

## 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: 421

Amount of time spent:

**5:36**

#### Comparison Results

National Average:	4:32
Best Provincial Result:	3:45
Worst Provincial Result:	5:36

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

Phahameng (Bultfontein) Clinic	2:53
Harrismith Clinic	3:35
Bohlokong Clinic	3:46
Reitumetse Clinic	4:36
Thusa Bophelo Clinic	4:47
.....	--
Phomolong (Hennenman) Clinic	6:49
Bloemspruit Clinic	6:55
OR Tambo Clinic	7:11
Matjhabeng Clinic	7:38
Thabong Clinic	8:21

### Earliest Patient Arrival Time

Patient Responses: 419

Earliest arrival time

**5:22**

#### Comparison Results

National Average:	5:33
Best Provincial Result:	5:52
Worst Provincial Result:	4:48

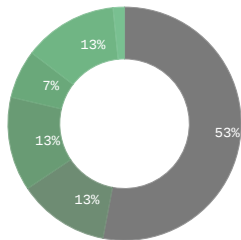
#### Facility Results (5 Best/Worst)

Thusa Bophelo Clinic	6:16
Hoopstad Clinic	5:52
Kgotsong (Bothaville) Clinic	5:52
Welkom Clinic	5:48
Rheeders Park Clinic	5:44
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Kagisanong Clinic	5:06
Hani Park Clinic	5:02
Phuthaditjhaba Clinic	4:52
Mphohadi Clinic	4:51
Matjhabeng Clinic	4:11

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

Patient Responses: 253

Very Unsafe:	53%
Unsafe:	13%
Neither Safe or Unsafe:	13%
Safe:	7%
Very Safe:	13%
Don't know:	2%



**Provincial Score\* 2.13**

#### Comparison Results

National Average:	2.84
Best Provincial Result:	3.14
Worst Provincial Result:	2.0

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

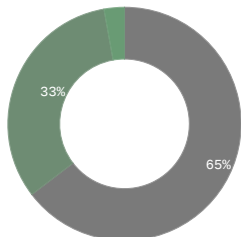
#### Facility Results (5 Best/Worst)

Hoopstad Clinic	3.8
Welkom Clinic	3.0
Rheeders Park Clinic	2.77
Albert Luthuli Memorial Clinic	2.64
OR Tambo Clinic	2.53
.....	--
Mphohadi Clinic	1.67
Reitumetse Clinic	1.5
Kagisanong Clinic	1.5
Thabong Clinic	1.36
Phahameng (Bultfontein) Clinic	1.0

### Are the Queues at the Facility Long?

Patient Responses: 424

Yes:	65%
No:	33%
Don't know:	3%



**Provincial Score\* 66%**

#### Comparison Results

National Average:	67%
Best Provincial Result:	64%
Worst Provincial Result:	76%

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

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

Bohlokong Clinic	17
Hani Park Clinic	22
Thabong Clinic	25
Thusa Bophelo Clinic	32
Matjhabeng Clinic	33
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Reitumetse Clinic	88
Mphohadi Clinic	89
Rheeders Park Clinic	91
Phuthaditjhaba Clinic	91
Kagisanong Clinic	100

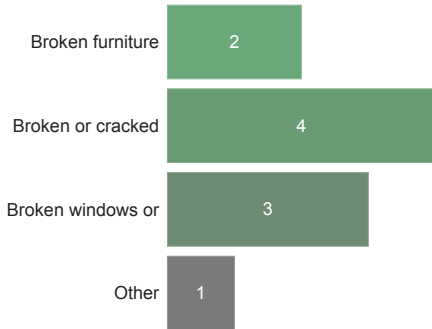


## Clinic Conditions

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: 8

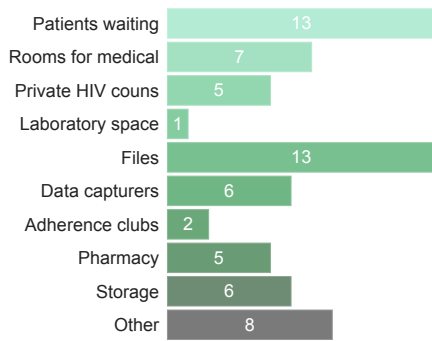


#### Facility Results

	Broken furniture	Broken or cracked roof, walls or floor	Broken windows or doors	Other
Boiketlo Clinic	1.0		1.0	
Phuthaditjhaba Clinic		1.0	1.0	
Reitumetse Clinic	1.0	1.0		
Mphohadi Clinic				1.0
Namahali Clinic		1.0		
Rheeders Park Clinic			1.0	
Tshepong (Welkom) Clinic		1.0		

### What do you need more space for?

Facility Responses: 19

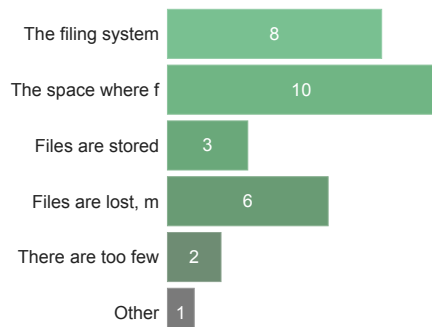


#### Facility Results

	Patients waiting space	Rooms for medical care	Private HIV or counseling testing laboratory space	Files	Data capturers	Adherence clubs	Pharmacy	Storage	Other
Phahameng (Bultfontein) Clinic	1.0	1.0	1.0	1.0	1.0	1.0	1.0	1.0	
Phuthaditjhaba Clinic	1.0	1.0	1.0	1.0	1.0		1.0	1.0	
Thabong Clinic	1.0	1.0	1.0	1.0	1.0		1.0		1.0
Reitumetse Clinic	1.0	1.0	1.0	1.0	1.0		1.0		1.0
OR Tambo Clinic	1.0			1.0	1.0	1.0		1.0	
Rheeders Park Clinic	1.0	1.0	1.0	1.0				1.0	
Welkom Clinic	1.0	1.0		1.0			1.0	1.0	
Mphohadi Clinic	1.0			1.0				1.0	
Albert Luthuli Memorial Clinic	1.0	1.0			1.0				
Matjhabeng Clinic				1.0					1.0

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

Total Observations: 12



#### 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	Other
Bloemspruit Clinic	1.0	1.0	1.0	1.0	1.0	
Reitumetse Clinic	1.0	1.0		1.0	1.0	
Rheeders Park Clinic	2.0	1.0	1.0	1.0		
Boiketlo Clinic	1.0	1.0		1.0		
Welkom Clinic	1.0	1.0		1.0		
Bohlokong Clinic		1.0	1.0			
Hoopstad Clinic	1.0	1.0				
Namahali Clinic	1.0	1.0				
Phuthaditjhaba Clinic		1.0		1.0		
Thabong Clinic						1.0

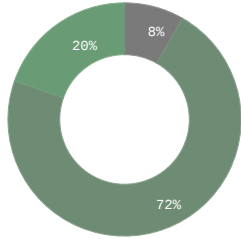
## Access to Medicines and Shortages/Stockouts

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: 423

Yes:	8%
No:	72%
Dont know:	20%



**Provincial Score\***

**10%**

#### Comparison Results

National Average:	12%
Best Provincial Result:	6%
Worst Provincial Result:	41%

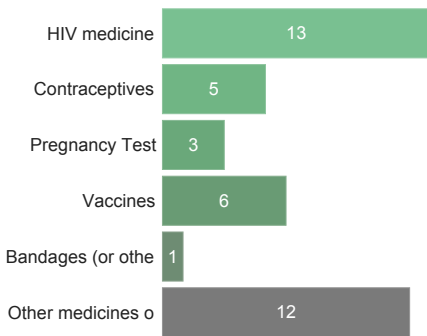
\* Percent of survey responses responding "Yes" (excluding "Don't Know") **LOWER scores are better.**

### Facility Results (5 Best/Worst)

Kagisanong Clinic	0
Hani Park Clinic	0
Hoopstad Clinic	0
Reitumetse Clinic	0
Phahameng (Bultfontein) Clinic	0
.....	--
Albert Luthuli Memorial Clinic	19
Bloemspruit Clinic	27
OR Tambo Clinic	28
Kgotsong (Bothaville) Clinic	35
Thabong Clinic	36

### Patient Reports of Medicine Shortage(s)

Patient Responses: 34

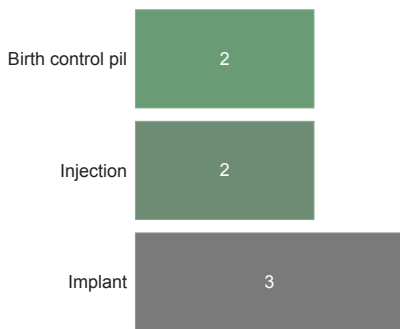


#### Facility Results

	HIV medicine	Contraceptives	Pregnancy Test	Vaccines	Bandages (or other dry stock)	Other medicines or tests
Bloemspruit Clinic	2.0	1.0	1.0	1.0		
OR Tambo Clinic	1.0			1.0	1.0	1.0
Albert Luthuli Memorial Clinic	1.0	2.0	1.0			
Kgotsong (Bothaville) Clinic	1.0			4.0		1.0
Namahali Clinic	2.0	1.0				1.0
Mphohadi Clinic		1.0	1.0			
Phuthaditjhaba Clinic	1.0					1.0
Thabong Clinic	3.0					4.0
Bohlokong Clinic						1.0
Matjhabeng Clinic	1.0					

### Contraception shortage(s)

Patient Responses: 5

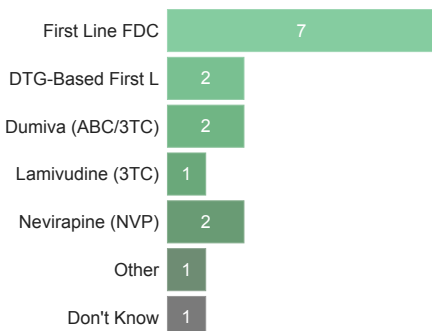


#### Facility Results

	Birth control pill	Injection	Implant
Bloemspruit Clinic	1.0		1.0
Mphohadi Clinic	1.0		1.0
Albert Luthuli Memorial Clinic		2.0	
Namahali Clinic			1.0

### HIV medication shortage(s)

Patient Responses: 13



#### Facility Results

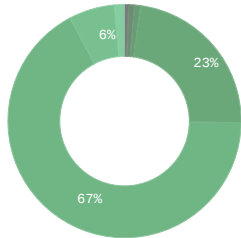
	First Line FDC	DTG-Based First Line FDC	Dumiva (ABC/3TC)	Lamivudine (3TC)	Nevirapine (NVP)	Other	Don't Know
Matjhabeng Clinic			1.0	1.0		1.0	
Bloemspruit Clinic		1.0			1.0		
Kgotsong (Bothaville) Clinic	1.0	1.0					
Albert Luthuli Memorial Clinic					1.0		
Namahali Clinic	1.0						1.0
OR Tambo Clinic	1.0						
Phuthaditjhaba Clinic	1.0						
Thabong Clinic	3.0						
Tshepong (Welkom) Clinic			1.0				

## 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:	1%
2 weeks:	1%
3 weeks:	1%
1 month:	23%
2 months:	67%
3 months:	6%
6 months:	1%



### Provincial Score\*

**1.86**

### Comparison Results

National Average:	2.17
Best Provincial Result:	2.32
Worst Provincial Result:	1.54

\* 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.**

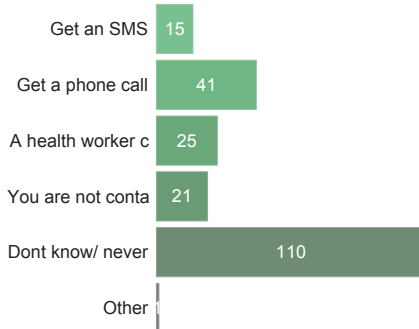
Patient Responses: 361

### Facility Results (5 Best/Worst)

OR Tambo Clinic	2.4
Thusa Bophelo Clinic	2.33
Bloemspruit Clinic	2.27
Thabong Clinic	2.25
Boiketlo Clinic	2.18
.....	--
Kgotsoong (Bothaville) Clinic	1.68
Reitumetse Clinic	1.67
Rheeders Park Clinic	1.55
Namahali Clinic	1.53
Hoopstad Clinic	1.47

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

Patient Responses: 202

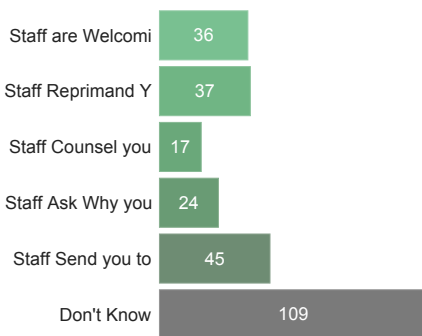


### Facility Results

	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	Other
Welkom Clinic				5.0	2.0	
Rheeders Park Clinic			2.0	4.0	5.0	
Phahameng (Bultfontein) Clinic			1.0	2.0	1.0	
OR Tambo Clinic			2.0	2.0	6.0	
Albert Luthuli Memorial Clinic			3.0	3.0	5.0	
Tshepong (Welkom) Clinic		1.0	1.0	1.0	3.0	
Hoopstad Clinic		2.0	1.0	1.0	4.0	
Thusa Bophelo Clinic	1.0	1.0		1.0	2.0	1.0
Thabong Clinic	2.0	1.0	1.0	1.0	3.0	
Mphohadi Clinic		9.0	1.0	1.0	4.0	

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

Patient Responses: 203



### 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
Albert Luthuli Memorial Clinic		6.0			5.0	5.0
Rheeders Park Clinic		7.0			6.0	4.0
Welkom Clinic		5.0			5.0	2.0
OR Tambo Clinic	1.0	3.0			2.0	6.0
Hoopstad Clinic	1.0	2.0			3.0	3.0
Thusa Bophelo Clinic		3.0		1.0	1.0	1.0
Phahameng (Bultfontein) Clinic	1.0	2.0			2.0	1.0
Thabong Clinic		1.0		1.0	2.0	5.0
Kgotsoong (Bothaville) Clinic	1.0	1.0			1.0	2.0
Reitumetse Clinic		2.0	1.0	2.0	1.0	10.0

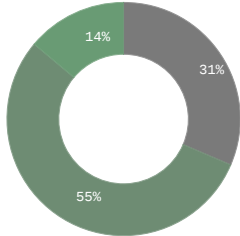
## Adherence Clubs

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?

Patient Responses: 331

Yes:	31%
No:	55%
Dont know:	14%



**Provincial Score\*** **35%**

#### Comparison Results

National Average:	36%
Best Provincial Result:	53%
Worst Provincial Result:	10%

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

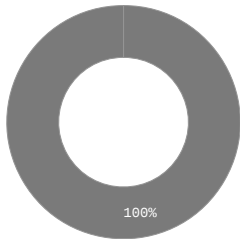
#### Facility Results (5 Best/Worst)

Kagisanong Clinic	93
Harrismith Clinic	86
Namahali Clinic	79
Bloemspruit Clinic	69
Hani Park Clinic	67
.....	--
Welkom Clinic	9
Tshepong (Welkom) Clinic	7
Hoopstad Clinic	7
Rheeders Park Clinic	5
Matjhabeng Clinic	0

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

Total Responses: 5

Yes:	100%
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**Provincial Score\*** **100%**

#### Comparison Results

National Average:	90%
Best Provincial Result:	100%
Worst Provincial Result:	0%

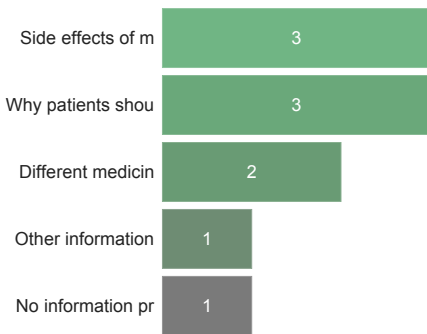
\* Percent of survey responses responding "Yes" (excluding "Don't Know") **HIGHER scores are better.**

#### Facility Results

Bohlokong Clinic	100
Harrismith Clinic	100
Bloemspruit Clinic	100

### Information provided by the Adherence Club

Total Responses: 5

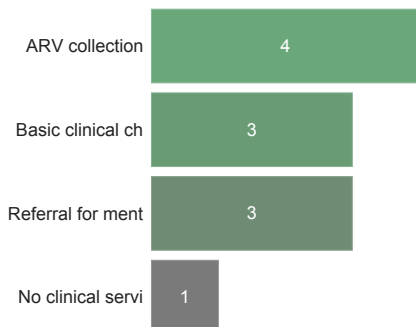


#### Facility Results

	Side effects of medicines	Why patients should adhere to their ARVs	Different medicines such as new drugs (ex. Dolutegravir)	Other information (please specify in the next question)	No information provided
Harrismith Clinic	1.0	1.0			
Bloemspruit Clinic	1.0	1.0	1.0		
Bohlokong Clinic	1.0	1.0	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	No clinical services
Bloemspruit Clinic	1.0			
Harrismith Clinic				1.0
Bohlokong Clinic	3.0	3.0	3.0	

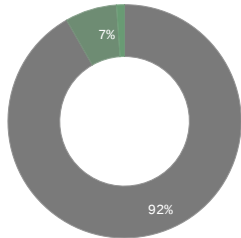
## Access to Viral Load Testing / Information

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: 362

Yes:	92%
No:	7%
Dont know:	1%



**Provincial Score\*** **93%**

#### Comparison Results

National Average:	96%
Best Provincial Result:	99%
Worst Provincial Result:	93%

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

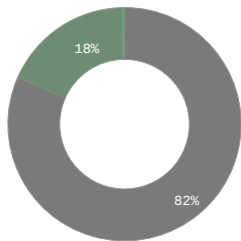
#### Facility Results (5 Best/Worst)

Kagisanong Clinic	100
Hani Park Clinic	100
Hoopstad Clinic	100
Bloemspruit Clinic	100
Matjhabeng Clinic	100
.....	--
Reitumetse Clinic	87
Phahameng (Bultfontein) Clinic	81
OR Tambo Clinic	80
Phomolong (Hennenman) Clinic	77
Tshepong (Welkom) Clinic	75

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

Patient Responses: 332

Yes:	82%
No:	18%
Dont know:	0%



**Provincial Score\*** **82%**

#### Comparison Results

National Average:	85%
Best Provincial Result:	93%
Worst Provincial Result:	78%

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

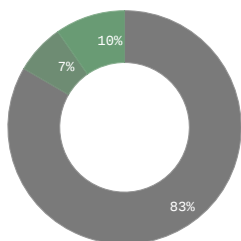
#### Facility Results (5 Best/Worst)

Welkom Clinic	100
Hani Park Clinic	100
Namahali Clinic	100
Mphohadi Clinic	100
Harrismith Clinic	100
.....	--
Phuthaditjhaba Clinic	67
Thusa Bophelo Clinic	64
Thabong Clinic	57
Boiketlo Clinic	36
Reitumetse Clinic	23

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

Patient Responses: 361

Yes:	83%
No:	7%
Dont know:	10%



**Provincial Score\*** **0.83**

#### Comparison Results

National Average:	0.83
Best Provincial Result:	0.97
Worst Provincial Result:	0.78

\* 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.**

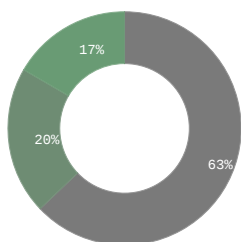
#### Facility Results (5 Best/Worst)

Hani Park Clinic	1.0
Mphohadi Clinic	1.0
Harrismith Clinic	1.0
Matjhabeng Clinic	1.0
Bohlokong Clinic	1.0
.....	--
Bloemspruit Clinic	0.67
Phuthaditjhaba Clinic	0.6
Thusa Bophelo Clinic	0.47
Boiketlo Clinic	0.41
Reitumetse Clinic	0.33

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

Patient Responses: 361

Yes:	63%
No:	20%
Dont know:	17%



**Provincial Score\*** **0.63**

#### Comparison Results

National Average:	0.67
Best Provincial Result:	0.75
Worst Provincial Result:	0.62

\* 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)

Hani Park Clinic	1.0
Albert Luthuli Memorial Clinic	0.92
Matjhabeng Clinic	0.88
Harrismith Clinic	0.87
Welkom Clinic	0.83
.....	--
Boiketlo Clinic	0.29
Thusa Bophelo Clinic	0.27
Mphohadi Clinic	0.25
Reitumetse Clinic	0.13
Bohlokong Clinic	0.0

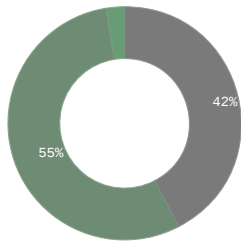
## Index Testing

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: 357

Yes:	42%
No:	55%
Dont know:	3%



**Provincial Score\*** **43%**

#### Comparison Results

National Average:	67%
Best Provincial Result:	81%
Worst Provincial Result:	37%

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

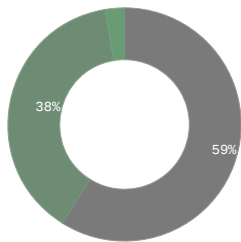
#### Facility Results (5 Best/Worst)

Hani Park Clinic	93
Phahameng (Bultfontein) Clinic	75
Kgotsoong (Bothaville) Clinic	67
Albert Luthuli Memorial Clinic	65
Matjhabeng Clinic	62
.....	--
Thusa Bophelo Clinic	20
Reitumetse Clinic	7
Boiketlo Clinic	6
Bloemspruit Clinic	0
Kagisanong Clinic	0

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

Patient Responses: 151

Yes:	59%
No:	38%
Dont know:	3%



**Provincial Score\*** **61%**

#### Comparison Results

National Average:	81%
Best Provincial Result:	92%
Worst Provincial Result:	61%

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

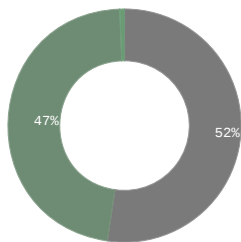
#### Facility Results (5 Best/Worst)

Matjhabeng Clinic	100
Reitumetse Clinic	100
Bohlokong Clinic	100
Harrismith Clinic	100
Mphohadi Clinic	100
.....	--
Phuthaditjhaba Clinic	33
Albert Luthuli Memorial Clinic	33
Phahameng (Bultfontein) Clinic	18
Tshepong (Welkom) Clinic	17
Boiketlo Clinic	0

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

Patient Responses: 149

Yes:	52%
No:	47%
Dont know:	1%



**Provincial Score\*** **52%**

#### Comparison Results

National Average:	75%
Best Provincial Result:	89%
Worst Provincial Result:	52%

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

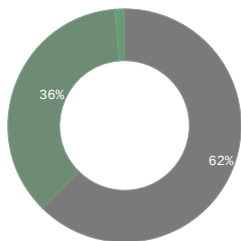
#### Facility Results (5 Best/Worst)

Harrismith Clinic	100
Reitumetse Clinic	100
Phuthaditjhaba Clinic	100
Matjhabeng Clinic	90
Namahali Clinic	89
.....	--
Phomolong (Hennenman) Clinic	28
Thabong Clinic	20
Tshepong (Welkom) Clinic	17
Phahameng (Bultfontein) Clinic	9
Boiketlo Clinic	0

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

Patient Responses: 149

Yes:	62%
No:	36%
Dont know:	1%



**Provincial Score\*** **62%**

#### Comparison Results

National Average:	72%
Best Provincial Result:	92%
Worst Provincial Result:	56%

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

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

Harrismith Clinic	100
Namahali Clinic	100
Hani Park Clinic	100
Bohlokong Clinic	100
Matjhabeng Clinic	90
.....	--
Phuthaditjhaba Clinic	33
Phahameng (Bultfontein) Clinic	18
Tshepong (Welkom) Clinic	17
Boiketlo Clinic	0
Reitumetse Clinic	0



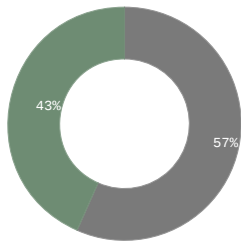
## TB Infection Control

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: 30

Yes: 57%  
No: 43%



**Provincial Score\*** **56%**

#### Comparison Results

National Average: 48%  
Best Provincial Result: 71%  
Worst Provincial Result: 26%

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

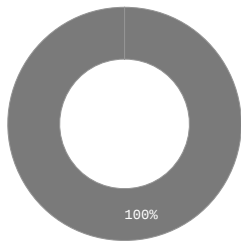
#### Facility Results (5 Best/Worst)

Albert Luthuli Memorial Clinic	100
Rheeders Park Clinic	100
Thusa Bophelo Clinic	100
Namahali Clinic	100
Harrismith Clinic	100
.....	--
Kgotsoong (Bothaville) Clinic	0
Phuthaditjhaba Clinic	0
Reitumetse Clinic	0
Bloemspruit Clinic	0
Kagisanong Clinic	0

### Were the Facility Windows Open?

Total Observations: 30

Yes: 100%



**Provincial Score\*** **100%**

#### Comparison Results

National Average: 96%  
Best Provincial Result: 100%  
Worst Provincial Result: 90%

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

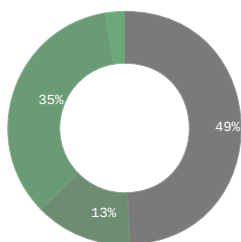
#### Facility Results (5 Best/Worst)

Albert Luthuli Memorial Clinic	100
Hani Park Clinic	100
Bloemspruit Clinic	100
Thusa Bophelo Clinic	100
Reitumetse Clinic	100
.....	--
OR Tambo Clinic	100
Matjhabeng Clinic	100
Kgotsoong (Bothaville) Clinic	100
Hoopstad Clinic	100
Kagisanong Clinic	100

### Are people being asked for TB symptoms?

Patient Responses: 424

Yes: 49%  
Only sometimes: 13%  
No: 35%  
Dont know: 3%



**Provincial Score\*** **50%**

#### Comparison Results

National Average: 62%  
Best Provincial Result: 76%  
Worst Provincial Result: 31%

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

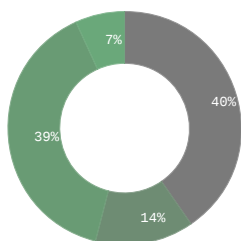
#### Facility Results (5 Best/Worst)

Bohlokong Clinic	100
Mphohadi Clinic	94
Hani Park Clinic	90
Harrismith Clinic	87
Matjhabeng Clinic	72
.....	--
Kgotsoong (Bothaville) Clinic	22
Welkom Clinic	17
Albert Luthuli Memorial Clinic	16
Phahameng (Bultfontein) Clinic	0
Kagisanong Clinic	0

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

Patient Responses: 424

Yes: 40%  
Only sometimes: 14%  
No: 39%  
Dont know: 7%



**Provincial Score\*** **43%**

#### Comparison Results

National Average: 52%  
Best Provincial Result: 60%  
Worst Provincial Result: 26%

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

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

Mphohadi Clinic	89
Bohlokong Clinic	89
Namahali Clinic	74
Harrismith Clinic	73
Hani Park Clinic	71
.....	--
Welkom Clinic	22
Bloemspruit Clinic	17
Albert Luthuli Memorial Clinic	12
Phahameng (Bultfontein) Clinic	0
Kagisanong Clinic	0