

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:
3,121

Amount of time spent:

4:24

Facility Results (5 Best/Worst)

Dawn Park Clinic	1:36
Mandela Sisulu Clinic	2:15
Tsakane Clinic	2:23
Hikhensile Clinic	2:36
Jabavu (Vusabantu) Clinic	2:43
.....	--
Soshanguve Block X Clinic.	7:23
Stanza Bopape CHC	7:33
KT Motubatse Clinic	7:48
Witkoppen Clinic	7:49
Olifantsfontein Clinic	8:21

Comparison Results

National Average:	4:15
Best Provincial Result:	3:29
Worst Provincial Result:	5:56

Earliest Patient Arrival Time

Patient Responses:
3,090

Earliest arrival time

5:38

Facility Results (5 Best/Worst)

Khumalo Clinic	7:45
Leondale Clinic	7:06
Phenduka Clinic	7:01
Stretford CHC	6:58
Tsakane Clinic	6:46
.....	--
Soshanguve Block TT Clinic	4:35
Alexandra CHC	4:25
Esangweni CHC	4:23
Soshanguve Block JJ Clinic	4:09
Soshanguve Block X Clinic.	4:04

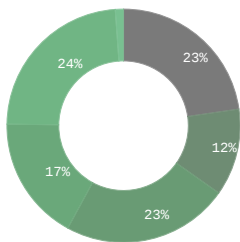
Comparison Results

National Average:	5:47
Best Provincial Result:	6:21
Worst Provincial Result:	5:15

How Safe is the Facility to Wait Before it Opens?

Patient Responses:
1,400

Very Unsafe:	23%
Unsafe:	12%
Neither Safe or Unsafe:	23%
Safe:	17%
Very Safe:	24%
Dont know:	1%



Provincial Score*

3.07

Comparison Results

National Average:	3.14
Best Provincial Result:	3.5
Worst Provincial Result:	1.8

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

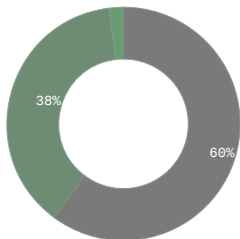
Facility Results (5 Best/Worst)

Kemston Clinic	5.0
Tsakane Clinic	5.0
Mary Moodley Memorial CDC	5.0
Crystal Park Clinic	4.92
First Avenue Clinic	4.82
.....	--
Temba CHC	1.5
Diepkloof Prov Clinic	1.33
Stanza Bopape II Clinic	1.14
Hercules Clinic	1.0
Stanza Bopape CHC	1.0

Are the Queues at the Facility Long?

Patient Responses:
3,185

Yes:	60%
No:	38%
Dont know:	2%



Provincial Score*

61%

Comparison Results

National Average:	66%
Best Provincial Result:	61%
Worst Provincial Result:	72%

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

Facility Results (5 Best/Worst)

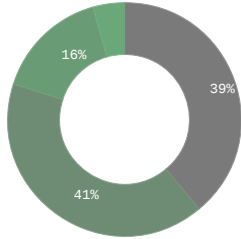
Boksburg Civic Centre Clinic	14
Discoverers CHC	20
Sebei Motsoeneng Clinic	20
Tsakane Clinic	22
Kemston Clinic	24
.....	--
Jubilee Gateway Clinic	100
Phomolong Clinic	100
Temba CHC	100
Stanza Bopape CHC	100
Stanza Bopape II Clinic	100

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:	39%
Sometimes:	41%
Never:	16%
Dont know:	4%



Provincial Score*

1.24

Comparison Results

National Average:	1.17
Best Provincial Result:	1.51
Worst Provincial Result:	0.95

* 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.**

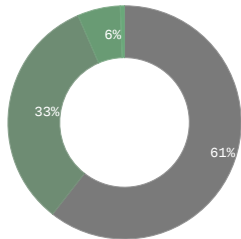
Patient Responses:
3,195

Facility Results (5 Best/Worst)

Hillbrow CHC	1.91
Eyethu Yarona Clinic	1.86
Dawn Park Clinic	1.86
Itireleng CHC	1.77
Witkoppen Clinic	1.76
.....	--
Daveyton Main CDC	0.7
Protea Glen Clinic	0.66
KT Motubatse Clinic	0.62
Olifantsfontein Clinic	0.39
Stanza Bopape CHC	0.14

Are Staff Friendly and Professional?

Yes:	61%
Sometimes:	33%
Never:	6%
Dont know:	1%



Provincial Score*

1.55

Comparison Results

National Average:	1.59
Best Provincial Result:	1.72
Worst Provincial Result:	1.3

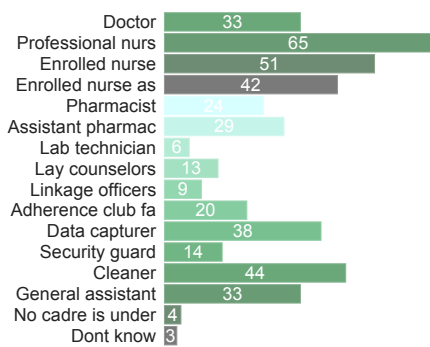
* Scores based on average point value of each response with a maximum score of 2 and a minimum score of 0. **HIGHER scores are better.**

Patient Responses:
3,196

Facility Results (5 Best/Worst)

Crystal Park Clinic	2.0
Witkoppen Clinic	1.97
Mary Moodley Memorial CDC	1.97
Dan Kubheka Clinic	1.97
Hillbrow CHC	1.96
.....	--
Katlehong North Clinic	0.96
Daveyton Main CDC	0.96
KT Motubatse Clinic	0.75
Olifantsfontein Clinic	0.5
Stanza Bopape CHC	0.45

Which Cadres are Understaffed?



Facility Responses: 109

Facility Results

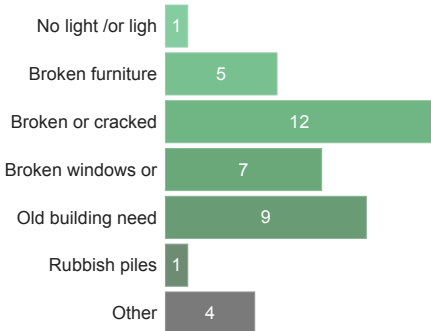
Facility	Doctor	Professional nurse	Enrolled nurse	Enrolled nurse assistant	Pharmacist	Assistant Pharmacist	Lab technician	Lay counselors	Linkage officers	Adherence club facilitators	Data capturer	Security guard	Cleaner	General assistant	No cadre is understaffed	Dont know
Jabulane Dumane CHC	1.0	1.0		1.0	1.0	1.0			1.0	1.0		1.0		1.0		
Phedisong 1 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			
Eyethu Yarona Clinic		1.0	1.0	1.0		1.0		1.0		1.0		1.0				
Itireleng (Region B) Clinic		1.0	1.0		1.0	1.0			1.0		1.0	1.0				
Michael Maponya Prov Clinic	1.0	1.0	1.0	1.0		1.0				1.0	1.0					
Esangweni CHC	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				
Lethabong Clinic			1.0	1.0	1.0	1.0		1.0		1.0						

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: 22

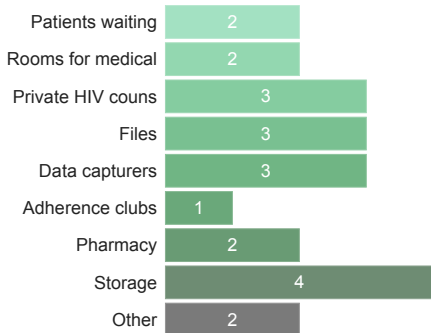


Facility Results

	No light / or lights working in some areas of facility	Broken furniture	Broken or cracked roof, walls or floor	Broken windows or doors	Old building needs renovation	Rubbish piles	Other
Boikhutsong Clinic		1.0	1.0	1.0	1.0		
Stanza Bopape CHC			1.0	1.0	1.0	1.0	
Zone 17 Clinic				1.0	1.0		1.0
Zola CHC				1.0	1.0		1.0
Jubilee Gateway Clinic		1.0		1.0			
Temba CHC			1.0		1.0		
Soshanguve 2 Clinic			2.0		1.0		
Orange Farm Ext 7 Clinic		1.0					1.0
Boekenhout Clinic		1.0	1.0				

What do you need more space for?

Facility Responses: 6

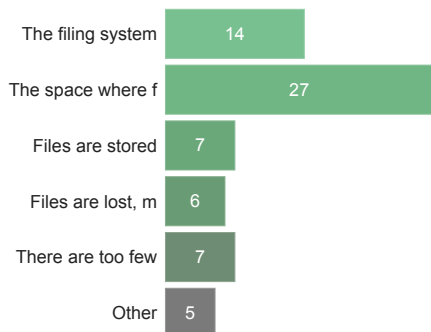


Facility Results

	Patients waiting space	Rooms for medical care	Private HIV counseling or testing	Files	Data capturers	Adherence clubs	Pharmacy	Storage	Other
Spartan 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	
Mary Moodley Memorial CDC				1.0	1.0			1.0	
Kempton Park Civic Centre Clinic					1.0				1.0
Kemston Clinic			1.0					1.0	
Tembisa Health Clinic									1.0

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

Total Observations: 34



Facility Results

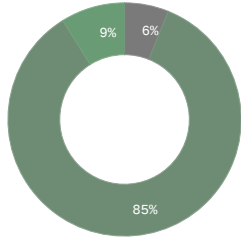
	The filing system is messy	The space where files are stored is too small	Files are stored where patients can access them	Files are lost, missing or misplaced	There are too few people looking for files	Other
Stanza Bopape CHC	1.0	1.0	1.0	1.0	1.0	
Bophelong CDC (Emfuleni)	1.0	1.0	1.0	1.0		1.0
Cosmo City Clinic	1.0	1.0	1.0	1.0	1.0	
Leondale Clinic	1.0	1.0	1.0		1.0	
Orange Farm Ext 7 Clinic	1.0	1.0	1.0			
KT Motubatse Clinic	1.0	1.0	1.0			
Zone 17 Clinic		1.0	1.0	1.0		
Alexandra CHC				1.0	1.0	
Zandspruit Clinic	1.0	1.0				
Diepsloot South Clinic	1.0	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:	6%
No:	85%
Dont know:	9%



Provincial Score*

Comparison Results

National Average:	11%
Best Provincial Result:	7%
Worst Provincial Result:	33%

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

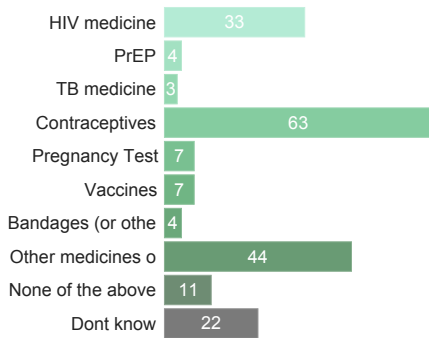
Patient Responses:
3,161

Facility Results (5 Best/Worst)

Boipatong CHC	0
Nokuthela Ngwenya CHC	0
Olifantsfontein Clinic	0
Phillip Moyo CHC	0
Spartan Clinic	0
.....	--
Stanza Bopape II Clinic	28
Soshanguve Block JJ Clinic	33
Empilisweni CDC	33
Lenasia Clinic	36
Stanza Bopape CHC	64

Patient Reports of Medicine Shortage(s)

Patient Responses: 186

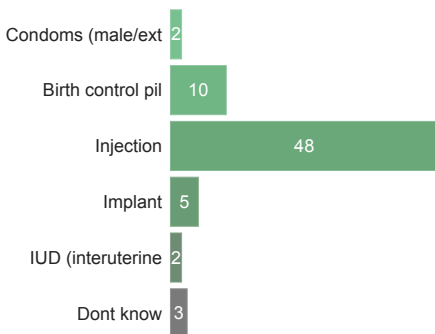


Facility Results

	HIV medicine	PrEP	TB medicine	Contraceptives	Pregnancy Test	Vaccines	Bandages (or other dry stock)	Other medicines or tests	None of the above	Don't know
Lenasia Clinic			1.0	5.0		1.0		2.0		
Bophelong CDC (Emfuleni)	2.0		1.0	2.0		1.0				
Palmeridge Clinic		1.0		2.0			2.0			1.0
Diepsloot South Clinic	1.0			1.0	1.0	1.0				
Empilisweni CDC				1.0		1.0		2.0		
Katlehong North Clinic	1.0							2.0	1.0	1.0
Orange Farm Ext 7 Clinic				3.0	2.0			1.0		
Imbalenhle Clinic				4.0			1.0	3.0		
Phenduka Clinic	2.0	1.0								3.0
Sebei Motsoeneng Clinic						1.0		1.0	1.0	

Contraception shortage(s)

Patient Responses: 63

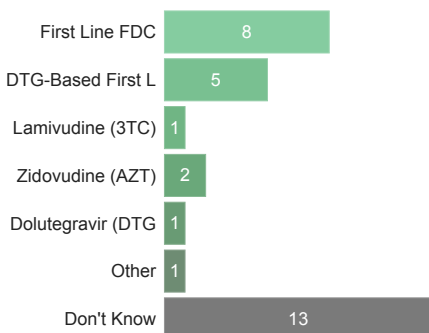


Facility Results

	Condoms (male/external)	Birth control pill	Injecton	Implant	IUD (interuterine device)	Don't know
Stanza Bopape CHC		5.0	6.0		1.0	
Soshanguve Block JJ Clinic			3.0	1.0		
Imbalenhle Clinic			3.0	1.0		1.0
Dresser Clinic		1.0	1.0			
Orange Farm Ext 7 Clinic		1.0	2.0			
Vlakfontein Clinic		1.0	1.0			
Bophelong CDC (Emfuleni)	1.0		1.0			
Soshanguve Block X Clinic			2.0			
Soshanguve Block TT Clinic			1.0			
Meadowlands Zone 2 Prov Clinic			1.0			

HIV medication shortage(s)

Patient Responses: 30



Facility Results

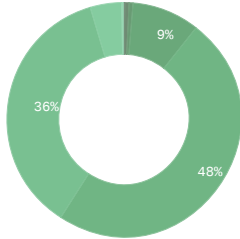
	First Line FDC	DTG-Based First Line FDC	Lamivudine (3TC)	Zidovudine (AZT)	Dolutegravir (DTG)	Other	Don't Know
Kgabo CHC	1.0		1.0	1.0			1.0
Tembisa Main Clinic	1.0	2.0					1.0
Alexandra East Bank Clinic		1.0					
Zola CHC					1.0		
Tshepisoing Clinic	1.0						
Ramokonopi CHC				1.0			1.0
Princess Clinic		1.0					
Orlando Prov Clinic	2.0						
Mofolo CHC	1.0						
Katlehong North 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:	0%
2 weeks:	1%
3 weeks:	1%
1 month:	9%
2 months:	48%
3 months:	36%
6 months:	4%
Dont know:	0%



Provincial Score*

2.43

Comparison Results

National Average:	2.26
Best Provincial Result:	2.43
Worst Provincial Result:	1.79

* 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.**

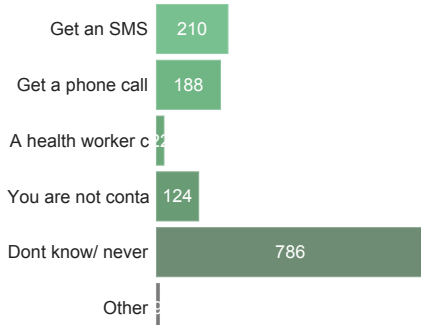
Patient Responses: 2,380

Facility Results (5 Best/Worst)

Erin Clinic	4.19
Stanza Bopape CHC	3.4
Stanza Bopape II Clinic	3.38
Itireleng (Region B) Clinic	3.38
Phola Park CHC	3.34
.....	--
Mary Moodley Memorial CDC	1.86
Germiston City Clinic	1.84
Nokuthela Ngwenya CHC	1.79
Bophelong CDC (Emfuleni)	1.7
OR Tambo CHC	1.68

When Patients Miss a Visit to Collect ARVs:

Patient Responses: 1,279

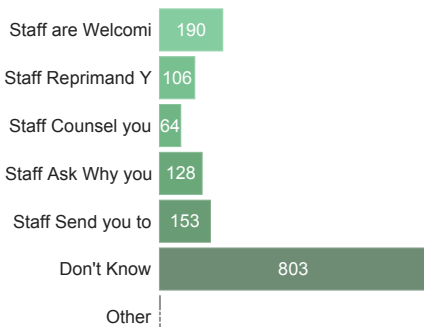


Facility Results

	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	6.0	
Alexandra 8th Avenue Clinic				2.0	10.0	
Phola Park CHC				1.0	8.0	
Soshanguve Block TT Clinic				4.0	9.0	
Vosloorus Poly Clinic				2.0		
Meadowlands Zone 2 Prov Clinic	1.0	1.0		7.0	6.0	
17 Esselen Street Clinic		1.0		3.0	10.0	
Tladi Prov Clinic	1.0		1.0	6.0	8.0	
Freedom Park Clinic		2.0		5.0	10.0	
OR Tambo CHC		1.0		2.0	12.0	

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

Patient Responses: 1,276



Facility Results

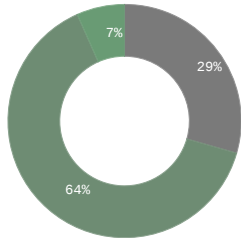
	Staff are Welcoming	Staff Reprimand You	Staff Counsel You on Adherence	Staff Ask Why you Missed Appt	Staff Send you to Back of Queue	Don't Know	Other
Tembisa Main Clinic		1.0			3.0	2.0	
Nokuthela Ngwenya CHC					3.0	7.0	
Diepsloot South Clinic		2.0			1.0	9.0	
Lethabong Clinic					2.0	3.0	
4th Avenue Clinic		2.0				14.0	
Hikhensile Clinic		3.0				2.0	
Mayibuye Clinic		1.0			1.0	10.0	
Mpumelelo Clinic		1.0					
Dresser Clinic					4.0	6.0	
Boksburg North Clinic					5.0	16.0	

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:	29%
No:	64%
Dont know:	7%



Provincial Score*

31%

Comparison Results

National Average:	41%
Best Provincial Result:	84%
Worst Provincial Result:	15%

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

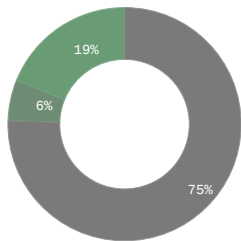
Patient Responses: 2,256

Facility Results (5 Best/Worst)

Boipatong CHC	100
Hikhensile Clinic	100
Vlakfontein Clinic	100
Chiawelo CHC	95
Stanza Bopape CHC	94
.....	--
Daveyton East Clinic	0
Randburg Clinic	0
Thoko Mngoma Clinic	0
Boksburg North Clinic	0
Daveyton Main CDC	0

Does the Adherence Club make HIV medicine pick up faster?

Yes:	75%
No:	6%
Dont know:	19%



Provincial Score*

74%

Comparison Results

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

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

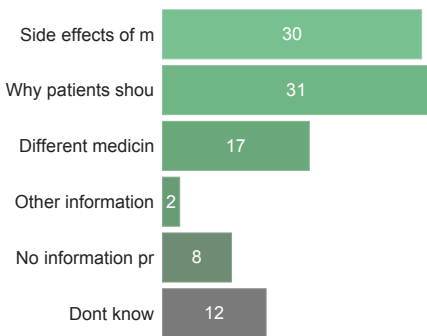
Total Responses: 53

Facility Results (5 Best/Worst)

Bophelong CDC (Emfuleni)	100
Levai Mbatha CHC	100
Phedisong 4 CHC	100
Boikhutsong Clinic	100
Zandspruit Clinic	100
.....	--
Daveyton Main CDC	0
FF Ribeiro Clinic	0
Germiston City Clinic	0
Skinner Street Clinic	0
Olifantsfontein Clinic	0

Information provided by the Adherence Club

Total Responses: 50

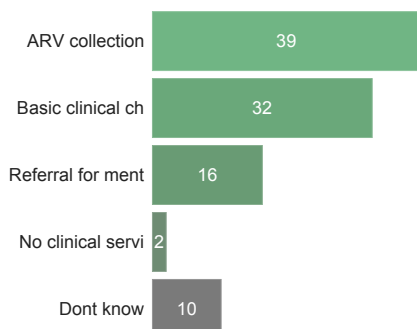


Facility Results

	Side effects of medicines	Why patients should adhere to their ARVs	Different medicines options such as new drugs (ex. Doloutegra)	Other information (please specify in the next question)	No information provided	Dont know
4th Avenue Clinic						1.0
Diepsloot South Clinic						1.0
Stanza Bopape CHC						1.0
Rex Street Clinic						1.0
Princess Clinic						1.0
Kemston Clinic						1.0
Laudium CHC						1.0
Thoko Mngoma Clinic						1.0
Alexandra CHC		1.0				
Stretford CHC					1.0	

What clinical services are offered at an adherence club meeting?

Total Responses: 52



Facility Results

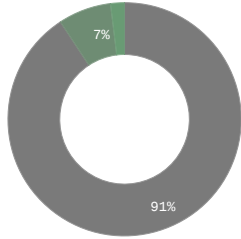
	ARV collection	Basic clinical check up	Referral for mental health services or psycho-social support	No clinical services	Dont know
4th Avenue Clinic					1.0
Thoko Mngoma Clinic					1.0
Diepsloot South Clinic					1.0
Rex Street Clinic					1.0
Princess Clinic					1.0
Kemston Clinic					1.0
Laudium CHC					1.0
Stretford CHC	1.0				
Stanza Bopape II Clinic					1.0
Stanza Bopape 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?

Yes:	91%
No:	7%
Dont know:	2%



Provincial Score*

92%

Comparison Results

National Average:	95%
Best Provincial Result:	98%
Worst Provincial Result:	87%

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

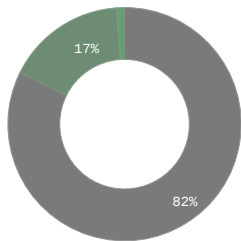
Patient Responses:
2,382

Facility Results (5 Best/Worst)

Jubilee Gateway Clinic	100
Alexandra East Bank Clinic	100
Hikhensile Clinic	100
Freedom Park Clinic	100
Bophelong CDC (Emfuleni)	100
.....	--
Kempton Park Civic Centre Clinic	68
Khumalo Clinic	67
Kemston Clinic	65
Mary Moodley Memorial CDC	64
Spartan Clinic	60

Did a Health Worker Explain the Viral Load Test Result?

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



Provincial Score*

83%

Comparison Results

National Average:	86%
Best Provincial Result:	93%
Worst Provincial Result:	76%

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

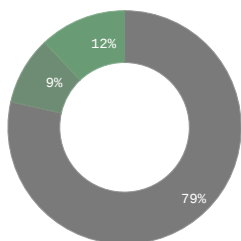
Patient Responses:
2,154

Facility Results (5 Best/Worst)

Vlakfontein Clinic	100
Kwa-Thema CHC	100
Kemston Clinic	100
Kempton Park Civic Centre Clinic	100
Witkoppen Clinic	100
.....	--
Daveyton East Clinic	44
Orange Farm Ext 7 Clinic	40
Daveyton Main CDC	32
Boikhutsong Clinic	27
Olifantsfontein Clinic	6

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

Yes:	79%
No:	9%
Dont know:	12%



Provincial Score*

0.78

Comparison Results

National Average:	0.82
Best Provincial Result:	0.89
Worst Provincial Result:	0.71

* 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.**

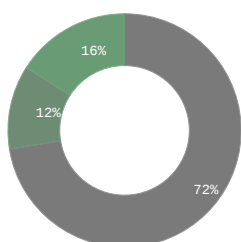
Patient Responses:
2,377

Facility Results (5 Best/Worst)

Mofolo CHC	1.0
Tembisa Main Clinic	1.0
Esangweni CHC	1.0
First Avenue Clinic	1.0
Tsakane Clinic	1.0
.....	--
Jabulane Dumane CHC	0.35
Vosloorus Poly Clinic	0.35
Zone 17 Clinic	0.33
Goba Clinic	0.28
Ramokonopi CHC	0.27

Treatment Literacy: Do Patients Understand Viral Load and Transmission?

Yes:	72%
No:	12%
Dont know:	16%



Provincial Score*

0.72

Comparison Results

National Average:	0.74
Best Provincial Result:	0.8
Worst Provincial Result:	0.52

* 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:
2,379

Facility Results (5 Best/Worst)

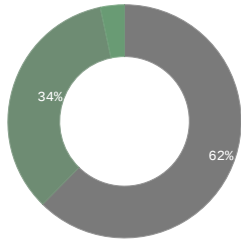
Witkoppen Clinic	1.0
Stanza Bopape II Clinic	1.0
Kwa-Thema CHC	1.0
FF Ribeiro Clinic	1.0
Rex Street Clinic	1.0
.....	--
Goba Clinic	0.2
Esangweni CHC	0.2
Tembisa Main Clinic	0.17
Itireleng (Region B) Clinic	0.13
Winnie Mandela Clinic	0.13

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:	62%
No:	34%
Dont know:	3%



Provincial Score* **63%**

Comparison Results

National Average:	66%
Best Provincial Result:	78%
Worst Provincial Result:	23%

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

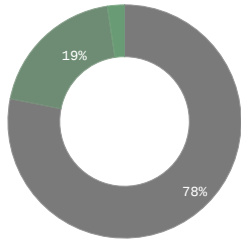
Patient Responses:
2,329

Facility Results (5 Best/Worst)

Tlamelong Clinic	100
Daveyton Main CDC	100
Hercules Clinic	100
Levai Mbatha CHC	100
Midvaal CDC	100
.....	--
Kempton Park Civic Centre Clinic	11
Phillip Moyo CHC	11
Kemston Clinic	4
Spartan Clinic	0
Tembisa Health Clinic	0

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

Yes:	78%
No:	19%
Dont know:	2%



Provincial Score* **79%**

Comparison Results

National Average:	81%
Best Provincial Result:	90%
Worst Provincial Result:	68%

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

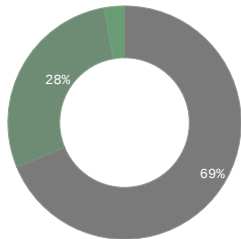
Patient Responses:
1,436

Facility Results (5 Best/Worst)

Zondi Clinic	100
Crystal Park Clinic	100
Mary Moodley Memorial CDC	100
Zandspruit Clinic	100
Maria Rantho Clinic	100
.....	--
Alexandra East Bank Clinic	25
Stanza Bopape CHC	25
Stanza Bopape II Clinic	25
4th Avenue Clinic	20
Kempton Park Civic Centre Clinic	0

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

Yes:	69%
No:	28%
Dont know:	3%



Provincial Score* **70%**

Comparison Results

National Average:	79%
Best Provincial Result:	89%
Worst Provincial Result:	62%

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

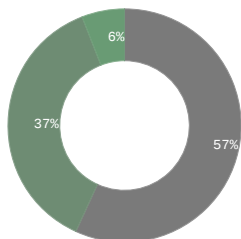
Patient Responses:
1,434

Facility Results (5 Best/Worst)

Mayibuye Clinic	100
Goba Clinic	100
Dawn Park Clinic	100
Daveyton Main CDC	100
Daveyton East Clinic	100
.....	--
Dresser Clinic	0
Phillip Moyo CHC	0
Stanza Bopape CHC	0
Kempton Park Civic Centre Clinic	0
Kemston Clinic	0

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

Yes:	57%
No:	37%
Dont know:	6%



Provincial Score* **60%**

Comparison Results

National Average:	74%
Best Provincial Result:	88%
Worst Provincial Result:	59%

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

Patient Responses:
1,432

Facility Results (5 Best/Worst)

Crystal Park Clinic	100
Soshanguve Block JJ Clinic	100
Soshanguve Block TT Clinic	100
Daveyton Main CDC	100
Dan Kubheka Clinic	100
.....	--
Zandspruit Clinic	0
Stanza Bopape CHC	0
Orange Farm Ext 7 Clinic	0
Cosmo City Clinic	0
Kemston Clinic	0

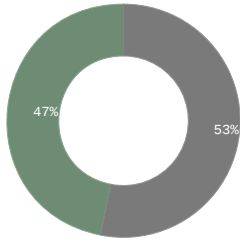
TB Infection Control

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: 141

Yes: 53%
No: 47%



Provincial Score* **53%**

Comparison Results

National Average: 47%
Best Provincial Result: 65%
Worst Provincial Result: 13%

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

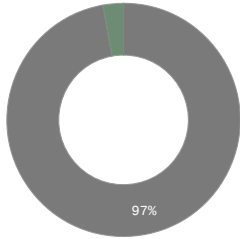
Facility Results (5 Best/Worst)

Boipatong CHC	100
Cosmo City Clinic	100
Lillian Ngoyi CHC	100
Lenasia Clinic	100
Jabavu (Vusabantu) Clinic	100
.....	--
Rabie Ridge Clinic	0
Dresser Clinic	0
Senaoane Clinic	0
Sinqobile Clinic	0
Princess Clinic	0

Were the Facility Windows Open?

Total Observations: 141

Yes: 97%
No: 3%



Provincial Score* **97%**

Comparison Results

National Average: 95%
Best Provincial Result: 98%
Worst Provincial Result: 82%

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

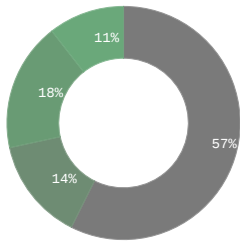
Facility Results (5 Best/Worst)

Boipatong CHC	100
Tladi Prov Clinic	100
Stretford CHC	100
Sinqobile Clinic	100
Senaoane Clinic	100
.....	--
Tlamelong Clinic	100
Malvern Clinic	67
Barney Molokoane Clinic	50
Orange Farm Ext 7 Clinic	0
Zondi Clinic	0

Are people being asked for TB symptoms?

Patient Responses: 3,186

Yes: 57%
Only sometimes: 14%
No: 18%
Dont know: 11%



Provincial Score* **64%**

Comparison Results

National Average: 64%
Best Provincial Result: 85%
Worst Provincial Result: 37%

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

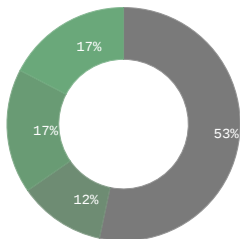
Facility Results (5 Best/Worst)

First Avenue Clinic	100
Winnie Mandela Clinic	100
Chiawelo CHC	100
Kwa-Thema CHC	100
Lethabong Clinic	100
.....	--
Vosloorus Poly Clinic	0
Spartan Clinic	0
Phillip Moyo CHC	0
Stanza Bopape CHC	0
Khumalo Clinic	0

Are people who are coughing in a separate room?

Patient Responses: 3,187

Yes: 53%
Only sometimes: 12%
No: 17%
Dont know: 17%



Provincial Score* **64%**

Comparison Results

National Average: 56%
Best Provincial Result: 77%
Worst Provincial Result: 17%

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

Facility Results (5 Best/Worst)

Eyethu Yarona Clinic	100
First Avenue Clinic	100
Phedisong 4 CHC	100
Hercules Clinic	100
Princess Clinic	100
.....	--
Phillip Moyo CHC	0
Ramokonopi CHC	0
FF Ribeiro Clinic	0
Vosloorus Poly Clinic	0
Kempton Park Civic Centre Clinic	0