

## 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: 235

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

Amount of time spent:

**3:NaN**

Ndalení Clinic	2:05
Mooi River Clinic	2:09
Howick Clinic	2:12
Richmond Clinic	2:14
Mpophomeni Clinic	2:18
.....	--
Impilwenhle Clinic	4:31
Mpumuza Clinic	4:50
Mafakathini Clinic	4:55
Pata Clinic	5:03
Taylors Halt Clinic	7:03

#### Comparison Results

National Average:	4:58
Province Average:	4:29
Best District Result:	3:36
Worst District Result:	7:55

### Earliest Patient Arrival Time

Patient Responses: 225

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

Earliest arrival time

**5:NaN**

Mpophomeni Clinic	5:47
Richmond Clinic	5:35
Mooi River Clinic	5:26
Ndalení Clinic	5:25
Mafakathini Clinic	5:24
.....	--
Azalea Clinic	5:02
Caluza Clinic	5:00
Pata Clinic	4:58
Impilwenhle Clinic	4:49
Taylors Halt Clinic	4:42

#### Comparison Results

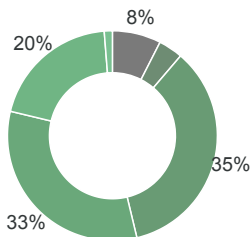
National Average:	5:26
Province Average:	5:33
Best District Result:	7:54
Worst District Result:	4:18

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

Patient Responses: 80

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

Very Unsafe:	8%
Unsafe:	4%
Neither Safe or Unsafe:	35%
Safe:	33%
Very Safe:	20%
Dont know:	1%



#### District Score\*

**3.54**

#### Comparison Results

National Average:	2.92
Province Average:	3.27
Best District Result:	4.54
Worst District Result:	1.00

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

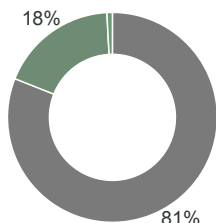
Caluza Clinic	5.00
Willowfountain Clinic	5.00
Songonzima Clinic	4.25
Mpumuza Clinic	3.78
Richmond Clinic	3.67
.....	--
Mafakathini Clinic	3.14
Mooi River Clinic	3.00
Azalea Clinic	2.75
Impilwenhle Clinic	2.71
Howick Clinic	2.40

### Are the Queues at the Facility Long?

Patient Responses: 237

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

Yes:	81%
No:	18%
Dont know:	1%



#### District Score\*

**82%**

#### Comparison Results

National Average:	81%
Province Average:	83%
Best District Result:	46%
Worst District Result:	100%

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

Caluza Clinic	53%
Willowfountain Clinic	53%
Mpumuza Clinic	55%
Sinathing Clinic	57%
Impilwenhle Clinic	63%
.....	--
Mooi River Clinic	100%
Ndalení Clinic	100%
Richmond Clinic	100%
Songonzima Clinic	100%
Taylors Halt 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: 237

**District Score\*** **0.81**

**Comparison Results**

National Average:	1.02
Province Average:	0.95
Best District Result:	1.43
Worst District Result:	0.12

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

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

Willowfountain Clinic	1.42
Sinathing Clinic	1.36
Mafakathini Clinic	1.13
Mpumuzu Clinic	1.05
Ndalen Clinic	1.00
.....	--
Mpophomeni Clinic	0.62
Caluza Clinic	0.53
Azalea Clinic	0.47
Mooi River Clinic	0.27
Howick Clinic	0.18

Always: 8%  
 Sometimes: 62%  
 Never: 26%  
 Dont know: 4%

### Are Staff Friendly and Professional?

Patient Responses: 237

**District Score\*** **1.37**

**Comparison Results**

National Average:	1.46
Province Average:	1.50
Best District Result:	1.81
Worst District Result:	1.05

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

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

Sinathing Clinic	1.87
Mpumuzu Clinic	1.85
Impilwenhle Clinic	1.81
Mafakathini Clinic	1.67
Ndalen Clinic	1.60
.....	--
Richmond Clinic	1.27
Azalea Clinic	0.93
Mpophomeni Clinic	0.69
Caluza Clinic	0.60
Howick Clinic	0.59

Yes: 46%  
 Sometimes: 43%  
 Never: 10%  
 Dont know: 1%

### Which Cadres are Understaffed?

Facility Responses: 13

**Facility Results**

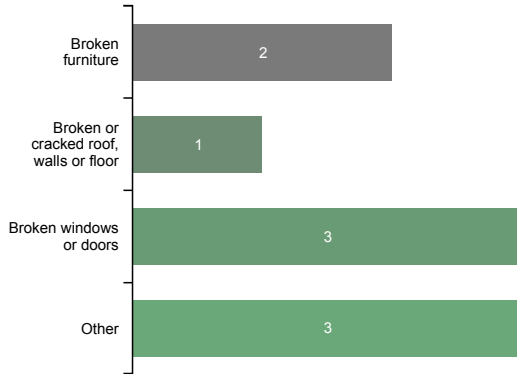
	Doctor	Professional nurse	Enrolled nurse	Enrolled nurse assistant	Pharmacist	Assistant pharmacist	Lab technician	Lay counselors	Linkage officers	Adherence club facilitators	Data capturer	Security guard	Cleaner	General assistant
Sinathing Clinic		1			1	1				1		1		
Songonzima Clinic		1	1	1								1	1	
Taylors Halt Clinic	1	1								1		1	1	
Richmond Clinic						1						1	1	1
Howick Clinic				1								1	1	
Impilwenhle Clinic		1										1	1	
Mpumuzu Clinic	1			1								1	1	
Pata Clinic					1			1			1			
Mafakathini Clinic													1	1
Mooi River Clinic												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:5

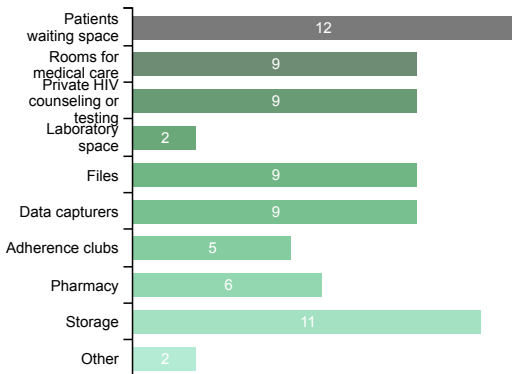


#### Facility Results

	Broken furniture	Broken or cracked roof, walls or floor	Broken windows or doors	Other
Pata Clinic	1	1	1	1
Taylor's Halt Clinic			2	1
Mooi River Clinic	1			
Mpumuza Clinic				1

### What do you need more space for?

Facility Responses:14

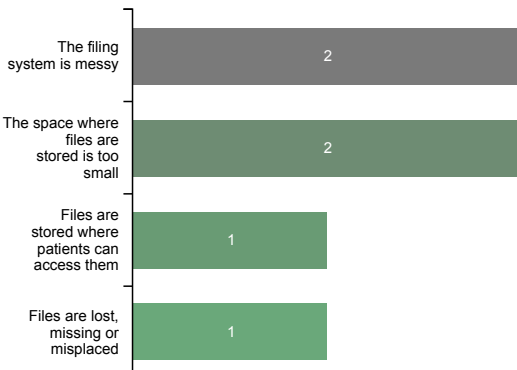


#### Facility Results

	Patients waiting space	Rooms for medical care	Private HIV counseling or testing	Laboratory space	Files	Data capture	Adherence clubs	Pharmacy	Storage	Other
Pata Clinic	1	1	1		1	1			1	
Taylor's Halt Clinic		1	1		1		1		1	1
Azalea Clinic	1	1			1		1	1	1	
Caluza Clinic		1	1			1	1		1	
Impilwenhle Clinic	1		1			1		1	1	
Mooi River Clinic	1		1			1		1	1	
Willowfountain Clinic	1	1	1		1	1				
Mpumuza Clinic	1		1		1	1				
Richmond Clinic	1				1					1
Sinathing Clinic	1								1	

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

Total Observations:3



#### 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
Richmond Clinic		1	1	1
Ndalen Clinic	1	1		
Mpumuza 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: 223

**District Score\*** 9%

**Comparison Results**

National Average:	15%
Province Average:	7%
Best District Result:	0%
Worst District Result:	82%

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

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

Azalea Clinic	0%
Mafakathini Clinic	0%
Ndaleneni Clinic	0%
Pata Clinic	0%
Richmond Clinic	0%
.....	--
Mpophomeni Clinic	15%
Caluza Clinic	22%
Impilwenhle Clinic	25%
Howick Clinic	38%
Mooi River Clinic	42%

Yes: 8%  
No: 71%  
Dont know: 22%

### Patient Reports of Medicine Shortage(s)

Patient Responses: 17

**Facility Results**

	HIV medicine	PrEP	Contraceptives	Bandages (or other dry stock)	Other medicines or tests
Impilwenhle Clinic		2	1	1	
Howick Clinic			3	1	
Caluza Clinic	2				
Mooi River Clinic			5		
Mpophomeni Clinic			2		
Mpumusa Clinic					1
Taylor's Halt Clinic					1

### Contraception shortage(s)

Patient Responses: 11

**Facility Results**

	Injection	Other
Howick Clinic	2	1
Impilwenhle Clinic	1	
Mooi River Clinic	5	
Mpophomeni Clinic	2	

### HIV medication shortage(s)

Patient Responses: 2

**Facility Results**

	DTG-Based First Line FDC
Caluza Clinic	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: 234

1 week:	0%
2 weeks:	1%
3 weeks:	0%
1 month:	10%
2 months:	56%
3 months:	27%
6 months:	5%
Dont know:	0%

#### District Score\*

**2.36**

#### Comparison Results

National Average:	2.03
Province Average:	2.02
Best District Result:	2.39
Worst District Result:	1.56

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

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

Azalea Clinic	3.80
Mpophomeni Clinic	3.47
Mooi River Clinic	3.13
Richmond Clinic	3.00
Ndalen Clinic	2.87
.....	--
Pata Clinic	1.93
Sinathing Clinic	1.77
Taylors Halt Clinic	1.74
Songonzima Clinic	1.60
Mafakathini Clinic	1.57

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

Patient Responses: 106

#### Facility Results

	Get an SMS	Get a phone call	A health worker comes to your house	Dont know/never missed a visit	Other
Mafakathini Clinic	1	4		9	
Mooi River Clinic		3			
Mpophomeni Clinic		4	4		
Mpumuza Clinic	5	8		6	
Ndalen Clinic		1			
Pata Clinic	4	4	1	5	
Sinathing Clinic	3	5	2	5	
Songonzima Clinic	1	1	3	3	
Taylors Halt Clinic	2	6		14	
Willowfountain Clinic	3	1		1	

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

Patient Responses: 105

#### Facility Results

	Staff Reprimand You	Staff Counsel you on Adherence	Staff Ask Why you Missed Appt	Staff Send you to Back of Queue	Don't Know
Mpophomeni Clinic	2	3	6		
Caluza Clinic		3	3		1
Impilwenhle Clinic		3	3		3
Mafakathini Clinic		3	4		9
Mooi River Clinic			3		
Mpumuza Clinic		3	9		6
Ndalen Clinic		1	1		
Sinathing Clinic		8	8		4
Songonzima Clinic		4	4		3
Willowfountain Clinic		2	3		1

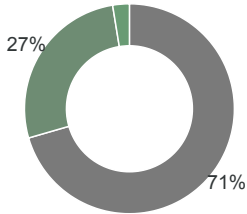
## Adherence Clubs

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?

Patient Responses: 156

Yes:	71%
No:	27%
Dont know:	3%



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

#### Comparison Results

National Average:	35%
Province Average:	39%
Best District Result:	91%
Worst District Result:	1%

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

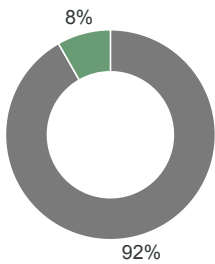
#### Facility Results (5 Best/Worst)

Ndaleni Clinic	100%
Richmond Clinic	100%
Taylors Halt Clinic	100%
Sinathing Clinic	92%
Mafakathini Clinic	85%
.....	--
Mpumuzu Clinic	60%
Howick Clinic	50%
Pata Clinic	46%
Mooi River Clinic	7%
Azalea Clinic	0%

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

Total Responses: 85

Yes:	92%
No:	0%
Dont know:	8%



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

#### Comparison Results

National Average:	94%
Province Average:	99%
Best District Result:	100%
Worst District Result:	0%

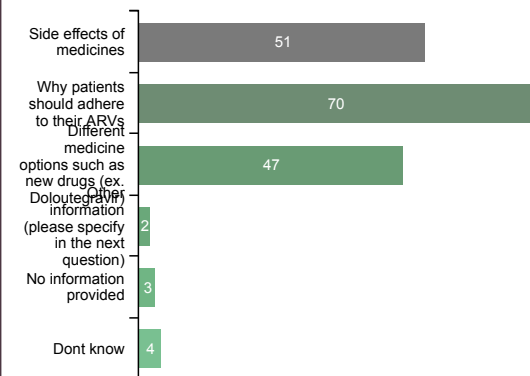
\* Percent of survey responses responding undefined (excluding "Don't Know"). **HIGHER scores are better.**

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

Azalea Clinic	100%
Caluza Clinic	100%
Howick Clinic	100%
Impilwenhle Clinic	100%
Mafakathini Clinic	100%
.....	--
Mpumuzu Clinic	100%
Pata Clinic	100%
Sinathing Clinic	100%
Taylors Halt Clinic	100%
Willowfountain Clinic	100%

### Information provided by the Adherence Club

Total Responses: 81



#### Facility Results

	Side effects of medicine	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	Dont know
Mpophomeni Clinic		2	1			
Impilwenhle Clinic	1	1	1			
Sinathing Clinic	10	11	9			
Willowfountain Clinic	1	1	1			
Azalea Clinic	2	7	4		1	
Caluza Clinic	1	1	1	1		
Mafakathini Clinic	3	13	5			1
Mpumuzu Clinic	8	9	8		2	3
Pata Clinic	9	9	8	1		
Taylors Halt Clinic	13	14	9			

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

Total Responses: 82

#### Facility Results

	ARV collection	Basic clinical check up	Referral for mental health services or psycho-social support	No clinical services	Dont know
Impilwenhle Clinic	1				
Mpophomeni Clinic	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: 234

Yes:	97%
No:	3%
Dont know:	1%

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

**Comparison Results**

National Average:	94%
Province Average:	96%
Best District Result:	100%
Worst District Result:	71%

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

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

Caluza Clinic	100%
Howick Clinic	100%
Impilwenhle Clinic	100%
Mafakathini Clinic	100%
Mooi River Clinic	100%
.....	--
Taylor's Halt Clinic	100%
Willowfountain Clinic	100%
Pata Clinic	93%
Azalea Clinic	87%
Mpophomeni Clinic	79%

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

Patient Responses: 223

Yes:	84%
No:	16%
Dont know:	0%

**District Score\*** **83%**

**Comparison Results**

National Average:	77%
Province Average:	79%
Best District Result:	98%
Worst District Result:	34%

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

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

Richmond Clinic	100%
Taylor's Halt Clinic	100%
Howick Clinic	94%
Mpumuza Clinic	94%
Mooi River Clinic	93%
.....	--
Pata Clinic	71%
Impilwenhle Clinic	69%
Songonzima Clinic	67%
Willowfountain Clinic	67%
Caluza Clinic	40%

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

Patient Responses: 217

Yes:	71%
No:	5%
Dont know:	24%

**District Score\*** **0.71**

**Comparison Results**

National Average:	0.76
Province Average:	0.77
Best District Result:	0.98
Worst District Result:	0.19

\* Scores based on average point value of each response with a maximum score of 1 and a minimum score of 0. **HIGHER scores are better.**

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

Taylor's Halt Clinic	1.00
Mpumuza Clinic	0.94
Mafakathini Clinic	0.87
Pata Clinic	0.87
Songonzima Clinic	0.80
.....	--
Azalea Clinic	0.60
Mpophomeni Clinic	0.50
Caluza Clinic	0.47
Ndalen Clinic	0.38
Richmond Clinic	0.00

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

Patient Responses: 217

Yes:	63%
No:	8%
Dont know:	29%

**District Score\*** **0.63**

**Comparison Results**

National Average:	0.56
Province Average:	0.55
Best District Result:	0.94
Worst District Result:	0.10

\* Scores based on average point value of each response with a maximum score of 1 and a minimum score of 0. **HIGHER scores are better.**

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

Mpumuza Clinic	1.00
Taylor's Halt Clinic	1.00
Mafakathini Clinic	0.87
Pata Clinic	0.87
Songonzima Clinic	0.80
.....	--
Mooi River Clinic	0.36
Ndalen Clinic	0.31
Howick Clinic	0.29
Azalea Clinic	0.27
Richmond Clinic	0.00

## Index Testing

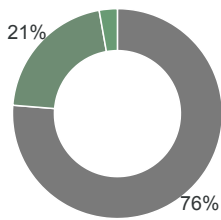
Index testing (aka Assisted Partner Notification Services or Contact Tracing) can help identify PLHIV earlier, get them access treatment to protect their health and interrupt onward transmission of HIV. However, if implemented poorly, index testing can cause harm to individuals, undermine their rights 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: 215

Yes:	76%
No:	21%
Dont know:	3%



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

#### Comparison Results

National Average:	64%
Province Average:	69%
Best District Result:	97%
Worst District Result:	7%

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

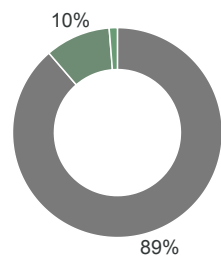
#### Facility Results (5 Best/Worst)

Azalea Clinic	100%
Mpumuza Clinic	100%
Taylors Halt Clinic	95%
Mafakathini Clinic	93%
Sinathing Clinic	86%
.....	--
Pata Clinic	67%
Willowfountain Clinic	54%
Songonzima Clinic	47%
Caluza Clinic	27%
Richmond Clinic	27%

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

Patient Responses: 159

Yes:	89%
No:	10%
Dont know:	1%



**District Score\*** **87%**

#### Comparison Results

National Average:	72%
Province Average:	78%
Best District Result:	100%
Worst District Result:	0%

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

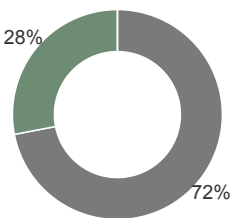
#### Facility Results (5 Best/Worst)

Caluza Clinic	100%
Songonzima Clinic	100%
Taylors Halt Clinic	100%
Willowfountain Clinic	100%
Mpumuza Clinic	94%
.....	--
Sinathing Clinic	83%
Ndalen Clinic	78%
Mpophomeni Clinic	70%
Howick Clinic	62%
Richmond Clinic	33%

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

Patient Responses: 157

Yes:	72%
No:	28%
Dont know:	0%



**District Score\*** **69%**

#### Comparison Results

National Average:	64%
Province Average:	78%
Best District Result:	100%
Worst District Result:	12%

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

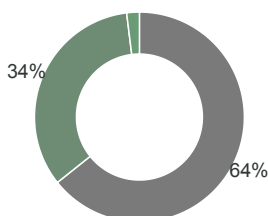
#### Facility Results (5 Best/Worst)

Mpumuza Clinic	100%
Taylors Halt Clinic	100%
Impilwenhle Clinic	92%
Mafakathini Clinic	92%
Sinathing Clinic	92%
.....	--
Ndalen Clinic	40%
Azalea Clinic	36%
Richmond Clinic	25%
Howick Clinic	23%
Mooi River Clinic	17%

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

Patient Responses: 154

Yes:	64%
No:	34%
Dont know:	2%



**District Score\*** **61%**

#### Comparison Results

National Average:	60%
Province Average:	73%
Best District Result:	96%
Worst District Result:	0%

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

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

Songonzima Clinic	100%
Taylors Halt Clinic	100%
Willowfountain Clinic	100%
Mpumuza Clinic	94%
Impilwenhle Clinic	92%
.....	--
Mooi River Clinic	18%
Azalea Clinic	15%
Mpophomeni Clinic	10%
Howick Clinic	8%
Richmond 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.

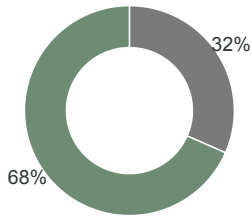
The six measures are: ensuring enough room and space for patients to wait without overcrowding; keeping windows open; ensuring there are TB information posters prominently displayed; reducing clinic waiting times to less than an average of an hour and 15 minutes; screening all arriving patients for TB 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: 19

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

Yes:	32%
No:	68%



**District Score\*** **32%**

#### Comparison Results

National Average:	48%
Province Average:	42%
Best District Result:	100%
Worst District Result:	0%

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

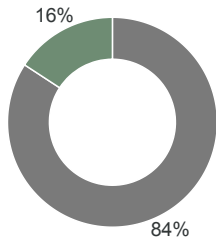
Caluza Clinic	100%
Mafakathini Clinic	100%
Mpophomeni Clinic	100%
Songonzima Clinic	100%
Sinathing Clinic	50%
.....	--
Ndaleni Clinic	0%
Pata Clinic	0%
Richmond Clinic	0%
Taylor's Halt Clinic	0%
Willowfountain Clinic	0%

### Were the Facility Windows Open?

Total Observations: 19

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

Yes:	84%
No:	16%



**District Score\*** **84%**

#### Comparison Results

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

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

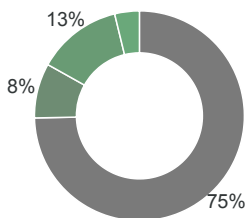
Azalea Clinic	100%
Caluza Clinic	100%
Impilwenhle Clinic	100%
Mafakathini Clinic	100%
Mooi River Clinic	100%
.....	--
Songonzima Clinic	100%
Taylor's Halt Clinic	100%
Willowfountain Clinic	100%
Howick Clinic	0%
Mpophomeni Clinic	0%

### Are people being asked for TB symptoms?

Patient Responses: 237

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

Yes:	75%
Only sometimes:	8%
No:	13%
Dont know:	4%



**District Score\*** **78%**

#### Comparison Results

National Average:	54%
Province Average:	60%
Best District Result:	81%
Worst District Result:	8%

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

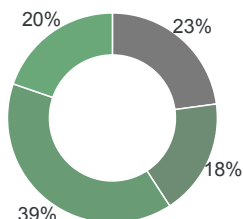
Caluza Clinic	100%
Howick Clinic	100%
Impilwenhle Clinic	100%
Mooi River Clinic	100%
Ndaleni Clinic	100%
.....	--
Sinathing Clinic	77%
Mafakathini Clinic	50%
Pata Clinic	36%
Mpophomeni Clinic	13%
Azalea Clinic	0%

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

Patient Responses: 223

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

Yes:	23%
Only sometimes:	18%
No:	39%
Dont know:	20%



**District Score\*** **26%**

#### Comparison Results

National Average:	39%
Province Average:	40%
Best District Result:	71%
Worst District Result:	8%

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

Willowfountain Clinic	100%
Sinathing Clinic	69%
Taylor's Halt Clinic	67%
Mpumuza Clinic	44%
Ndaleni Clinic	33%
.....	--
Caluza Clinic	0%
Howick Clinic	0%
Impilwenhle Clinic	0%
Mpophomeni Clinic	0%
Songonzima Clinic	0%