	100
New Germany Clinic	100
Nagina Clinic	100
Prince Mshiyeni Gateway Clinic	100
.....	--
Kingsburgh Clinic	19
Inanda Seminary Clinic	0
Illovo Clinic	0
Athlone Park Hall Clinic	0
Amanzimtoti Clinic	0

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

Yes:	80%
No:	19%
Dont know:	1%



District Score* **80%**

Comparison Results

National Average:	74%
Provincial Average:	86%
Best District Result:	100%
Worst District Result:	0%

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

Patient Responses:
1,289

Facility Results (5 Best/Worst)

Addington Gateway Clinic	100
Sydenham Heights Clinic	100
Lamontville Clinic	100
Mpola Clinic	100
New Germany Clinic	100
.....	--
Kingsburgh Clinic	8
Queensburgh Clinic	4
Illovo Clinic	0
Athlone Park Hall Clinic	0
Amanzimtoti Clinic	0

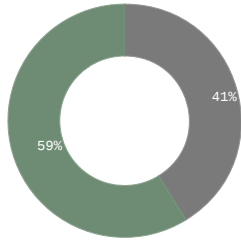
TB Infection Control

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: 41%
No: 59%



District Score* **41%**

Comparison Results

National Average: 47%
Provincial Average: 44%
Best District Result: 75%
Worst District Result: 0%

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

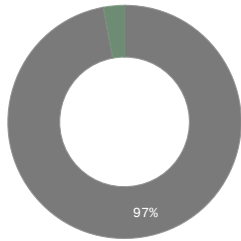
Facility Results (5 Best/Worst)

Addington Gateway Clinic	100
Hlengisizwe CHC	100
Prince Mshiyeni Gateway Clinic	100
Queensburgh Clinic	100
Nsimbini Clinic	100
.....	--
Newlands West Clinic	0
Newtown A CHC	0
Ntuzuma Clinic	0
Osizweni (Umlazi Q) Clinic	0
Wyebank Clinic	0

Were the Facility Windows Open?

Total Observations: 68

Yes: 97%
No: 3%



District Score* **97%**

Comparison Results

National Average: 95%
Provincial Average: 98%
Best District Result: 100%
Worst District Result: 60%

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

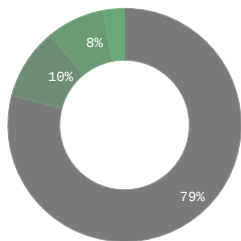
Facility Results (5 Best/Worst)

Addington Gateway Clinic	100
Reservoir Hills Clinic	100
Newlands West Clinic	100
Newtown A CHC	100
Nsimbini Clinic	100
.....	--
Lindelani Clinic	100
Luganda Clinic	100
Molweni Clinic	100
Glen Earle Clinic	0
Savannah Park Clinic	0

Are people being asked for TB symptoms?

Patient Responses: 1,816

Yes: 79%
Only sometimes: 10%
No: 8%
Dont know: 3%



District Score* **81%**

Comparison Results

National Average: 64%
Provincial Average: 75%
Best District Result: 100%
Worst District Result: 6%

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

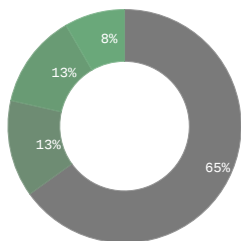
Facility Results (5 Best/Worst)

Tongaat CHC	100
Redcliffe Clinic	100
KwaMashu B Clinic	100
Inanda Seminary Clinic	100
Ntuzuma Clinic	100
.....	--
Reservoir Hills Clinic	19
Chesterville Clinic	19
Illovu Clinic	5
Amazimtoti Clinic	0
Athlone Park Hall Clinic	0

Are people who are coughing in a separate room?

Patient Responses: 1,816

Yes: 65%
Only sometimes: 13%
No: 13%
Dont know: 8%



District Score* **71%**

Comparison Results

National Average: 56%
Provincial Average: 66%
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)

Goodwins Clinic	100
Glen Earle Clinic	100
KwaMashu Poly CHC	100
KwaMashu B Clinic	100
Qadi Clinic	100
.....	--
Sivananda Clinic	10
Illovu Clinic	0
Inanda C CHC	0
Athlone Park Hall Clinic	0
Amazimtoti Clinic	0