

## 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:  
2,271

Amount of time spent:

**4:38**

### Facility Results (5 Best/Worst)

Phenduka Clinic	0:54
Mandela Sisulu Clinic	2:12
Sebei Motsoeneng Clinic	2:20
Nokuthela Ngwenya CHC	2:35
Zone 17 Clinic	2:41
.....	--
Stanza Bopape II Clinic	7:05
KT Motubatse Clinic	7:18
Barcelona Clinic	7:20
Stanza Bopape CHC	8:23
Tembisa Main Clinic	8:41

### Comparison Results

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

### Earliest Patient Arrival Time

Patient Responses:  
2,247

Earliest arrival time

**5:23**

### Facility Results (5 Best/Worst)

Orlando Prov Clinic	8:38
Meadowlands Zone 2 Prov Clinic	8:04
Lyttelton Clinic	7:12
Princess Clinic	6:46
Hercules Clinic	6:27
.....	--
Esangweni CHC	4:15
Tembisa Main Clinic	3:54
Olifantsfontein Clinic	3:52
KT Motubatse Clinic	3:44
Soshanguve Block JJ Clinic	3:42

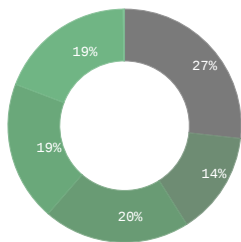
### Comparison Results

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

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

Patient Responses:  
1,077

Very Unsafe:	27%
Unsafe:	14%
Neither Safe or Unsafe:	20%
Safe:	19%
Very Safe:	19%
Dont know:	0%



**Provincial Score\***

**2.9**

### 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.**

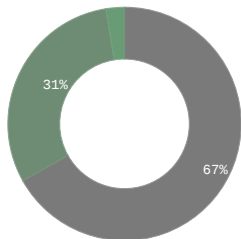
### Facility Results (5 Best/Worst)

Kemston Clinic	5.0
First Avenue Clinic	4.88
Kwa-Thema CHC	4.6
Crystal Park Clinic	4.5
Dawn Park Clinic	4.5
.....	--
Soshanguve Block TT Clinic	1.5
Kgabo CHC	1.5
KT Motubatse Clinic	1.4
Hillbrow CHC	1.0
Malvern Clinic	1.0

### Are the Queues at the Facility Long?

Patient Responses:  
2,327

Yes:	67%
No:	31%
Dont know:	3%



**Provincial Score\***

**68%**

### 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)

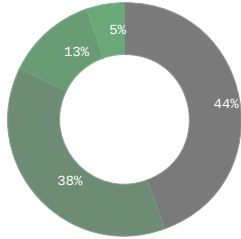
Zone 17 Clinic	7
Nokuthela Ngwenya CHC	12
Boipatong CHC	20
Lenasia Clinic	21
Randburg Clinic	25
.....	--
Vlakfontein Clinic	100
Stanza Bopape CHC	100
Stanza Bopape II Clinic	100
Spartan Clinic	100
Bellavista Clinic	100

## 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:	44%
Sometimes:	38%
Never:	13%
Dont know:	5%



#### Provincial Score\*

#### Comparison Results

National Average:	1.17
Best Provincial Result:	1.34
Worst Provincial Result:	1.01

\* 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.**

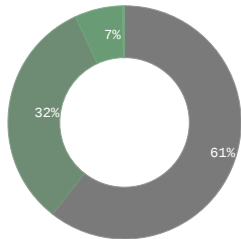
Patient Responses:  
2,333

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

Midvaal CDC	2.0
Bophelong CDC (Emfuleni)	2.0
Palmridge Clinic	2.0
Boipatong CHC	1.94
Empilisweni CDC	1.9
.....	--
KT Motubatse Clinic	0.67
Leondale Clinic	0.64
Erin Clinic	0.62
Stanza Bopape CHC	0.47
Meadowlands Zone 2 Prov Clinic	0.45

### Are Staff Friendly and Professional?

Yes:	61%
Sometimes:	32%
Never:	7%
Dont know:	0%



#### Provincial Score\*

#### Comparison Results

National Average:	1.53
Best Provincial Result:	1.65
Worst Provincial Result:	1.22

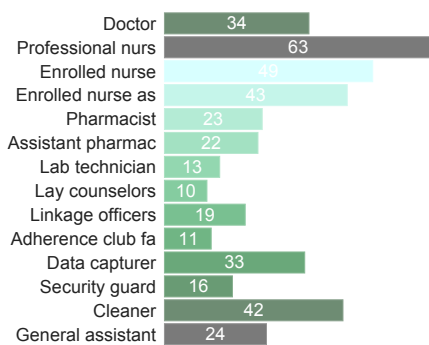
\* Scores based on average point value of each response with a maximum score of 2 and a minimum score of 0. **HIGHER scores are better.**

Patient Responses:  
2,333

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

Crystal Park Clinic	2.0
Nokuthela Ngwenya CHC	2.0
Sedilega Clinic	2.0
Tembisa Health Clinic	2.0
Daveyton East Clinic	2.0
.....	--
Phola Park CHC	0.82
Zandspruit Clinic	0.82
Leondale Clinic	0.8
Stanza Bopape CHC	0.69
Stanza Bopape II Clinic	0.42

### 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
OR Tambo CHC		1.0	1.0	1.0	1.0		1.0			1.0	1.0		1.0	1.0
Soshanguve Block X Clinic.		1.0	1.0	1.0	1.0		1.0		1.0		1.0	1.0		
Skinner Street Clinic	1.0	1.0	1.0	1.0		1.0			1.0		1.0		1.0	1.0
Winnie Mandela Clinic		1.0	1.0	1.0			1.0		1.0	1.0		1.0		1.0
Hillbrow CHC	1.0	1.0	1.0	1.0	1.0	1.0				1.0		1.0		1.0
Tembisa Main Clinic	1.0	1.0	1.0	1.0				1.0		1.0			1.0	1.0
Phenduka Clinic	1.0	1.0	1.0	1.0	1.0	1.0	1.0			1.0				
Itireleng CHC		1.0	1.0	1.0		1.0			1.0			1.0	1.0	1.0
Kgabo CHC	1.0	1.0		1.0	1.0		1.0				1.0		1.0	1.0
Lillian Ngoyi CHC		1.0		1.0	1.0	1.0					1.0	1.0	1.0	

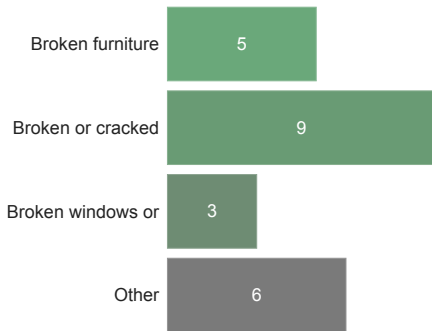
Facility Responses: 82

## 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: 18

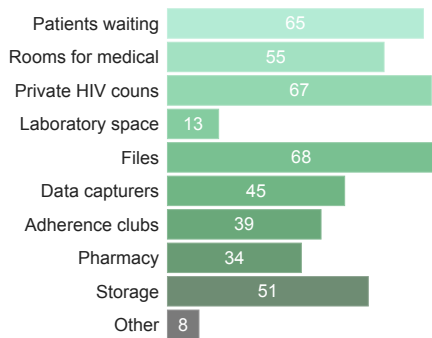


#### Facility Results

Facility	Broken furniture	Broken or cracked roof, walls or floor	Broken windows or doors	Other
Stanza Bopape CHC	1.0	1.0	1.0	
Chiawelo CHC		1.0	1.0	
Temba CHC	1.0			1.0
Kgabo CHC	1.0			1.0
Alexandra CHC		1.0		
Phedisong 1 Clinic		1.0		
Zola CHC		1.0		
Spartan Clinic				1.0
Rex Street Clinic				1.0
Princess Clinic	1.0			

### What do you need more space for?

Facility Responses: 90

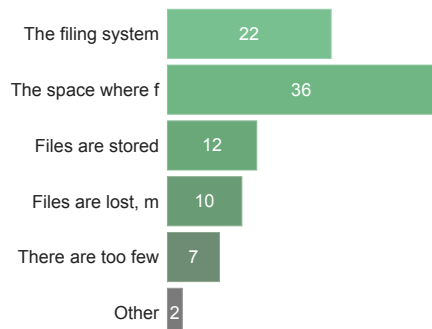


#### Facility Results

Facility	Patients waiting space	Rooms for medical care	Private HIV or counseling testing laboratory space	Files	Data capturers	Adherence clubs	Pharmacy	Storage	Other
Orange Farm Ext 7 Clinic	1.0	1.0	1.0	1.0	1.0	1.0	1.0	1.0	
Diepsloot South Clinic	1.0	1.0	1.0	1.0	1.0	1.0	1.0	1.0	
Alexandra 8th Avenue Clinic	1.0	1.0	1.0	1.0	1.0	1.0	1.0	1.0	
Phenduka Clinic	1.0	1.0	1.0	1.0	1.0	1.0	1.0	1.0	
Olifantsfontein Clinic	1.0	1.0	1.0	1.0	1.0	1.0	1.0	1.0	
Phillip Moyo CHC	1.0	1.0	1.0	1.0	1.0	1.0	1.0	1.0	
Hillbrow CHC	1.0	1.0	1.0	1.0	1.0	1.0	1.0	1.0	
Cosmo City Clinic	1.0	1.0	1.0	1.0	1.0	1.0	1.0	1.0	
Bophelong CDC (Emfuleni)	1.0	1.0	1.0	1.0	1.0	1.0	1.0	1.0	
Zone 17 Clinic	1.0	1.0	1.0	1.0	1.0		1.0	1.0	

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

Total Observations: 42



#### Facility Results

Facility	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
Diepsloot South Clinic	1.0	1.0	1.0	1.0	1.0	
Zandspruit Clinic	2.0	2.0	2.0	2.0	2.0	
Stanza Bopape CHC	1.0	1.0	1.0	1.0	1.0	
Hillbrow CHC	1.0	1.0	1.0		1.0	
Sebei Motsoeneng Clinic	1.0	1.0		1.0		
Bophelong CDC (Emfuleni)	2.0	2.0		2.0		
Cosmo City Clinic	1.0	1.0	1.0			
OR Tambo CHC	1.0	1.0			1.0	
Orange Farm Ext 7 Clinic	1.0	1.0	1.0			
Levai Mbatha CHC	1.0	1.0		1.0		

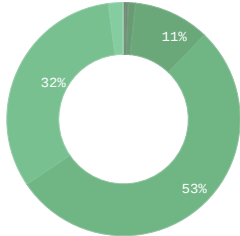


## ARV Collection and Access

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:	0%
2 weeks:	0%
3 weeks:	1%
1 month:	11%
2 months:	53%
3 months:	32%
6 months:	2%
Dont know:	0%



### Provincial Score\*

**2.27**

### 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.**

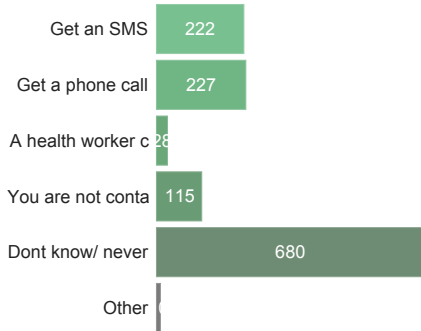
Patient Responses: 2,003

### Facility Results (5 Best/Worst)

Olifantsfontein Clinic	4.68
Daveyton Main CDC	3.47
Itireleng CHC	3.07
Dan Kubheka Clinic	3.0
Crystal Park Clinic	3.0
.....	--
Winnie Mandela Clinic	1.62
First Avenue Clinic	1.6
FF Ribeiro Clinic	1.55
Stanza Bopape II Clinic	1.43
Nokuthela Ngwenya CHC	1.38

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

Patient Responses: 1,215

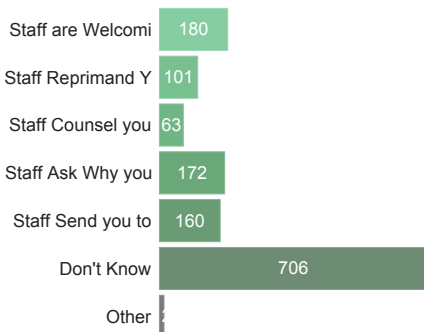


### Facility Results

	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
Ramokonopi CHC				1.0	9.0	
Goba Clinic				1.0	14.0	
Rex Street Clinic				1.0	11.0	
Spartan Clinic				1.0	8.0	
Eyethu Yarona Clinic				2.0	10.0	
Tshepisoong Clinic				3.0	21.0	
Zandspruit Clinic				1.0	11.0	
Thoko Mngoma Clinic				4.0	11.0	
Mayibuye Clinic			1.0	4.0	6.0	
Bellavista Clinic	1.0	1.0		5.0	6.0	

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

Patient Responses: 1,210



### Facility Results

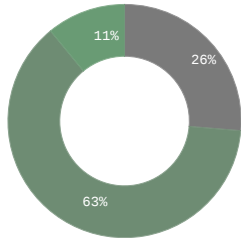
	Staff are Welcoming	Staff Reprimand You	Staff Counsel You on Adherence	Staff Ask Why you Missed Appt	Staff Send you to Back of Queue	Don't Know	Other
Itireleng (Region B) Clinic					7.0	2.0	
Winnie Mandela Clinic					7.0	4.0	
Erin Clinic					7.0	7.0	
Esangweni CHC					5.0	2.0	
Daveyton East Clinic		3.0			6.0	5.0	
Spartan Clinic		1.0			1.0	7.0	
Boksburg North Clinic					1.0	7.0	
Endayeni Clinic					11.0	4.0	
Boikhutsong Clinic		2.0			1.0	1.0	
Temba CHC		1.0			4.0	12.0	

## 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:	26%
No:	63%
Dont know:	11%



**Provincial Score\*** **28%**  
**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.**

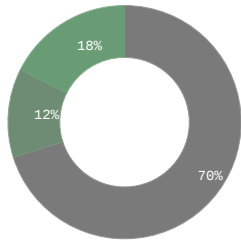
Patient Responses: 1,900

### Facility Results (5 Best/Worst)

Itireleng CHC	100
Stanza Bopape CHC	100
Malvern Clinic	100
Sebei Motsoeneng Clinic	92
Mpumelelo Clinic	92
.....	--
Zondi Clinic	0
Boekenhout Clinic	0
Alexandra 8th Avenue Clinic	0
17 Esselen Street Clinic	0
Winnie Mandela Clinic	0

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

Yes:	70%
No:	12%
Dont know:	18%



**Provincial Score\*** **76%**  
**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.**

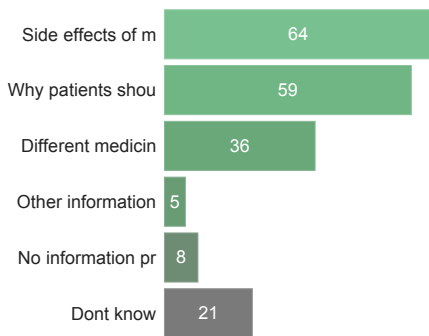
Total Responses: 97

### Facility Results (5 Best/Worst)

Levai Mbatha CHC	100
Kwa-Thema CHC	100
Vlakfontein Clinic	100
Tladi Prov Clinic	100
Mpumelelo Clinic	100
.....	--
Spartan Clinic	0
Dan Kubheka Clinic	0
Daveyton East Clinic	0
Daveyton Main CDC	0
Crystal Park Clinic	0

### Information provided by the Adherence Club

Total Responses: 95

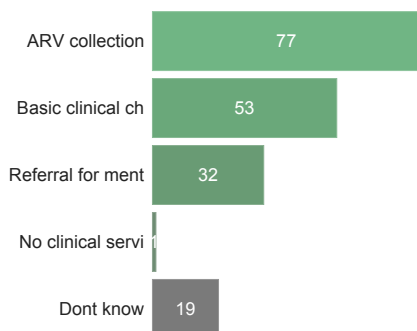


#### Facility Results

	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	Dont know
Phomolong Clinic						1.0
Kgabo CHC						1.0
Jubilee Gateway Clinic						1.0
Phedisong 1 Clinic						1.0
Stanza Bopape II Clinic						1.0
Itireleng (Region B) Clinic						1.0
Winnie Mandela Clinic						1.0
Hercules Clinic						1.0
Temba CHC						1.0
Esangweni CHC						1.0

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

Total Responses: 96



#### Facility Results

	ARV collection	Basic clinical check up	Referral for mental health services or psycho-social support	No clinical services	Dont know
Kgabo CHC					1.0
Phomolong Clinic					1.0
Phedisong 1 Clinic					1.0
Olifantsfontein Clinic					1.0
OR Tambo CHC					1.0
Winnie Mandela Clinic					1.0
Stanza Bopape II Clinic					1.0
Jubilee Gateway Clinic					1.0
Itireleng (Region B) Clinic					1.0
Temba CHC					1.0

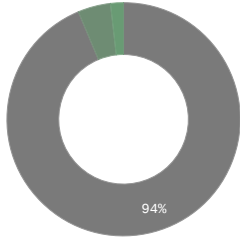
## Access to Viral Load Testing / Information

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:  
2,003

Yes:	94%
No:	5%
Dont know:	2%



**Provincial Score\***

**95%**

#### 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.**

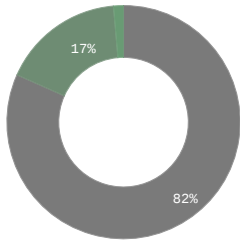
#### Facility Results (5 Best/Worst)

Boipatong CHC	100
Hercules Clinic	100
Bellavista Clinic	100
Barney Molokoane Clinic	100
Alexandra CHC	100
.....	--
Sinqobile Clinic	73
Hillbrow CHC	73
Mandela Sisulu Clinic	69
Jabavu (Vusabantu) Clinic	67
Soshanguve Block X Clinic.	60

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

Patient Responses:  
1,874

Yes:	82%
No:	17%
Dont know:	1%



**Provincial Score\***

**83%**

#### 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.**

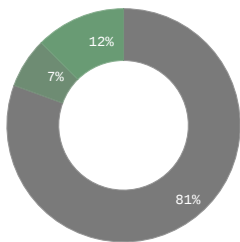
#### Facility Results (5 Best/Worst)

Kempton Park Civic Centre Clinic	100
Mandela Sisulu Clinic	100
Mary Moodley Memorial CDC	100
Lethabong Clinic	100
Vlakfontein Clinic	100
.....	--
Rabie Ridge Clinic	50
Alexandra CHC	41
Khumalo Clinic	40
Tembisa Main Clinic	13
Leondale Clinic	0

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

Patient Responses:  
1,996

Yes:	81%
No:	7%
Dont know:	12%



**Provincial Score\***

**0.81**

#### 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.**

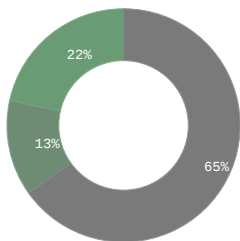
#### Facility Results (5 Best/Worst)

Protea Glen Clinic	1.0
Diepsloot South Clinic	1.0
Leondale Clinic	1.0
Bophelong CDC (Emfuleni)	1.0
Khumalo Clinic	1.0
.....	--
Barcelona Clinic	0.43
Mpumelelo Clinic	0.38
Germiston City Clinic	0.38
Vosloorus Poly Clinic	0.24
Tembisa Main Clinic	0.2

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

Patient Responses:  
1,990

Yes:	65%
No:	13%
Dont know:	22%



**Provincial Score\***

**0.65**

#### 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)

FF Ribeiro Clinic	1.0
Bophelong CDC (Emfuleni)	1.0
Orange Farm Ext 7 Clinic	1.0
Itireleng CHC	1.0
Vlakfontein Clinic	1.0
.....	--
Tembisa Main Clinic	0.13
Erin Clinic	0.07
Esangweni CHC	0.06
Endayeni Clinic	0.0
Winnie Mandela Clinic	0.0

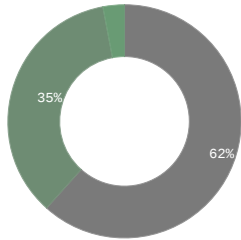
## Index Testing

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:  
1,979

Yes:	62%
No:	35%
Dont know:	3%



**Provincial Score\*** **63%**

#### 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.**

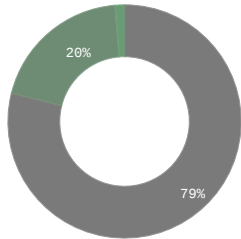
#### Facility Results (5 Best/Worst)

Phedisong 4 CHC	100
Soshanguve Block JJ Clinic	100
First Avenue Clinic	100
Vlakfontein Clinic	100
Nokuthela Ngwenya CHC	100
.....	--
Zondi Clinic	12
Diepkloof Prov Clinic	11
Freedom Park Clinic	7
Dawn Park Clinic	0
Palmridge Clinic	0

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

Patient Responses:  
1,214

Yes:	79%
No:	20%
Dont know:	1%



**Provincial Score\*** **80%**

#### 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.**

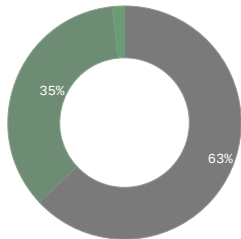
#### Facility Results (5 Best/Worst)

Freedom Park Clinic	100
Daveyton East Clinic	100
Soshanguve Block JJ Clinic	100
Boikhotsong Clinic	100
Zondi Clinic	100
.....	--
Tembisa Main Clinic	20
Phenduka Clinic	0
Stretford CHC	0
Spartan Clinic	0
Chiawelo CHC	0

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

Patient Responses:  
1,215

Yes:	63%
No:	35%
Dont know:	2%



**Provincial Score\*** **64%**

#### 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.**

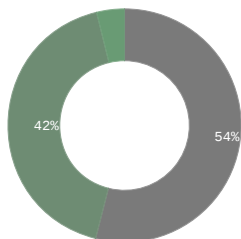
#### Facility Results (5 Best/Worst)

Tlamelong Clinic	100
Phedisong 4 CHC	100
Tembisa Main Clinic	100
Vosloorus Poly Clinic	100
4th Avenue Clinic	100
.....	--
Zondi Clinic	0
Stretford CHC	0
Phenduka Clinic	0
Lethabong Clinic	0
Freedom Park Clinic	0

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

Patient Responses:  
1,217

Yes:	54%
No:	42%
Dont know:	4%



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

#### 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)

Tembisa Main Clinic	100
Alexandra CHC	100
Sedilega Clinic	100
Vosloorus Poly Clinic	100
Phedisong 1 Clinic	100
.....	--
Malvern Clinic	0
Randburg Clinic	0
Stretford CHC	0
Zondi Clinic	0
Freedom Park Clinic	0



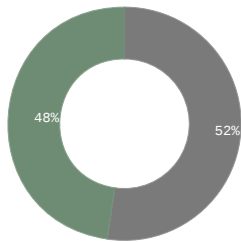
## TB Infection Control

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: 128

Yes: 52%  
No: 48%



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

#### 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.**

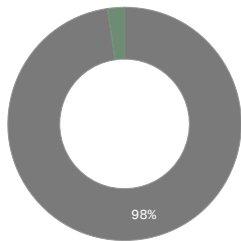
#### Facility Results (5 Best/Worst)

Boipatong CHC	100
Phillip Moyo CHC	100
Lenasia Clinic	100
Jabavu (Vusabantu) Clinic	100
Itireleng CHC	100
.....	--
Orange Farm Ext 7 Clinic	0
Protea Glen Clinic	0
Rabie Ridge Clinic	0
Rex Street Clinic	0
Freedom Park Clinic	0

### Were the Facility Windows Open?

Total Observations: 128

Yes: 98%  
No: 2%



**Provincial Score\*** **98%**

#### 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.**

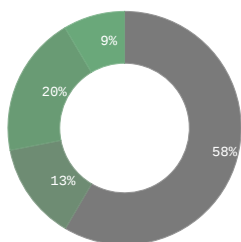
#### Facility Results (5 Best/Worst)

Boipatong CHC	100
Mpumelelo Clinic	100
Thoko Mngoma Clinic	100
Stretford CHC	100
Sinqobile Clinic	100
.....	--
Lethabong Clinic	100
Tlamelong Clinic	100
Dawn Park Clinic	0
Mandela Sisulu Clinic	0
Zondi Clinic	0

### Are people being asked for TB symptoms?

Patient Responses: 2,330

Yes: 58%  
Only sometimes: 13%  
No: 20%  
Dont know: 9%



**Provincial Score\*** **64%**

#### 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.**

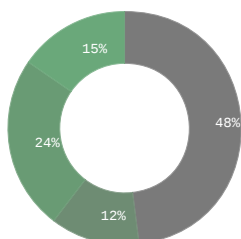
#### Facility Results (5 Best/Worst)

Boipatong CHC	100
First Avenue Clinic	100
Lethabong Clinic	100
Mary Moodley Memorial CDC	100
Bophelong CDC (Emfuleni)	100
.....	--
Endayeni Clinic	7
Tembisa Main Clinic	7
Vosloorus Poly Clinic	6
Leondale Clinic	0
Goba Clinic	0

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

Patient Responses: 2,327

Yes: 48%  
Only sometimes: 12%  
No: 24%  
Dont know: 15%



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

#### 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)

Sedilega Clinic	100
Bophelong CDC (Emfuleni)	100
Lethabong Clinic	100
Itireleng CHC	100
Lillian Ngoyi CHC	100
.....	--
Kempton Park Civic Centre Clinic	0
Tembisa Health Clinic	0
Spartan Clinic	0
Boikhutsong Clinic	0
Endayeni Clinic	0