

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: 925

Amount of time spent: **4:25**

Comparison Results

National Average:	4:12
Province Average:	4:38
Best District Result:	1:52
Worst District Result:	7:32

Facility Results (5 Best/Worst)

Mandela Sisulu Clinic	2:12
Malvern Clinic	2:44
Hikhensile Clinic	2:55
Michael Maponya Prov Clinic	3:03
Discoverers CHC	3:04
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Alexandra East Bank Clinic	5:37
Bellavista Clinic	5:37
Mpumelelo Clinic	5:43
Alexandra CHC	6:03
Zola CHC	6:05

Earliest Patient Arrival Time

Patient Responses: 923

Earliest arrival time: **5:27**

Comparison Results

National Average:	5:51
Province Average:	5:23
Best District Result:	7:07
Worst District Result:	4:17

Facility Results (5 Best/Worst)

Orlando Prov Clinic	8:38
Meadowlands Zone 2 Prov Clinic	8:04
Princess Clinic	6:46
Rex Street Clinic	6:18
Mandela Sisulu Clinic	6:00
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Eyethu Yarona Clinic	4:50
Mpumelelo Clinic	4:49
Alexandra CHC	4:49
Witkoppen Clinic	4:28
Cosmo City Clinic	4:24

How Safe is the Facility to Wait Before it Opens?

Patient Responses: 501

Very Unsafe:	31%
Unsafe:	15%
Neither Safe or Unsafe:	19%
Safe:	13%
Very Safe:	21%
Don't know:	0%

District Score*

2.77

Comparison Results

National Average:	2.18
Province Average:	2.90
Best District Result:	4.77
Worst District Result:	1.81

* 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	4.46
Lillian Ngoyi CHC	4.33
Orlando Prov Clinic	4.33
Discoverers CHC	4.20
Eyethu Yarona Clinic	4.06
.....	--
Alexandra 8th Avenue Clinic	1.79
Hikhensile Clinic	1.75
Zondi Clinic	1.57
Malvern Clinic	1.00
Hillbrow CHC	1.00

Are the Queues at the Facility Long?

Patient Responses: 980

Yes:	64%
No:	34%
Don't know:	2%

District Score*

65%

Comparison Results

National Average:	68%
Province Average:	68%
Best District Result:	13%
Worst District Result:	97%

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

Facility Results (5 Best/Worst)

Lenasia Clinic	21%
Randburg Clinic	25%
Thoko Mngoma Clinic	29%
Zondi Clinic	31%
Eyethu Yarona Clinic	33%
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Mofolo CHC	95%
Bellavista Clinic	100%
Zola CHC	100%
Vlakfontein Clinic	100%
17 Esselen Street 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?

Patient Responses: 982

District Score* **1.33**

Comparison Results

National Average:	1.10
Province Average:	1.34
Best District Result:	1.89
Worst District Result:	0.26

* 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.**

Facility Results (5 Best/Worst)

Witkoppen Clinic	1.88
Discoverers CHC	1.83
Eyethu Yarona Clinic	1.83
Itireleng CHC	1.79
Randburg Clinic	1.74
.....	--
Zondi Clinic	0.88
Zola CHC	0.86
Chiawelo CHC	0.69
Protea Glen Clinic	0.67
Meadowlands Zone 2 Prov Clinic	0.45

Always: 46%
 Sometimes: 31%
 Never: 16%
 Don't know: 7%

Are Staff Friendly and Professional?

Patient Responses: 983

District Score* **1.51**

Comparison Results

National Average:	1.46
Province Average:	1.54
Best District Result:	1.98
Worst District Result:	0.94

* 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.**

Facility Results (5 Best/Worst)

Jabavu (Vusabantu) Clinic	1.94
Thoko Mngoma Clinic	1.88
Cosmo City Clinic	1.83
Eyethu Yarona Clinic	1.81
Lillian Ngoyi CHC	1.78
.....	--
Chiawelo CHC	1.10
Randburg Clinic	1.08
Zondi Clinic	1.07
Zola CHC	1.06
Zandspruit Clinic	0.82

Yes: 59%
 Sometimes: 33%
 Never: 8%
 Don't know: 1%

Which Cadres are Understaffed?

Facility Responses: 36

Doctor	17
Professional nurse	26
Enrolled nurse	22
Enrolled nurse assistant	16
Pharmacist	11
Assistant pharmacist	10
Lab technician	7
Lay counselors	5
Linkage officers	5
Adherence club facilitators	5
Data capturer	10
Security guard	11
Cleaner	20
General assistant	9

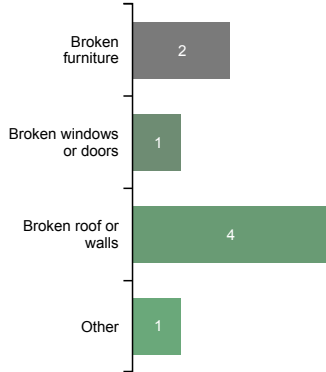
Facility	Doctor	Professional nurse	Enrolled nurse	Enrolled nurse assistant	Pharmacist	Assistant pharmacist	Lab technician	Lay counselors	Linkage officers	Adherence club facilitators	Data capturer	Security guard	Cleaner	General assistant
Rex Street Clinic	1											1		
Chiawelo CHC		1											1	
Alexandra East Bank Clinic		1								1				
Vlakfontein Clinic			1		1									
Stretford CHC	1	1	1	1	1	1	1	1	1	1	1	1	1	1
Protea Glen Clinic	1	1	1	1		1		1	1		1	1	1	1
Orange Farm Ext 7 Clinic	1	1	1	1				1	1	1	1	1	1	1
Eyethu Yarona Clinic			1											
Zola CHC		1												
Zondi Clinic									1					

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:7

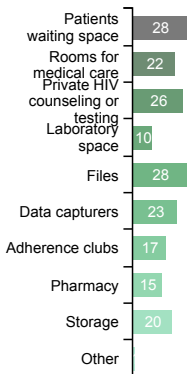


Facility Results

	Broken furniture	Broken windows or doors	Broken roof or walls	Other
Chiawelo CHC			1	
Alexandra CHC			1	
Diepkloof Prov Clinic			1	
Lillian Ngoyi CHC	1			
Princess Clinic	1			
Rex Street Clinic				1
Zola CHC			1	

What do you need more space for?

Facility Responses:36

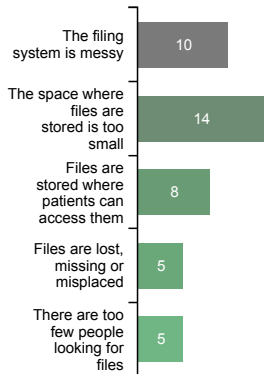


Facility Results

	Patients waiting space	Rooms for medical care	Private HIV counseling or testing laboratory space	Files	Data capturers	Adherence clubs	Pharmacy	Storage	Other
Lenasia Clinic			1	1		1			
Alexandra East Bank Clinic	1	1	1						
Alexandra CHC	1		1	1					
Zondi Clinic	1			1			1		
Malvern Clinic				1	1				
Randburg Clinic	1								1
Diepkloof Prov Clinic			1	1					
Freedom Park Clinic					1				
Eyethu Yarona Clinic	1								
Sinqobile Clinic	1								

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

Total Observations:17



Facility Results

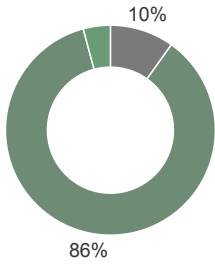
	The filing system is messy	The space where files are stored is too small	Files are stored where patients can access them	Files are lost or misplaced	There are too few people looking for files
Orange Farm Ext 7 Clinic	1	1	1		
Freedom Park Clinic		1	1		
Lillian Ngoyi CHC	1	1			
Mayibuye Clinic		2		1	
Michael Maponya Prov Clinic	1	1			
Itireleng CHC		1			
Mpumelelo Clinic				1	
Rabie Ridge Clinic			1		
Tshepisong Clinic		1			
Zola CHC	1				

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: 10%
No: 86%
Don't know: 4%



District Score*

10%

Comparison Results

National Average: 41%
Province Average: 10%
Best District Result: 0%
Worst District Result: 59%

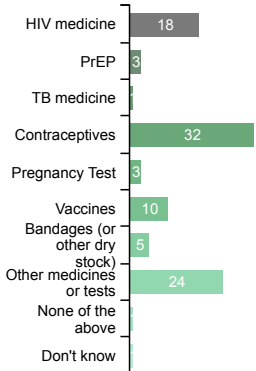
* Percent of survey responses responding Yes (excluding "Don't Know"). **LOWER scores are better.**

Facility Results (5 Best/Worst)

Thoko Mngoma Clinic	0%
Randburg Clinic	0%
Lillian Ngoyi CHC	0%
Witkoppen Clinic	0%
Discoverers CHC	0%
.....	--
Vlakfontein Clinic	26%
Zondi Clinic	31%
Freedom Park Clinic	31%
Zola CHC	38%
Meadowlands Zone 2 Prov Clinic	47%

Patient Reports of Medicine Shortage(s)

Patient Responses: 91

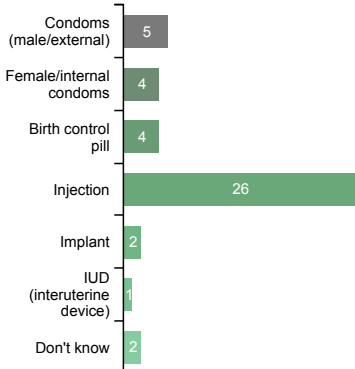


Facility Results

	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
Tshepisoing Clinic	2									
Chiawelo CHC								1		
Rabie Ridge Clinic			2							
Rex Street Clinic							1			
Malvern Clinic			1							
Eyethu Yarona Clinic								1		
Orange Farm Ext 7 Clinic			2							
Jabavu (Vusabantu) Clinic								1		
17 Esselen Street Clinic			2							
Stretford CHC										1

Contraception shortage(s)

Patient Responses: 32



Facility Results

	Condoms (male/external)	Female/internal condoms	Birth control pill	Injection	Implant	IUD (interuterine device)	Don't know
Mpumelelo Clinic				1			
17 Esselen Street Clinic				2			
Mandela Sisulu Clinic				1			
Malvern Clinic	1						
Hikhensile Clinic				2			
Diepsloot South Clinic		1					
Bellavista Clinic				2			
Barney Molokoane Clinic				3			
Meadowlands Zone 2 Prov Clinic				1			
Alexandra 8th Avenue Clinic							1

HIV medication shortage(s)

Patient Responses: 18

Facility Results

	First Line FDC	DTG-Based First Line FDC	Dumiva (ABC/3TC)	Lamivudine (3TC)	Zidovudine (AZT)	Atazanavir/Ritonavir (ATV/r)	Dolutegravir (DTG)	Don't know
Zola CHC	1	1			1	1		
Zondi Clinic			1	1			1	
Diepsloot South Clinic			1				1	
Princess Clinic		1					1	
Hikhensile Clinic					1			1
Hillbrow CHC			1					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: 846

1 week:	1%
2 weeks:	0%
3 weeks:	0%
1 month:	10%
2 months:	52%
3 months:	34%
6 months:	2%
Don't know:	0%

District Score*

2.30

Comparison Results

National Average:	1.54
Province Average:	2.27
Best District Result:	2.95
Worst District Result:	1.43

* 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.**

Facility Results (5 Best/Worst)

Itireleng CHC	3.07
Thoko Mngoma Clinic	2.87
Witkoppen Clinic	2.80
Mofolo CHC	2.61
Discoverers CHC	2.61
.....	--
Mpumelelo Clinic	1.94
Stretford CHC	1.93
Alexandra CHC	1.88
17 Esselen Street Clinic	1.88
Mayibuye Clinic	1.75

When Patients Miss a Visit to Collect ARVs:

Patient Responses: 573

Facility Results

	Get an SMS	Get a phone call	A health worker comes to your house	You are not contacted by the clinic	Don't know/never missed a visit	Other
Stretford CHC		6			5	
Mpumelelo Clinic	1				7	
Itireleng CHC	4	1	3		4	
Alexandra 8th Avenue Clinic		1			1	1
Viakfontein Clinic	2				5	1
Imbalenhle Clinic		3			7	
Yeoville Clinic	1	1			6	
Mofolo CHC		4			7	
Randburg Clinic	1	1			11	
Cosmo City Clinic		2			15	1

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

Patient Responses: 570

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	Other	Don't Know
Protea Glen Clinic				3			6
Randburg Clinic				1			11
Lillian Ngoyi CHC	5		4	1			5
Mpumelelo Clinic	1						7
Stretford CHC	7		2	1			4
Lenasia Clinic	4			1			11
Jabavu (Vusabantu) Clinic				5			4
Tshepisonng Clinic	2		1				22
Imbalenhle Clinic	4		1	2			6
Sinqobile Clinic	1			6			2

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: 787

Yes: 38%

No: 50%

Don't know: 12%

District Score* **43%**

Comparison Results

National Average:	51%
Province Average:	29%
Best District Result:	93%
Worst District Result:	1%

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

Facility Results (5 Best/Worst)

Malvern Clinic	100%
Itireleng CHC	100%
Mpumelelo Clinic	92%
Princess Clinic	71%
Lillian Ngoyi CHC	70%
.....	--
Protea Glen Clinic	0%
Freedom Park Clinic	0%
Diepkloof Prov Clinic	0%
Alexandra 8th Avenue Clinic	0%
Mandela Sisulu Clinic	0%

Does the Adherence Club make HIV medicine pick up faster?

Total Responses: 60

Yes: 77%

No: 18%

Don't know: 5%

District Score* **79%**

Comparison Results

National Average:	89%
Province Average:	76%
Best District Result:	100%
Worst District Result:	0%

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

Facility Results (5 Best/Worst)

Mayibuye Clinic	100%
Tladi Prov Clinic	100%
Barney Molokoane Clinic	100%
Vlakfontein Clinic	100%
Itireleng CHC	100%
.....	--
Imbalenhle Clinic	50%
Rabie Ridge Clinic	43%
Rex Street Clinic	0%
Stretford CHC	0%
Alexandra 8th Avenue Clinic	0%

Information provided by the Adherence Club

Total Responses: 58

Facility Results

	Side effects of medicines	Why patients should adhere to their ARVs	Different medicine options such as new drugs (ex. Doloutegavir)	Other information (please specify in the next question)	No information provided	Don't know
Mayibuye Clinic	10	10	7			
Malvern Clinic	2	1			1	
Lillian Ngoyi CHC	1	1	1			
Lenasia Clinic	2	2	2			
Barney Molokoane Clinic	1	1	1			
Zandspruit Clinic	3	3				
Itireleng CHC	3	3	3	1		
Imbalenhle Clinic	3	3	3			
Hikhensile Clinic	4	2		1	2	2
Vlakfontein Clinic	1	1	1	1		

What clinical services are offered at an adherence club meeting?

Total Responses: 59

Facility Results

	ARV collection	Basic clinical check up	Referral for mental health services or psycho-social support	Don't know
Rabie Ridge Clinic	8	8	6	
Mayibuye Clinic	10	9	9	
Lillian Ngoyi CHC	1	1	1	

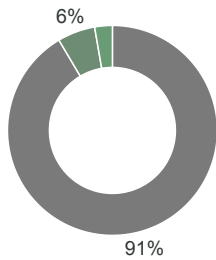
Access to Viral Load Testing / Information

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: 846

Yes:	91%
No:	6%
Don't know:	3%



District Score* **94%**

Comparison Results

National Average:	96%
Province Average:	95%
Best District Result:	100%
Worst District Result:	78%

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

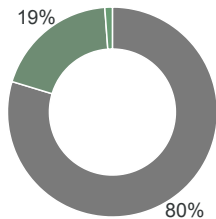
Facility Results (5 Best/Worst)

17 Esselen Street Clinic	100%
Imbalenhle Clinic	100%
Stretford CHC	100%
Randburg Clinic	100%
Rabie Ridge Clinic	100%
.....	--
Orlando Prov Clinic	79%
Sinqobile Clinic	73%
Hillbrow CHC	73%
Mandela Sisulu Clinic	69%
Jabavu (Vusabantu) Clinic	67%

Did a Health Worker Explain the Viral Load Test Result?

Patient Responses: 773

Yes:	80%
No:	19%
Don't know:	1%



District Score* **81%**

Comparison Results

National Average:	80%
Province Average:	83%
Best District Result:	100%
Worst District Result:	57%

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

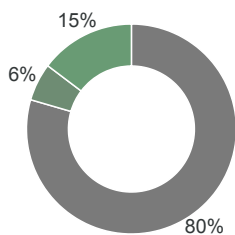
Facility Results (5 Best/Worst)

Mandela Sisulu Clinic	100%
Vlakfontein Clinic	100%
Senaoane Clinic	100%
Princess Clinic	100%
Orange Farm Ext 7 Clinic	100%
.....	--
Michael Maponya Prov Clinic	60%
Stretford CHC	53%
Barney Molokoane Clinic	53%
Rabie Ridge Clinic	50%
Alexandra CHC	41%

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

Patient Responses: 844

Yes:	80%
No:	6%
Don't know:	15%



District Score* **0.80**

Comparison Results

National Average:	0.94
Province Average:	0.81
Best District Result:	1.00
Worst District Result:	0.65

* 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.**

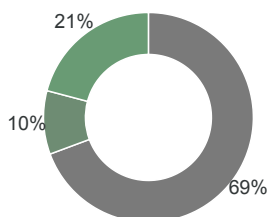
Facility Results (5 Best/Worst)

Jabavu (Vusabantu) Clinic	1.00
Orange Farm Ext 7 Clinic	1.00
Alexandra 8th Avenue Clinic	1.00
Mofolo CHC	1.00
Vlakfontein Clinic	1.00
.....	--
Chiawelo CHC	0.54
Barney Molokoane Clinic	0.53
Mandela Sisulu Clinic	0.53
Alexandra CHC	0.53
Mpumelelo Clinic	0.38

Treatment Literacy: Do Patients Understand Viral Load and Transmission?

Patient Responses: 838

Yes:	69%
No:	10%
Don't know:	21%



District Score* **0.69**

Comparison Results

National Average:	0.65
Province Average:	0.65
Best District Result:	1.00
Worst District Result:	0.28

* 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)

Itireleng CHC	1.00
Orange Farm Ext 7 Clinic	1.00
Mofolo CHC	1.00
Vlakfontein Clinic	1.00
Dielsloot South Clinic	1.00
.....	--
Malvern Clinic	0.40
Rabie Ridge Clinic	0.35
Alexandra CHC	0.24
Yeoville Clinic	0.20
Mpumelelo Clinic	0.19

Index Testing

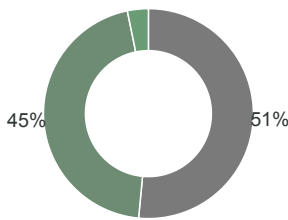
Index testing (aka Assisted Partner Notification Services or Contact Tracing) can help identify PLHIV earlier, get them access treatment to protect their health and interrupt onward transmission of HIV. However, if implemented poorly, index testing can cause harm to individuals, undermine their rights 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: 837

Yes:	51%
No:	45%
Don't know:	3%



District Score* **53%**

Comparison Results

National Average:	69%
Province Average:	63%
Best District Result:	100%
Worst District Result:	0%

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

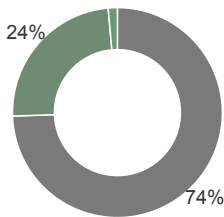
Facility Results (5 Best/Worst)

Jabavu (Vusabantu) Clinic	100%
Vlakfontein Clinic	100%
Diepsloot South Clinic	100%
Princess Clinic	94%
Senaoane Clinic	93%
.....	--
Barney Molokoane Clinic	13%
Zondi Clinic	13%
Chiawelo CHC	12%
Diepkloof Prov Clinic	11%
Freedom Park Clinic	7%

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

Patient Responses: 427

Yes:	74%
No:	24%
Don't know:	1%



District Score* **75%**

Comparison Results

National Average:	92%
Province Average:	80%
Best District Result:	100%
Worst District Result:	37%

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

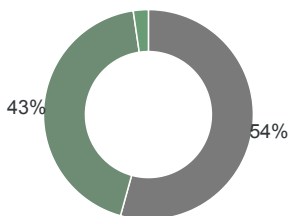
Facility Results (5 Best/Worst)

Freedom Park Clinic	100%
Senaoane Clinic	100%
Barney Molokoane Clinic	100%
Bellavista Clinic	100%
Zondi Clinic	100%
.....	--
Yeoville Clinic	38%
Hikhensile Clinic	36%
Tladi Prov Clinic	33%
Stretford CHC	0%
Chiawelo CHC	0%

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

Patient Responses: 431

Yes:	54%
No:	43%
Don't know:	2%



District Score* **56%**

Comparison Results

National Average:	89%
Province Average:	64%
Best District Result:	100%
Worst District Result:	0%

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

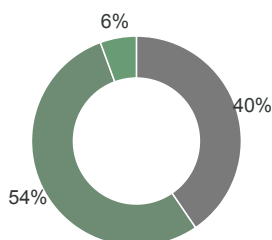
Facility Results (5 Best/Worst)

Alexandra CHC	100%
Vlakfontein Clinic	100%
Diepsloot South Clinic	100%
4th Avenue Clinic	100%
Rex Street Clinic	91%
.....	--
Mofolo CHC	8%
Freedom Park Clinic	0%
Chiawelo CHC	0%
Zondi Clinic	0%
Stretford CHC	0%

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

Patient Responses: 430

Yes:	40%
No:	54%
Don't know:	6%



District Score* **43%**

Comparison Results

National Average:	91%
Province Average:	56%
Best District Result:	100%
Worst District Result:	8%

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

Facility Results (5 Best/Worst)

Alexandra CHC	100%
Rex Street Clinic	100%
Vlakfontein Clinic	94%
Diepsloot South Clinic	93%
4th Avenue Clinic	88%
.....	--
Eyethu Yarona Clinic	0%
Malvern Clinic	0%
Zandspruit Clinic	0%
Freedom Park Clinic	0%
Zondi Clinic	0%

TB Infection Control

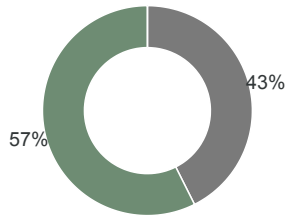
Six simple interventions are at the heart of how clinics can be part of turning the tide on TB infection — a disease that still kills close to 60,000 people a year in South Africa, according to the World Health Organization (WHO). By following a checklist of good practice, clinics can be safer for patients 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: 54

Yes:	43%
No:	57%
Don't know:	0%



District Score* **43%**

Comparison Results

National Average:	57%
Province Average:	52%
Best District Result:	100%
Worst District Result:	0%

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

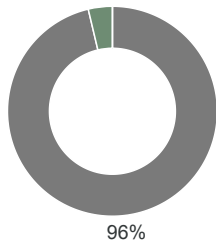
Facility Results (5 Best/Worst)

Mandela Sisulu Clinic	100%
Eyethu Yarona Clinic	100%
Orlando Prov Clinic	100%
Mofolo CHC	100%
4th Avenue Clinic	100%
.....	--
Bellavista Clinic	0%
Barney Molokoane Clinic	0%
Alexandra East Bank Clinic	0%
Alexandra 8th Avenue Clinic	0%
Michael Maponya Prov Clinic	0%

Were the Facility Windows Open?

Total Observations: 54

Yes:	96%
No:	4%
Don't know:	0%



District Score* **96%**

Comparison Results

National Average:	100%
Province Average:	98%
Best District Result:	100%
Worst District Result:	79%

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

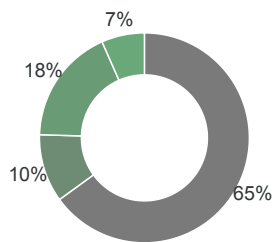
Facility Results (5 Best/Worst)

17 Esselen Street Clinic	100%
Senaoane Clinic	100%
Mpumelelo Clinic	100%
OR Tambo CHC	100%
Orange Farm Ext 7 Clinic	100%
.....	--
Lenasia Clinic	100%
Lillian Ngoyi CHC	100%
Malvern Clinic	100%
Zondi Clinic	0%
Mandela Sisulu Clinic	0%

Are people being asked for TB symptoms?

Patient Responses: 983

Yes:	65%
Only sometimes:	10%
No:	18%
Don't know:	7%



District Score* **70%**

Comparison Results

National Average:	31%
Province Average:	64%
Best District Result:	100%
Worst District Result:	12%

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

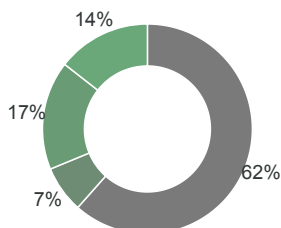
Facility Results (5 Best/Worst)

Lillian Ngoyi CHC	100%
Itireleng CHC	100%
Witkoppen Clinic	88%
Alexandra CHC	88%
Discoverers CHC	87%
.....	--
Yeoville Clinic	50%
Mandela Sisulu Clinic	44%
Eyethu Yarona Clinic	32%
Zola CHC	31%
Randburg Clinic	29%

Are people who are coughing in a separate room?

Patient Responses: 983

Yes:	62%
Only sometimes:	7%
No:	17%
Don't know:	14%



District Score* **72%**

Comparison Results

National Average:	26%
Province Average:	57%
Best District Result:	100%
Worst District Result:	9%

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

Facility Results (5 Best/Worst)

Lillian Ngoyi CHC	100%
Itireleng CHC	100%
Discoverers CHC	97%
Jabavu (Vusabantu) Clinic	93%
Lenasia Clinic	93%
.....	--
Orlando Prov Clinic	33%
Hikhensile Clinic	33%
Yeoville Clinic	33%
Mpumelelo Clinic	27%
Bellavista Clinic	23%