

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: 933

Amount of time spent: **4:NaN**

Facility Results (5 Best/Worst)

Mandela Sisulu Clinic	3:07
Malvern Clinic	3:11
Randburg Clinic	3:22
Sinqobile Clinic	3:28
Chiawelo CHC	3:28
.....	--
Alexandra CHC	6:16
OR Tambo CHC	6:24
Cosmo City Clinic	6:27
Diepsloot South Clinic	6:35
Witkoppen Clinic	7:16

Comparison Results

National Average:	4:58
Province Average:	4:53
Best District Result:	3:36
Worst District Result:	7:55

Earliest Patient Arrival Time

Patient Responses: 942

Earliest arrival time: **5:NaN**

Facility Results (5 Best/Worst)

Rabie Ridge Clinic	6:35
Rex Street Clinic	6:20
Stretford CHC	6:19
Zola CHC	5:47
Zondi Clinic	5:45
.....	--
Hikhensile Clinic	4:45
Witkoppen Clinic	4:38
Alexandra CHC	4:38
Diepsloot South Clinic	4:36
Cosmo City Clinic	4:02

Comparison Results

National Average:	5:26
Province Average:	5:23
Best District Result:	7:54
Worst District Result:	4:18

How Safe is the Facility to Wait Before it Opens?

Patient Responses: 530

District Score* **2.95**

Comparison Results

National Average:	2.92
Province Average:	3.07
Best District Result:	4.54
Worst District Result:	1.00

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

Facility Results (5 Best/Worst)

Randburg Clinic	4.25
Itireleng CHC	4.00
Tladi Prov Clinic	4.00
Mpumelelo Clinic	4.00
Alexandra CHC	3.83
.....	--
Mandela Sisulu Clinic	2.00
Vlakfontein Clinic	2.00
Stretford CHC	2.00
Hikhensile Clinic	1.83
Mofolo CHC	1.67

Comparison Results (Donut Chart)

Very Unsafe:	23%
Unsafe:	17%
Neither Safe or Unsafe:	22%
Safe:	18%
Very Safe:	20%
Dont know:	0%

Are the Queues at the Facility Long?

Patient Responses: 973

District Score* **80%**

Comparison Results

National Average:	81%
Province Average:	79%
Best District Result:	46%
Worst District Result:	100%

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

Facility Results (5 Best/Worst)

Imbalenhle Clinic	33%
Yeoville Clinic	41%
Chiawelo CHC	55%
Lenasia South CHC	57%
Eyethu Yarona Clinic	59%
.....	--
Diepsloot South Clinic	100%
Hikhensile Clinic	100%
Hillbrow CHC	100%
Tshepisong Clinic	100%
Freedom Park Clinic	100%

Comparison Results (Donut Chart)

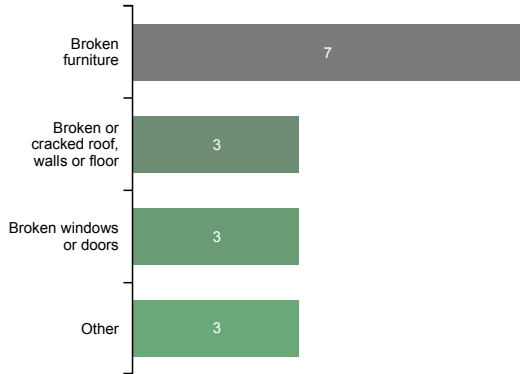
Yes:	79%
No:	20%
Dont know:	2%

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:9

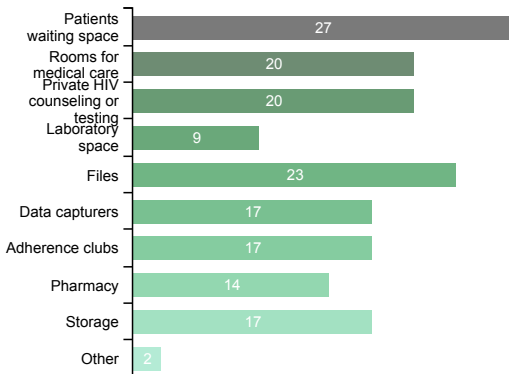


Facility Results

	Broken furniture	Broken or cracked roof, walls or floor	Broken windows or doors	Other
Discoverers CHC	2		1	
Zola CHC	1	1	1	
Cosmo City Clinic			1	1
Lillian Ngoyi CHC	1			1
Protea Glen Clinic	1	1		
Princess Clinic	1			
Rabie Ridge Clinic	1			
Vlakfontein Clinic				1

What do you need more space for?

Facility Responses:34

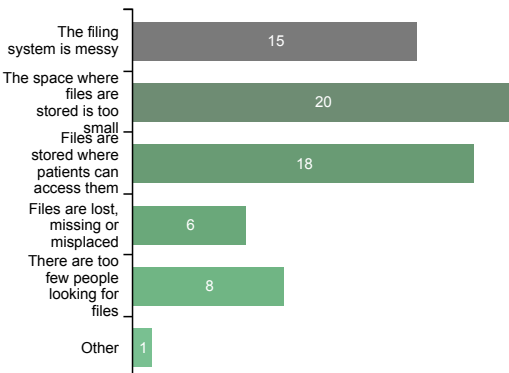


Facility Results

	Patients waiting space	Rooms for medical care Private HIV counseling or testing laboratory space	Files	Data capturers	Adherence clubs	Pharmacy	Storage	Other
Meadowlands Zone 2 Prov Clinic	1	1	1					
Itireleng CHC			1				1	
Sinqobile Clinic	1	1						
Diepkloof Prov Clinic	1		1					
Malvern Clinic			1			1		
Lenasia Clinic		1			1			
Hikhsensile Clinic		1						
Mofolo CHC								1
Tladi Prov Clinic		1						
Witkoppen Clinic	1							

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

Total Observations:25



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
Protea Glen Clinic	1	1			1	
OR Tambo CHC	1	1	1			
Zandspruit Clinic	1	1				
Orange Farm Ext 7 Clinic		1	1			
Mpumelelo Clinic	1			1		
Bellavista Clinic		1			1	
Hillbrow CHC	1		1			
Rex Street Clinic			1			
Itireleng CHC		1				
Alexandra East Bank Clinic						1

ARV Collection and Access

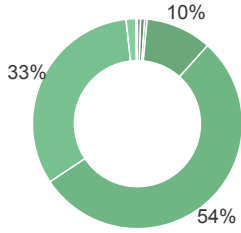
Currently many people in South Africa who could benefit from HIV treatment are not, with many people who are living with HIV not on treatment – either never having known their HIV status, or having started on treatment then disengaged from care. To ensure we get more people to start and importantly stay on treatment, it is critical to ensure that ARV collection is as quick and easy as possible. As such efforts should be made to support PLHIV with suppressed viral loads to receive extended ARV refills and be enrolled in a repeat prescription strategy (including external/internal pick up points or adherence clubs).

Length of HIV medicine refill?

Patient Responses: 807

Facility Results (5 Best/Worst)

1 week:	0%
2 weeks:	1%
3 weeks:	0%
1 month:	10%
2 months:	54%
3 months:	33%
6 months:	1%
Dont know:	0%



District Score*

2.26

Comparison Results

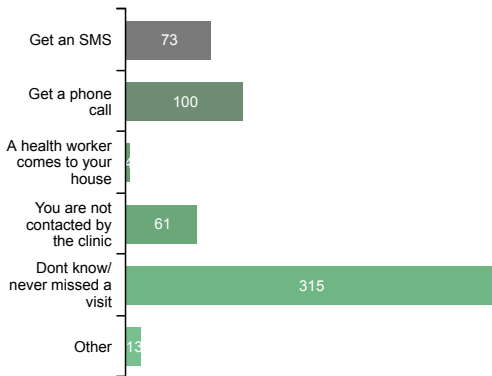
National Average:	2.03
Province Average:	2.11
Best District Result:	2.39
Worst District Result:	1.56

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

Yeoville Clinic	3.00
Mandela Sisulu Clinic	2.88
Chiawelo CHC	2.75
Cosmo City Clinic	2.75
Malvern Clinic	2.67
.....	--
Freedom Park Clinic	1.87
Mayibuye Clinic	1.83
Zondi Clinic	1.81
Rex Street Clinic	1.78
Zola CHC	1.67

When Patients Miss a Visit to Collect ARVs:

Patient Responses: 542

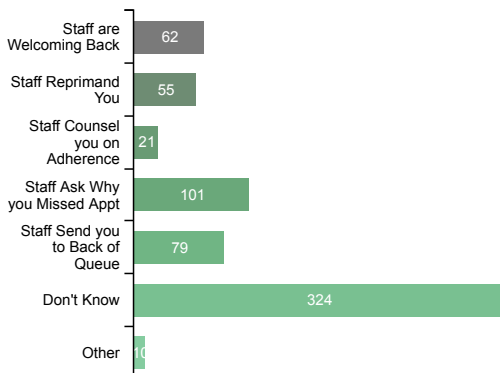


Facility Results

	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
Chiawelo CHC	1	3			4	
Cosmo City Clinic	4	3			2	3
Diepsloot South Clinic	2	3			6	
Mpumelelo Clinic	3				5	
Mofolo CHC	1	5			4	
Michael Maponya Prov Clinic	1	1			6	
Discoverers CHC	2	1			7	1
Mayibuye Clinic	2	3	3		10	1
Jabavu (Vusabantu) Clinic	1	5			7	
Meadowlands Zone 2 Prov Clinic	3	6			8	1

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

Patient Responses: 545



Facility Results

	Staff are Welcoming Back	Staff Reprimand You	Staff Counsel you on Adherence	Staff Ask Why you Missed Appt	Staff Missed Send you to Back of Queue	Don't Know	Other
Itireleng CHC	2		1	2	1	5	
Orlando Prov Clinic	1			8	1	8	
Chiawelo CHC	2		1	3		4	
Witkoppen Clinic				1		14	
Mpumelelo Clinic				3		5	
Freedom Park Clinic	2		1			10	
Jabavu (Vusabantu) Clinic	1			2		9	
Senaoane Clinic	6		1	3		4	1
Malvern Clinic	1					2	
Stretford CHC	3		1			5	

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: 755

District Score* 40%

Comparison Results

National Average:	35%
Province Average:	36%
Best District Result:	91%
Worst District Result:	1%

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

Facility Results (5 Best/Worst)

Mpumelelo Clinic	100%
Hikhsensile Clinic	100%
Itireleng CHC	88%
Hillbrow CHC	83%
Cosmo City Clinic	75%
.....	--
Senaoane Clinic	11%
Thoko Mngoma Clinic	9%
Bellavista Clinic	9%
Yeoville Clinic	0%
Zondi Clinic	0%

Yes: 34%
No: 52%
Dont know: 14%

Does the Adherence Club make HIV medicine pick up faster?

Total Responses: 75

District Score* 89%

Comparison Results

National Average:	94%
Province Average:	90%
Best District Result:	100%
Worst District Result:	0%

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

Facility Results (5 Best/Worst)

Alexandra 8th Avenue Clinic	100%
Itireleng CHC	100%
Yeoville Clinic	100%
Witkoppen Clinic	100%
Stretford CHC	100%
.....	--
Zandspruit Clinic	75%
Diepsloot South Clinic	50%
Malvern Clinic	25%
Freedom Park Clinic	0%
Michael Maponya Prov Clinic	0%

Yes: 85%
No: 8%
Dont know: 7%

Information provided by the Adherence Club

Total Responses: 75

Facility Results

Facility	Side effects of medicines	Why patients should adhere to their ARVs	Different medicine options such as new drugs (ex: Doluted)	Other information (please specify in the next question)	No information provided	Dont know
Diepsloot South Clinic	1	1			1	
Barney Molokoane Clinic	2	2	2			
Alexandra CHC	1	1	1			2
Zandspruit Clinic	4	4	2			
Hillbrow CHC	2	2	1	3		
Mpumelelo Clinic	3	2		3		
Randburg Clinic	9	9	8		1	
Cosmo City Clinic	2	3	1	2		3
Yeoville Clinic	2	2	1	1		
Malvern Clinic	3	4	1	2	2	

What clinical services are offered at an adherence club meeting?

Total Responses: 76

Facility Results

Facility	ARV collection	Basic clinical check up	Referral for mental health services or psycho-social support	Other	No clinical services	Dont know
Imbalenhle Clinic	2	2	2			
Hillbrow CHC	5	4	3			

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: 803

Yes:	91%
No:	6%
Dont know:	3%

District Score* **94%**

Comparison Results

National Average:	94%
Province Average:	93%
Best District Result:	100%
Worst District Result:	71%

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

Facility Results (5 Best/Worst)

Mayibuye Clinic	100%
Hillbrow CHC	100%
Yeoville Clinic	100%
Vlakfontein Clinic	100%
Sinqobile Clinic	100%
.....	--
Mandela Sisulu Clinic	82%
Bellavista Clinic	80%
Protea Glen Clinic	79%
Freedom Park Clinic	79%
Malvern Clinic	73%

Did a Health Worker Explain the Viral Load Test Result?

Patient Responses: 732

Yes:	81%
No:	19%
Dont know:	1%

District Score* **81%**

Comparison Results

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

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

Facility Results (5 Best/Worst)

Mandela Sisulu Clinic	100%
Mpumelelo Clinic	100%
Alexandra East Bank Clinic	100%
Sinqobile Clinic	100%
Senaoane Clinic	94%
.....	--
Lenasia Clinic	56%
Mayibuye Clinic	50%
Orange Farm Ext 7 Clinic	36%
Lenasia South CHC	36%
Imbalenhle Clinic	31%

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

Patient Responses: 803

Yes:	74%
No:	8%
Dont know:	17%

District Score* **0.74**

Comparison Results

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

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

Facility Results (5 Best/Worst)

Sinqobile Clinic	1.00
Tladi Prov Clinic	1.00
Zola CHC	1.00
Vlakfontein Clinic	1.00
Orlando Prov Clinic	0.94
.....	--
Mandela Sisulu Clinic	0.47
Freedom Park Clinic	0.40
Lenasia South CHC	0.38
Malvern Clinic	0.27
Orange Farm Ext 7 Clinic	0.25

Treatment Literacy: Do Patients Understand Viral Load and Transmission?

Patient Responses: 805

Yes:	63%
No:	14%
Dont know:	23%

District Score* **0.63**

Comparison Results

National Average:	0.56
Province Average:	0.61
Best District Result:	0.94
Worst District Result:	0.10

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

Facility Results (5 Best/Worst)

Tladi Prov Clinic	1.00
Itireleng CHC	0.94
Jabavu (Vusabantu) Clinic	0.94
Sinqobile Clinic	0.94
Orlando Prov Clinic	0.89
.....	--
Mayibuye Clinic	0.33
Orange Farm Ext 7 Clinic	0.31
Mandela Sisulu Clinic	0.29
Diepsloot South Clinic	0.26
Malvern Clinic	0.20

Index Testing

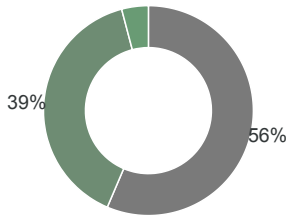
Index testing (aka Assisted Partner Notification Services or Contact Tracing) can help identify PLHIV earlier, get them access treatment to protect their health and interrupt onward transmission of HIV. However, if implemented poorly, index testing can cause harm to individuals, undermine their rights 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: 803

Yes:	56%
No:	39%
Dont know:	4%



District Score* **59%**

Comparison Results

National Average:	64%
Province Average:	61%
Best District Result:	97%
Worst District Result:	7%

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

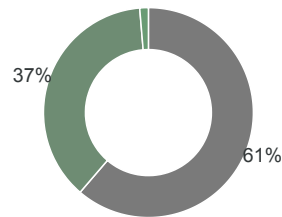
Facility Results (5 Best/Worst)

Orlando Prov Clinic	100%
Mayibuye Clinic	89%
Lillian Ngoyi CHC	89%
Mofolo CHC	88%
Chiawelo CHC	88%
.....	--
Tshepiso Clinic	29%
Rabie Ridge Clinic	29%
Eyethu Yarona Clinic	25%
Zondi Clinic	21%
Orange Farm Ext 7 Clinic	13%

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

Patient Responses: 452

Yes:	61%
No:	37%
Dont know:	1%



District Score* **62%**

Comparison Results

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

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

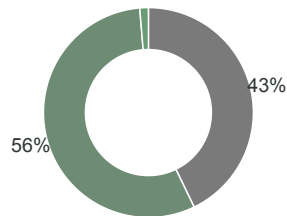
Facility Results (5 Best/Worst)

Orange Farm Ext 7 Clinic	100%
Mpumelelo Clinic	100%
Princess Clinic	90%
Malvern Clinic	88%
Discoverers CHC	86%
.....	--
Sinqobile Clinic	22%
Protea Glen Clinic	20%
Mofolo CHC	20%
Tshepiso Clinic	0%
Zondi Clinic	0%

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

Patient Responses: 453

Yes:	43%
No:	56%
Dont know:	1%



District Score* **43%**

Comparison Results

National Average:	64%
Province Average:	58%
Best District Result:	100%
Worst District Result:	12%

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

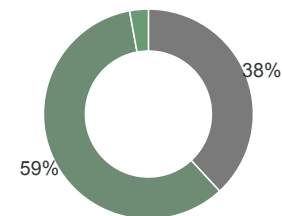
Facility Results (5 Best/Worst)

Orange Farm Ext 7 Clinic	100%
Alexandra East Bank Clinic	86%
Eyethu Yarona Clinic	75%
OR Tambo CHC	75%
Mpumelelo Clinic	75%
.....	--
Jabavu (Vusabantu) Clinic	18%
Alexandra CHC	17%
Mofolo CHC	7%
Lenasia Clinic	0%
Michael Maponya Prov Clinic	0%

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

Patient Responses: 451

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



District Score* **39%**

Comparison Results

National Average:	60%
Province Average:	50%
Best District Result:	96%
Worst District Result:	0%

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

Facility Results (5 Best/Worst)

Eyethu Yarona Clinic	100%
Zandspruit Clinic	91%
Randburg Clinic	83%
Stretford CHC	75%
Alexandra East Bank Clinic	75%
.....	--
Tshepiso Clinic	0%
Sinqobile Clinic	0%
Michael Maponya Prov Clinic	0%
Mofolo CHC	0%
Zondi 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.

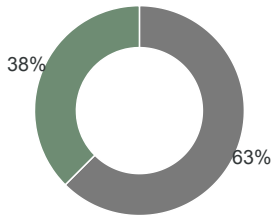
The six measures are: ensuring enough room and space for patients to wait without overcrowding; keeping windows open; ensuring there are TB information posters prominently displayed; reducing clinic waiting times to less than an average of an hour and 15 minutes; screening all arriving patients for TB 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:64

Facility Results (5 Best/Worst)

Yes:	63%
No:	38%



District Score* **63%**

Comparison Results

National Average:	48%
Province Average:	64%
Best District Result:	100%
Worst District Result:	0%

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

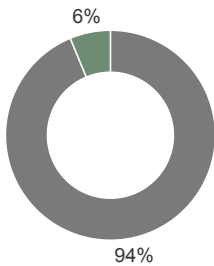
17 Esselen Street Clinic	100%
Orlando Prov Clinic	100%
Lillian Ngoyi CHC	100%
Mandela Sisulu Clinic	100%
4th Avenue Clinic	100%
.....	--
Princess Clinic	0%
Mpumelelo Clinic	0%
Freedom Park Clinic	0%
Hikhensile Clinic	0%
Meadowlands Zone 2 Prov Clinic	0%

Were the Facility Windows Open?

Total Observations:64

Facility Results (5 Best/Worst)

Yes:	94%
No:	6%



District Score* **94%**

Comparison Results

National Average:	92%
Province Average:	93%
Best District Result:	100%
Worst District Result:	43%

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

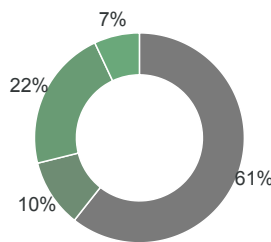
17 Esselen Street Clinic	100%
Mayibuye Clinic	100%
Michael Maponya Prov Clinic	100%
Mofolo CHC	100%
Mpumelelo Clinic	100%
.....	--
Zondi Clinic	100%
Princess Clinic	50%
Eyethu Yarona Clinic	0%
Senaoane Clinic	0%
Sinqobile Clinic	0%

Are people being asked for TB symptoms?

Patient Responses: 973

Facility Results (5 Best/Worst)

Yes:	61%
Only sometimes:	10%
No:	22%
Dont know:	7%



District Score* **65%**

Comparison Results

National Average:	54%
Province Average:	61%
Best District Result:	81%
Worst District Result:	8%

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

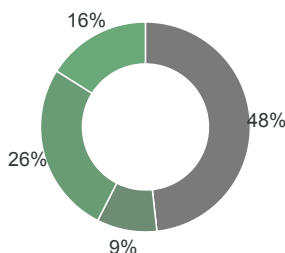
Yeoville Clinic	100%
Discoverers CHC	93%
Lenasia Clinic	91%
Lenasia South CHC	90%
Lillian Ngoyi CHC	89%
.....	--
Hikhensile Clinic	40%
Diepkloof Prov Clinic	38%
Stretford CHC	38%
Zola CHC	37%
Protea Glen Clinic	29%

Are people who are coughing in a separate room?

Patient Responses: 972

Facility Results (5 Best/Worst)

Yes:	48%
Only sometimes:	9%
No:	26%
Dont know:	16%



District Score* **57%**

Comparison Results

National Average:	39%
Province Average:	48%
Best District Result:	71%
Worst District Result:	8%

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

Discoverers CHC	100%
Hillbrow CHC	94%
Senaoane Clinic	93%
Yeoville Clinic	85%
Lillian Ngoyi CHC	84%
.....	--
Mandela Sisulu Clinic	29%
OR Tambo CHC	27%
Tshepisong Clinic	20%
Zola CHC	20%
Protea Glen Clinic	18%