



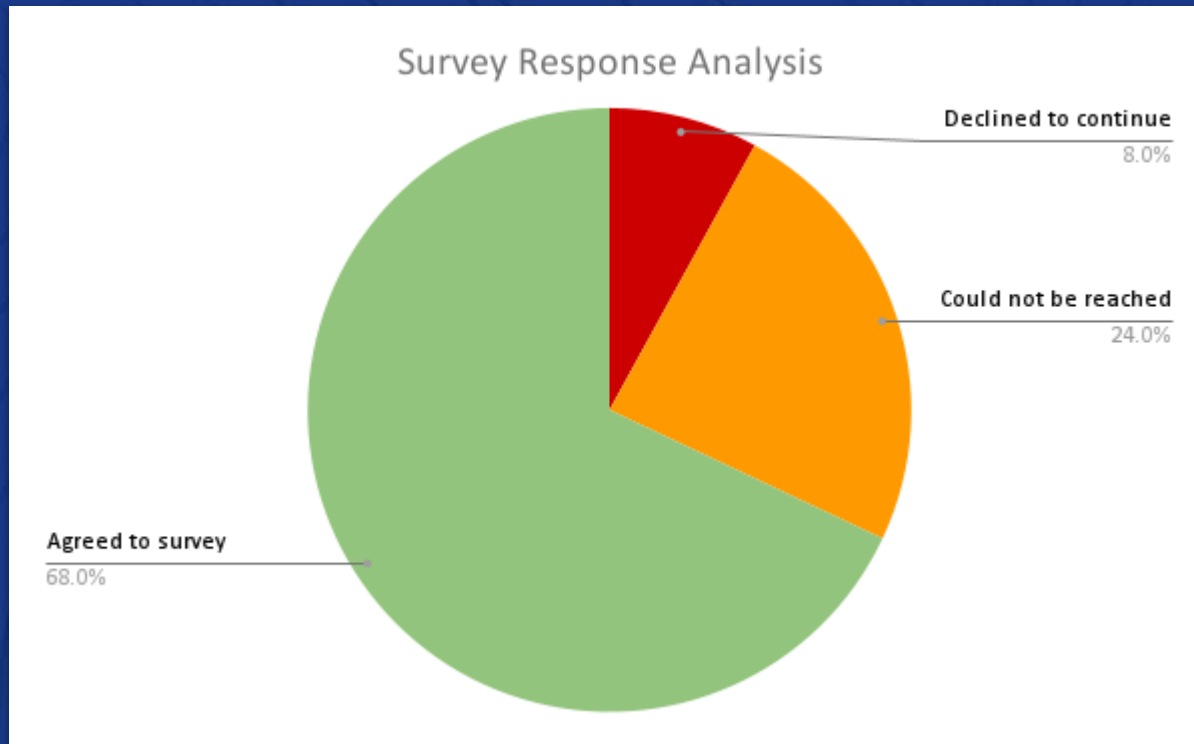
South Africa Launch Site Impact Study

KwaMashu KZN



Insights

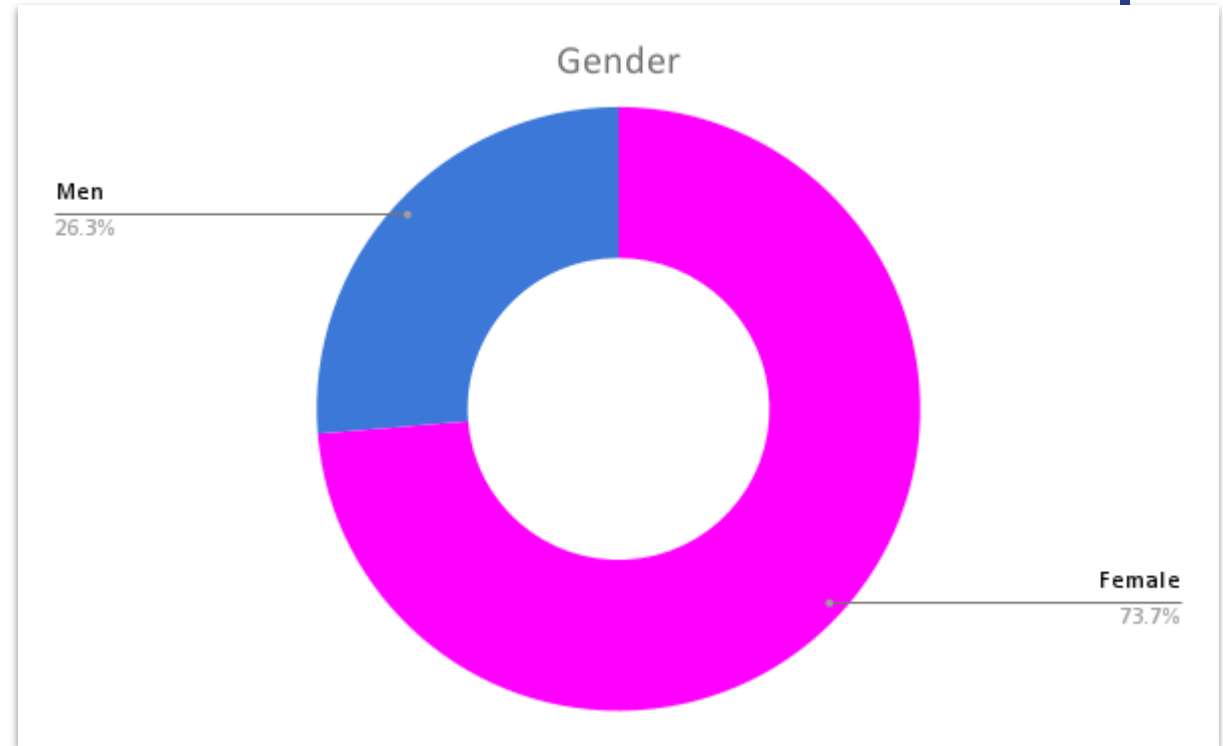
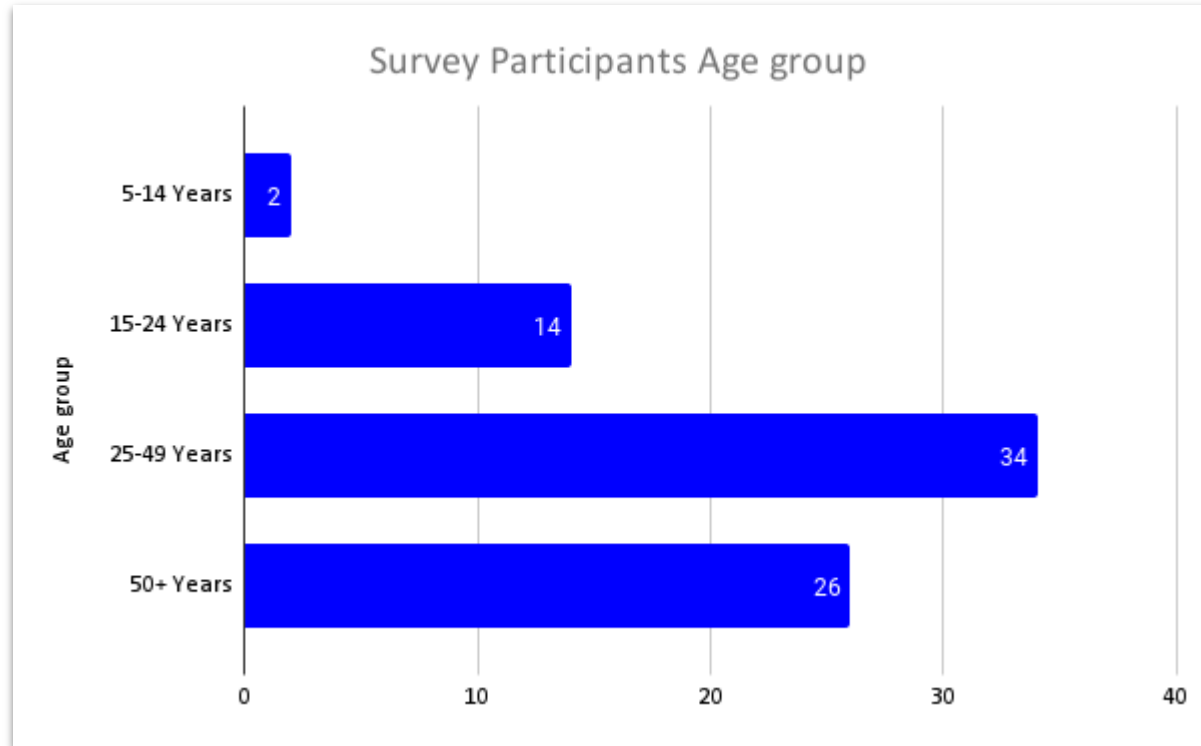
100 consent forms were collected from participants to form part of the impact study post the RFHD launch held in November 2022



Survey Analysis		
Declined to continue	8	8%
Could not be reached	24	24%
Agreed to survey	68	68%
Total	100	100%

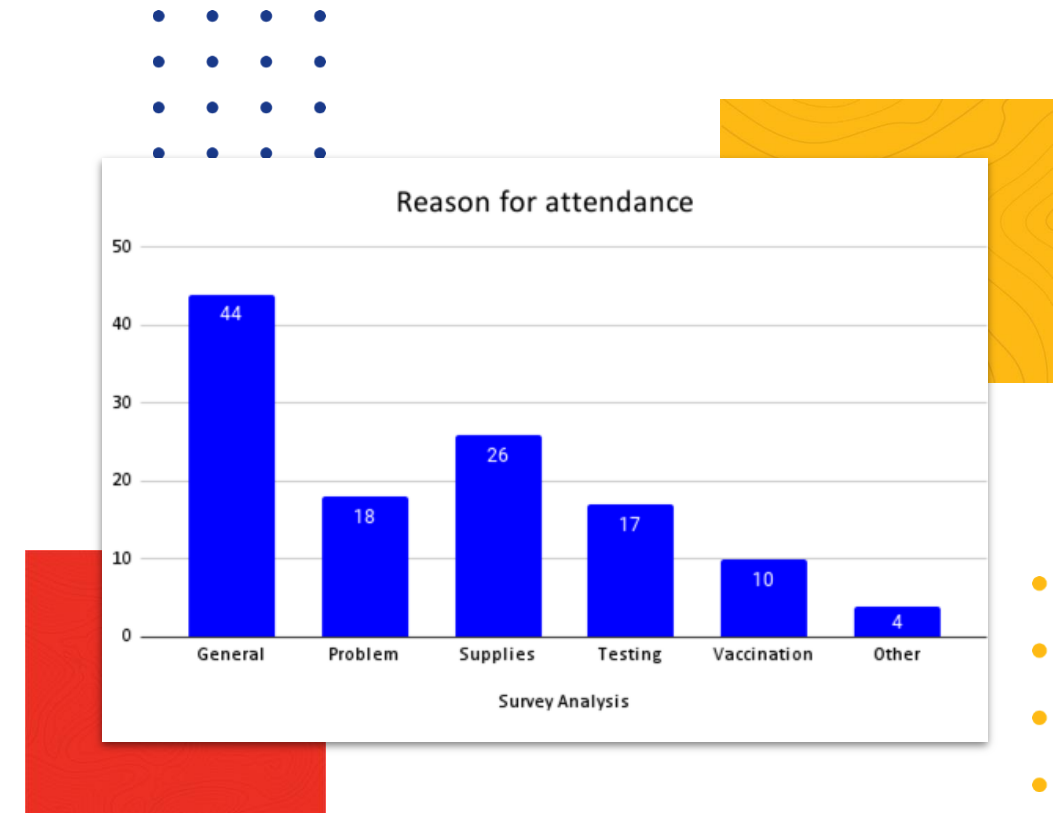
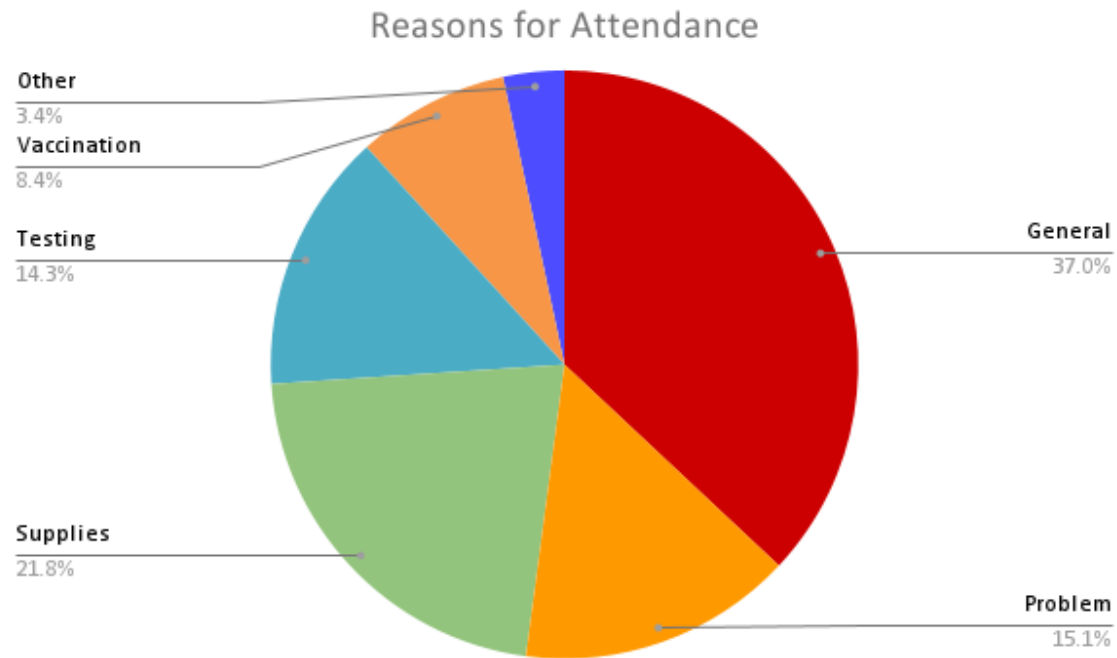
Respondent Age and Gender

Majority of respondents were aged between 25 - 49 years and were female



Reasons for attending RFHD

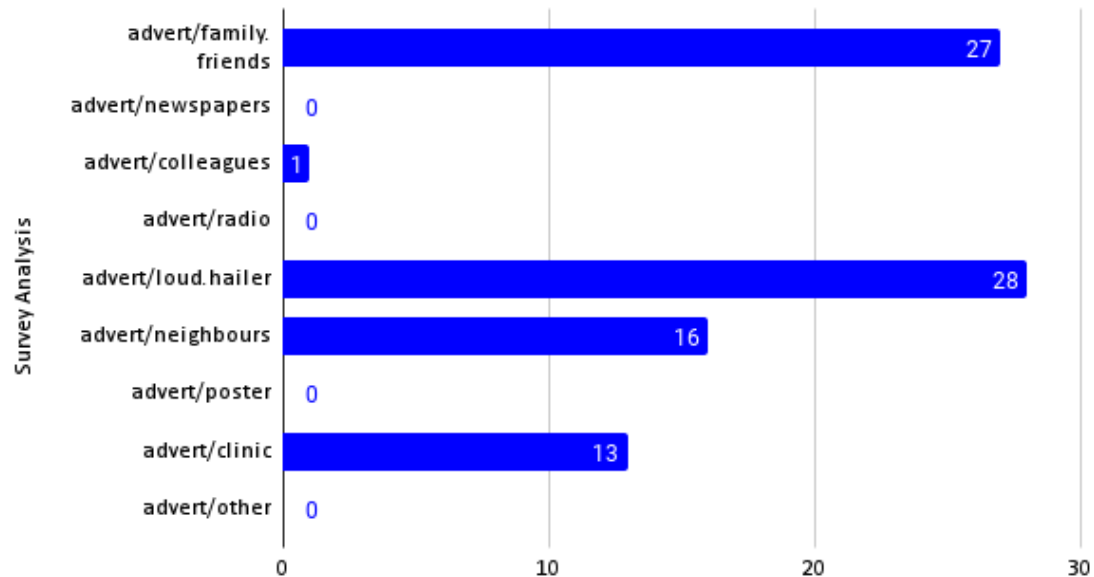
Most attendants attended the RFHD for general reasons



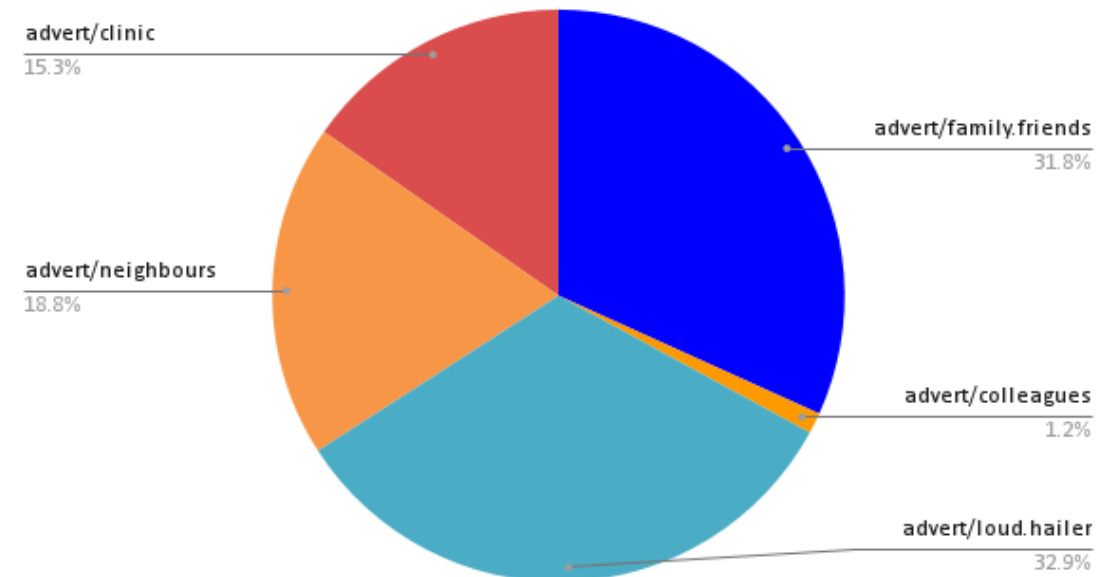
Awareness: Marketing Analysis

Loud Hailer	Family/Friends	Neighbours	Clinic	Colleagues
28	27	16	13	1

Marketing Analysis



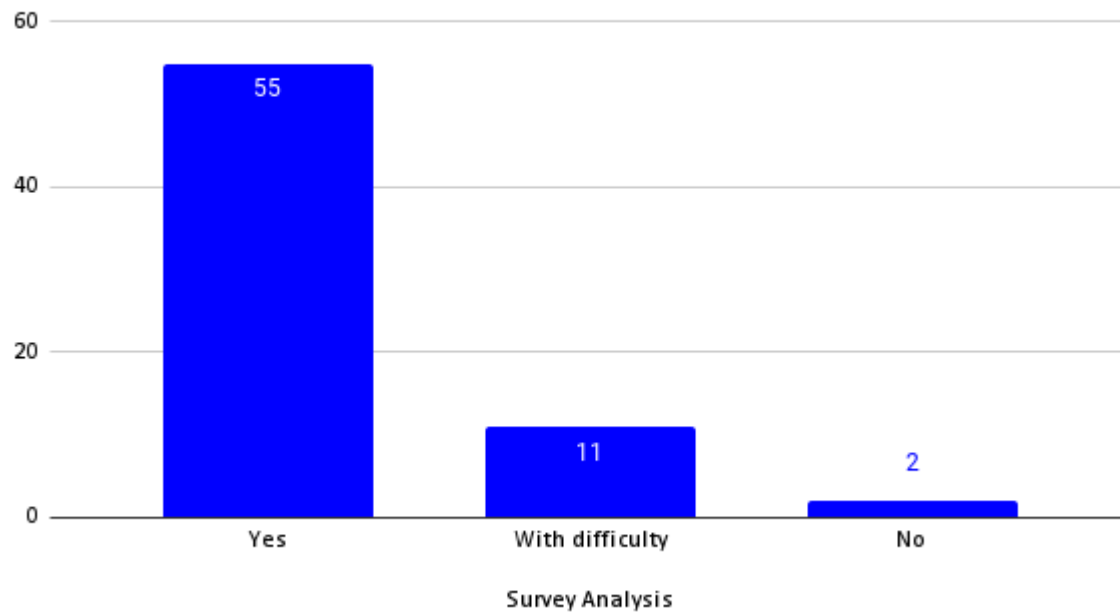
How did you hear about RFHD



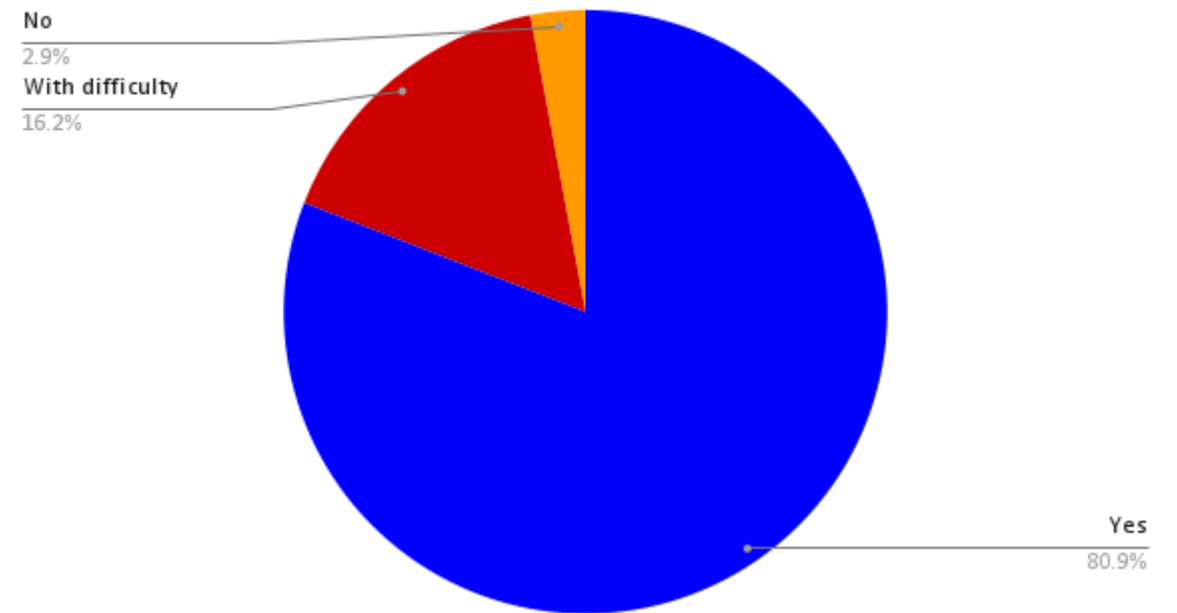
Access to Health Facilities



Responses on access to health facilities

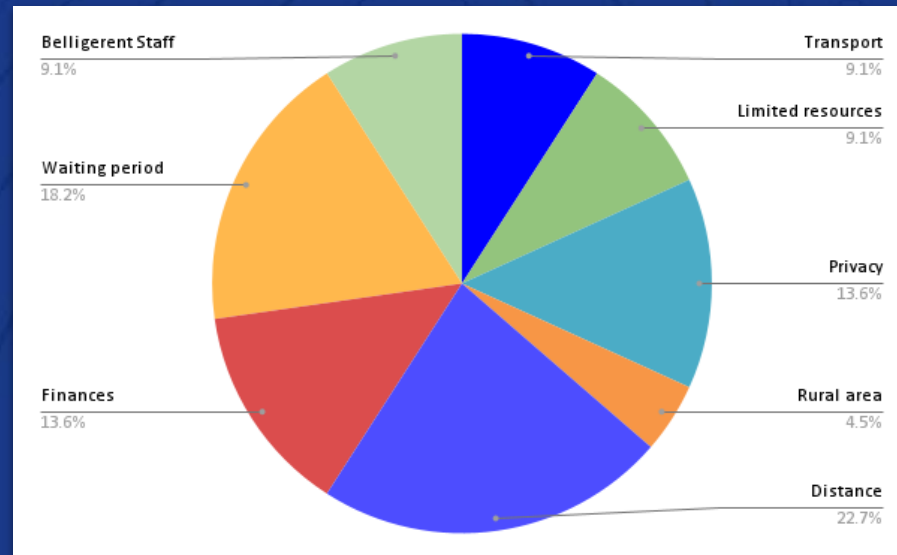


Access to Health Facilities



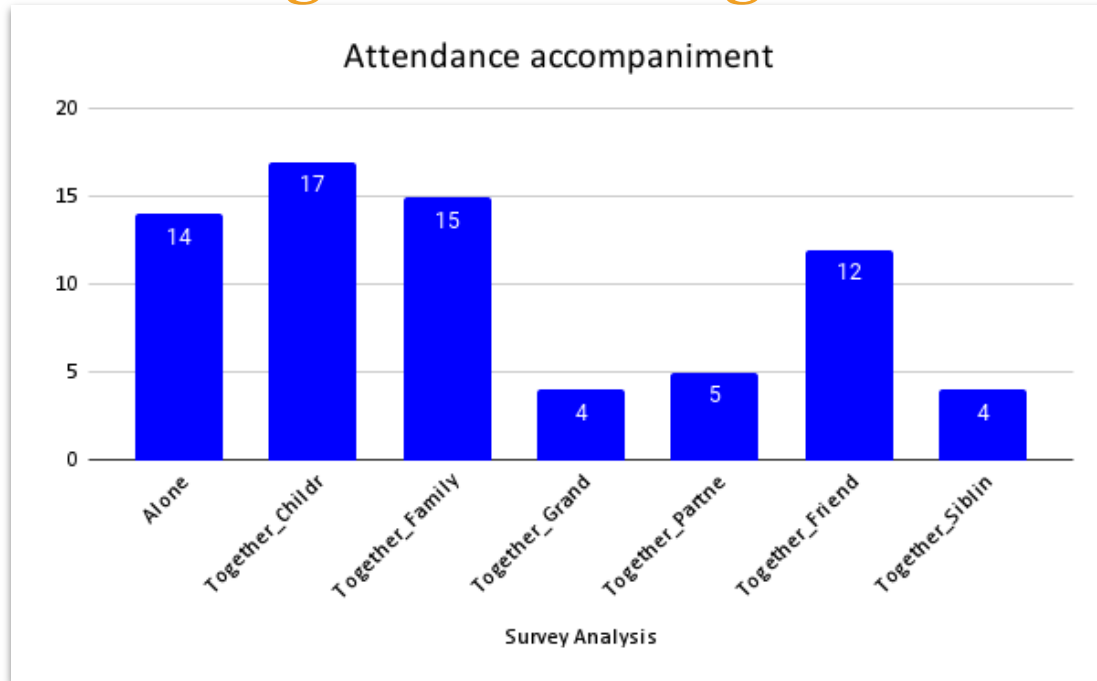
Access hindrances and deterrents

- Access to health facilities was noted to revolved around under resourced clinics staffed by belligerent staff.
- Respondents especially men highlighted the lack of privacy as the main deterrent to attending health clinics.
- Unemployment and lack of funds for transport in hard to reach areas was also limiting respondents from accessing health facilities



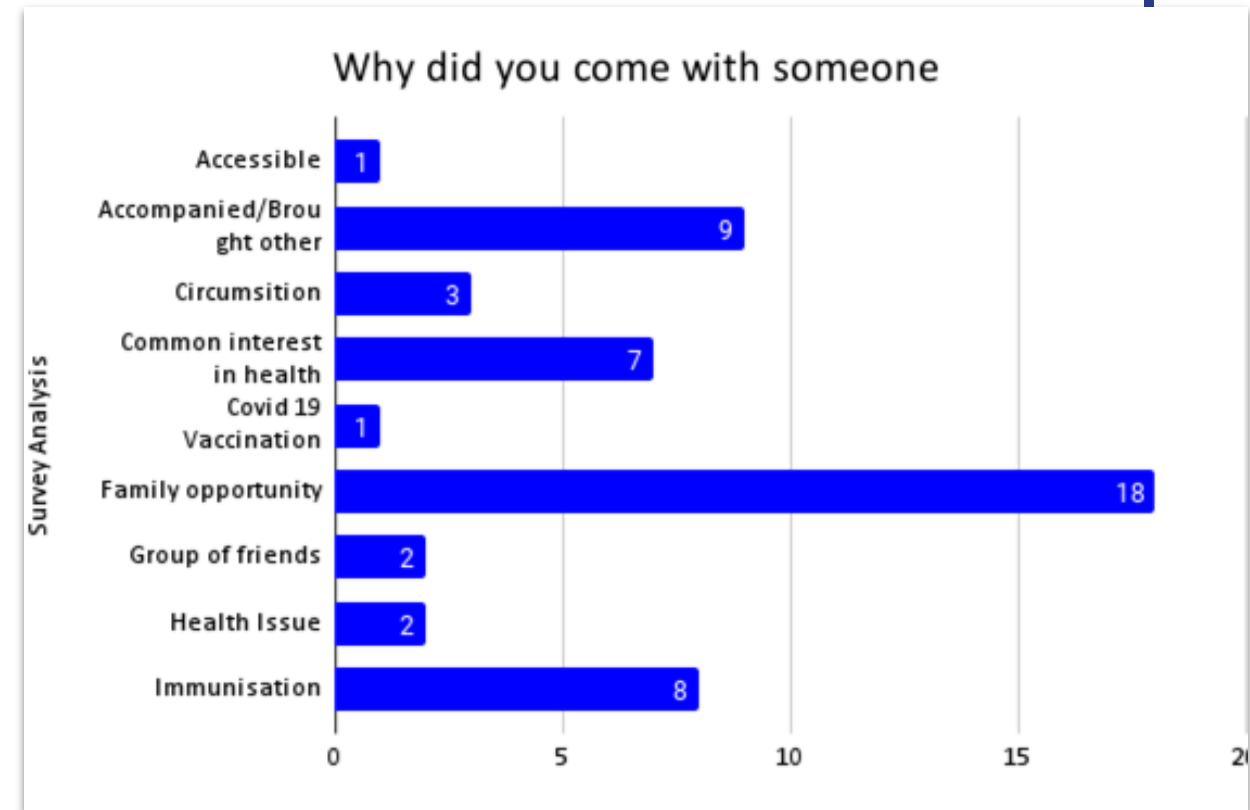
privacy finances
resources distance
area unemployment
poor service
limited period
transport waiting rural
belligerent

Coming Alone vs Together



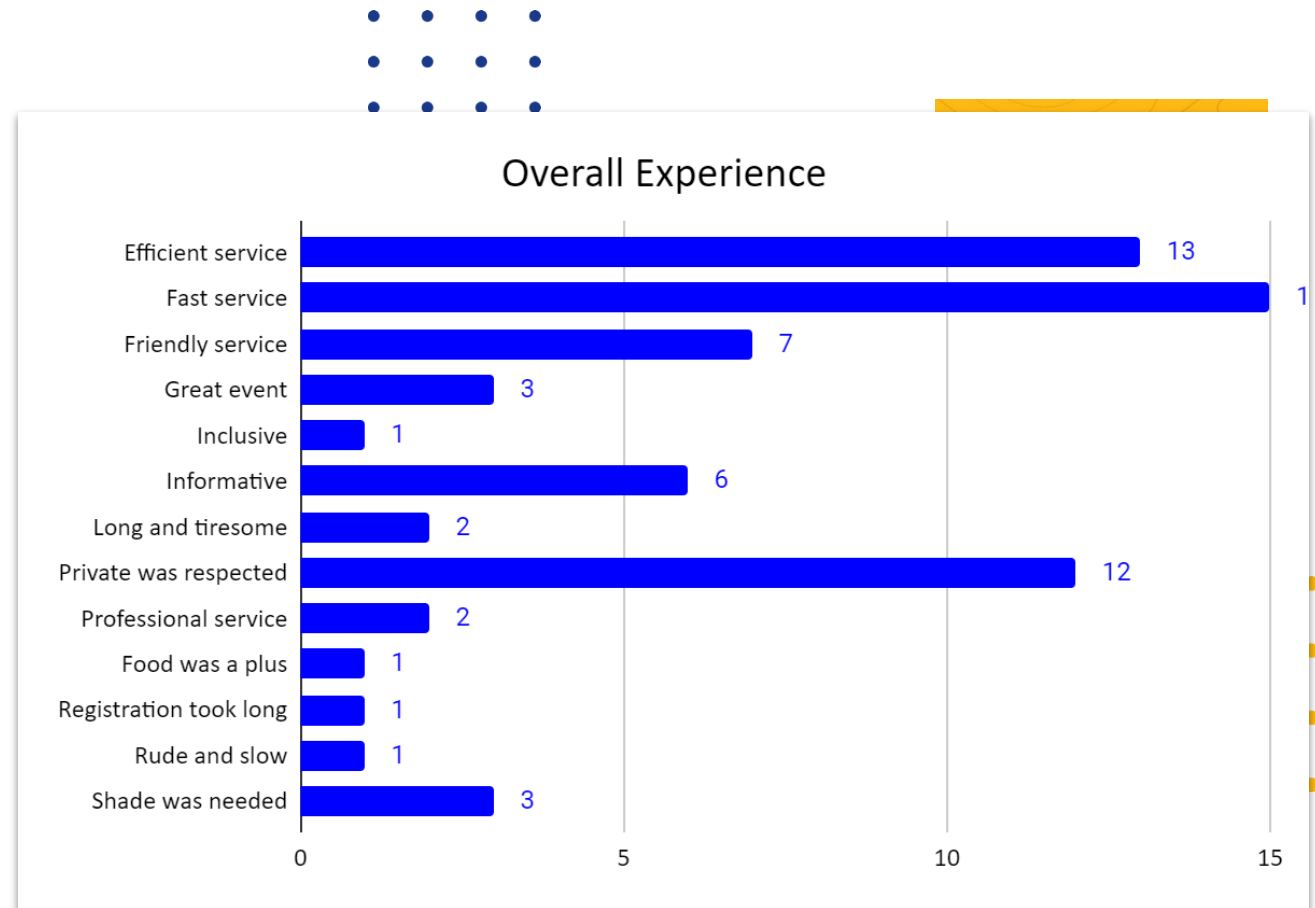
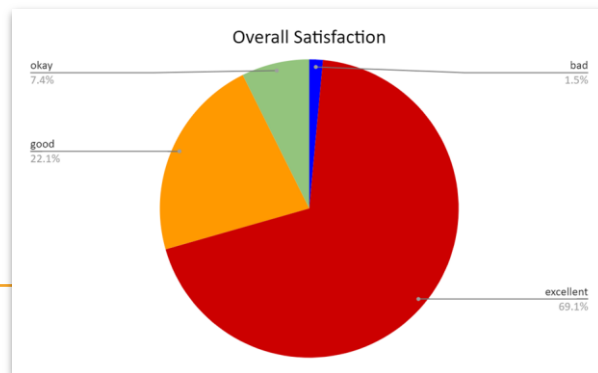
Reason for coming alone	
In the area	7
No one else was available	4
Privacy	3

A majority of the respondents brought children to access health services



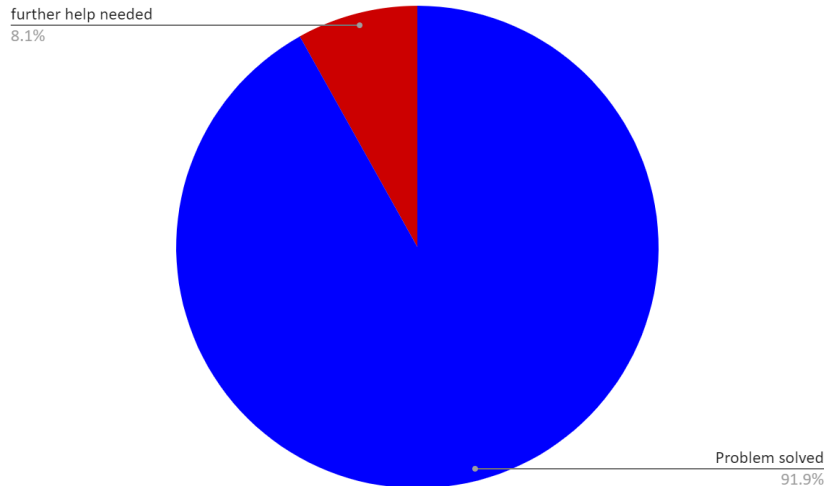
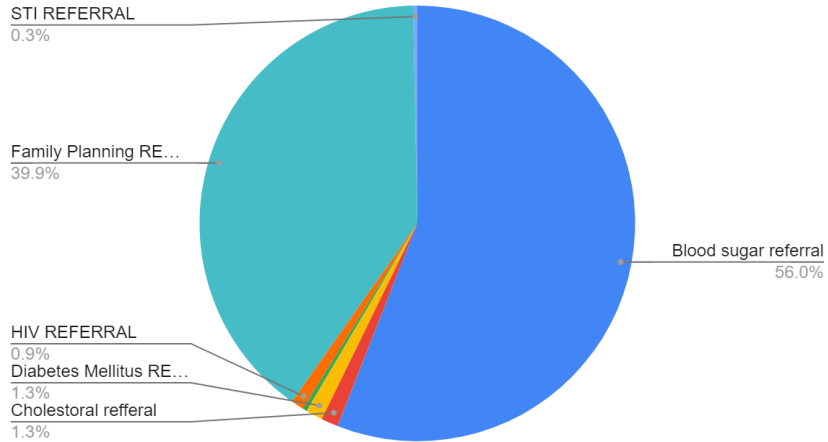
Overall Experience

- General experience of the RFHD was positive based on the survey responses with majority pointing out that the services were fast and efficient unlike local health clinics
- Privacy was a key element for the health seekers and being treated with respect
- Several respondents voiced that shade needs to be provided especially for the elderly and caregivers with young children
- There were services that took long to access and a few negative experiences noted in the interaction with the health workers
- Respondents stated that they were generally treated with respect and the services were mostly offered in a friendly manner
- All respondents stated that they would attend another RFHD



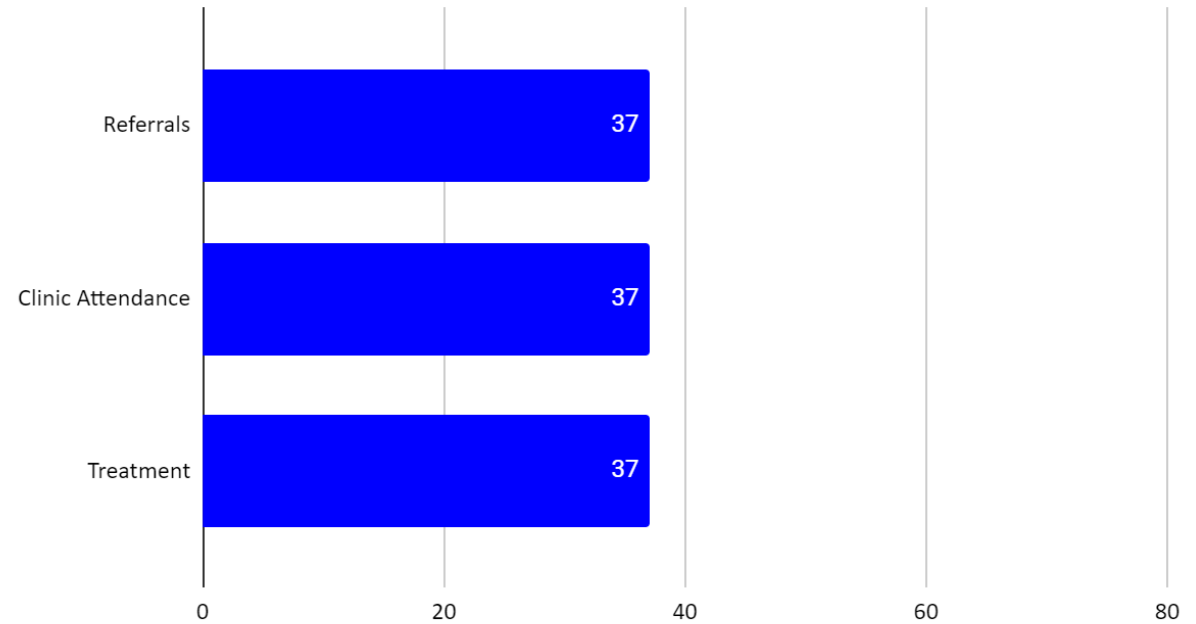
RFHD Impact

RFHD Referrals



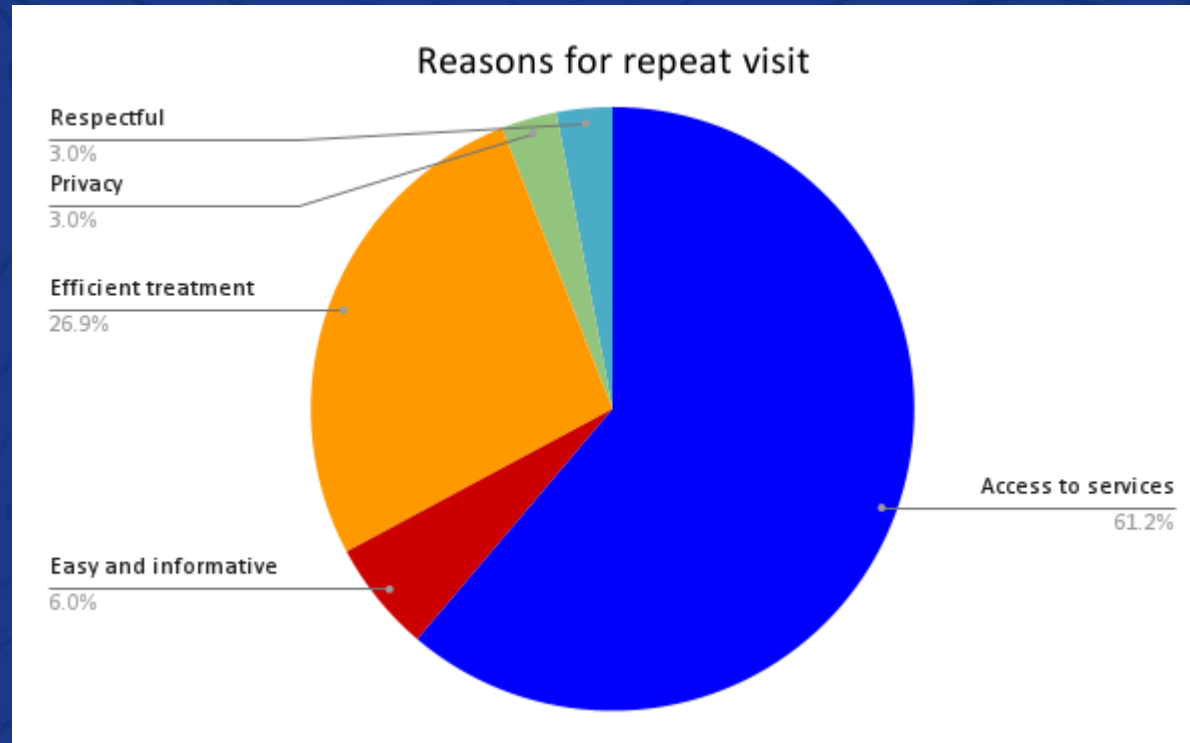
- 318 referrals were provided at the launch, 37 respondents of the impact study were part of the 318
- All respondents who received a referral went to the clinic and got treatment
- 34 confirmed that the problem was solved and the 3 needed further help
- All survey respondent confirmed change in their lives an improvement of health

Referral Impact

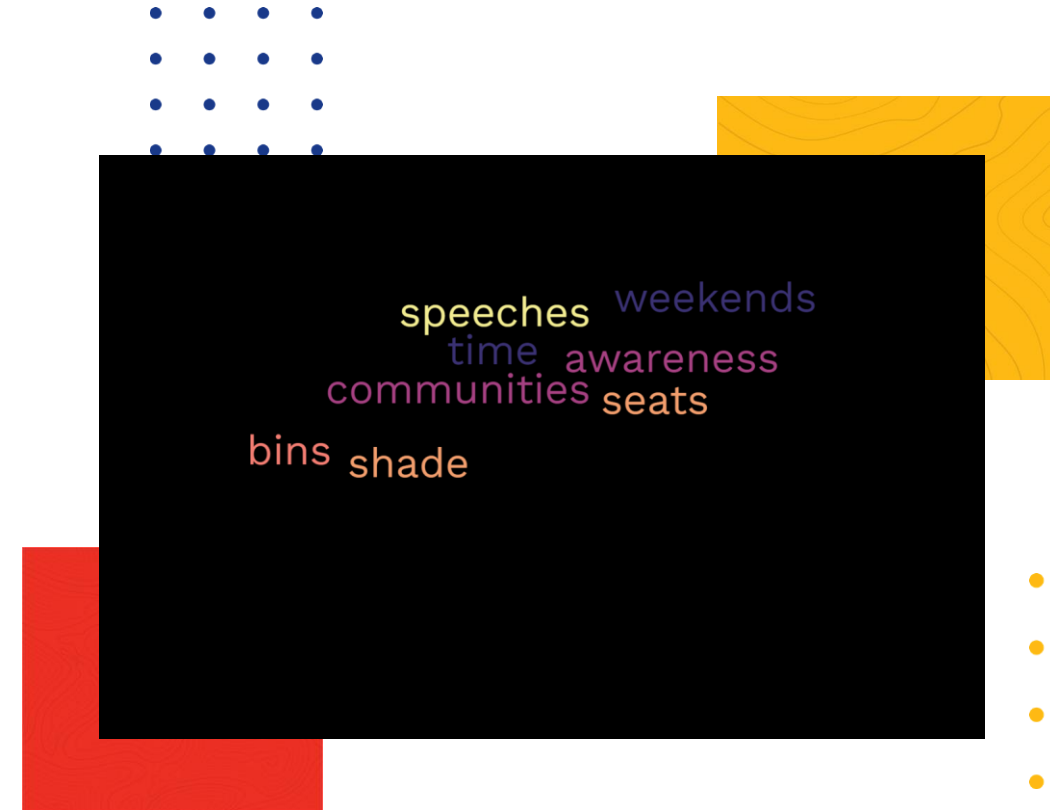
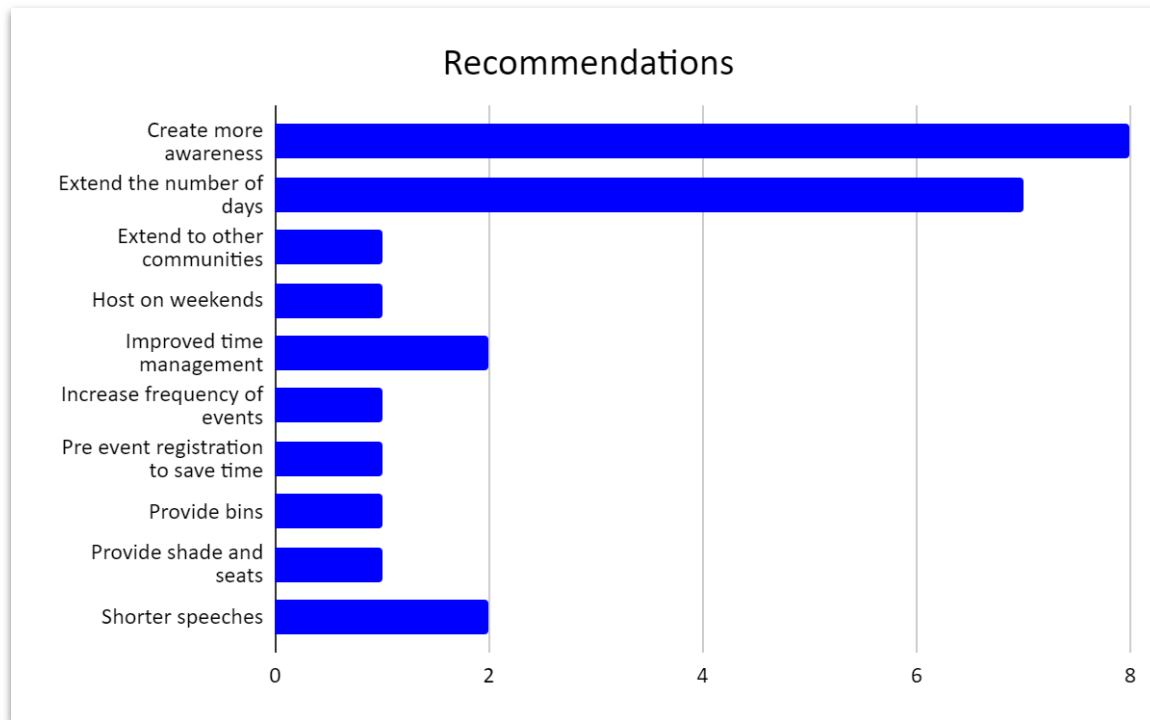


Why would they come again

Respondents of the survey all stated that they would attend another RFHD with the majority reason being access to services and the efficiency of the treatment received



Recommendations and special thanks



Respondents mentioned that speeches need to be made shorter and the focus needs to be on the community accessing services