

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:
1,429

Amount of time spent:

4:05

Facility Results (5 Best/Worst)

Mandela Sisulu Clinic	2:15
Hikhensile Clinic	2:36
Jabavu (Vusabantu) Clinic	2:43
Malvern Clinic	2:56
Mpumelelo Clinic	3:09
.....	--
Protea Glen Clinic	5:14
Zola CHC	5:39
Alexandra CHC	5:48
Diepsloot South Clinic	6:15
Witkoppen Clinic	7:49

Comparison Results

National Average:	4:15
Provincial Average:	4:24
Best District Result:	2:00
Worst District Result:	7:13

Earliest Patient Arrival Time

Patient Responses:
1,411

Earliest arrival time

5:29

Facility Results (5 Best/Worst)

Stretford CHC	6:58
Lenasia Clinic	6:27
Orange Farm Ext 7 Clinic	6:21
Imbalenhle Clinic	6:16
Rex Street Clinic	6:11
.....	--
Zandspruit Clinic	4:57
Hillbrow CHC	4:48
Cosmo City Clinic	4:45
Witkoppen Clinic	4:35
Alexandra CHC	4:25

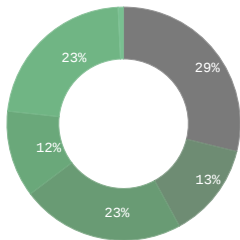
Comparison Results

National Average:	5:47
Provincial Average:	5:38
Best District Result:	7:09
Worst District Result:	4:39

How Safe is the Facility to Wait Before it Opens?

Patient Responses: 666

Very Unsafe:	29%
Unsafe:	13%
Neither Safe or Unsafe:	23%
Safe:	12%
Very Safe:	23%
Dont know:	1%



District Score*

2.86

Comparison Results

National Average:	3.14
Provincial Average:	3.07
Best District Result:	4.98
Worst District Result:	1.43

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

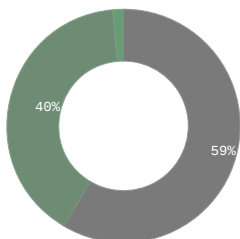
Facility Results (5 Best/Worst)

Eyethu Yarona Clinic	4.76
OR Tambo CHC	4.57
Lillian Ngoyi CHC	4.33
Cosmo City Clinic	4.28
Discoverers CHC	4.26
.....	--
Hikhensile Clinic	1.83
Tshepisong Clinic	1.8
Malvern Clinic	1.67
Freedom Park Clinic	1.53
Diepkloof Prov Clinic	1.33

Are the Queues at the Facility Long?

Patient Responses:
1,486

Yes:	59%
No:	40%
Dont know:	1%



District Score*

59%

Comparison Results

National Average:	66%
Provincial Average:	61%
Best District Result:	33%
Worst District Result:	98%

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

Facility Results (5 Best/Worst)

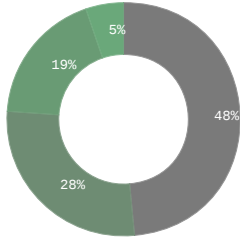
Discoverers CHC	20
OR Tambo CHC	26
Rabie Ridge Clinic	26
Eyethu Yarona Clinic	27
Cosmo City Clinic	27
.....	--
Tladi Prov Clinic	90
Protea Glen Clinic	90
17 Esselen Street Clinic	90
Senaoane Clinic	93
Diepsloot South Clinic	94

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:	48%
Sometimes:	28%
Never:	19%
Dont know:	5%



District Score*

Comparison Results

National Average:	1.17
Provincial Average:	1.24
Best District Result:	2.0
Worst District Result:	0.21

* 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.**

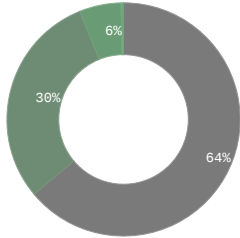
Patient Responses: 1,489

Facility Results (5 Best/Worst)

Hillbrow CHC	1.91
Eyethu Yarona Clinic	1.86
Itireleng CHC	1.77
Witkoppen Clinic	1.76
Lenasia Clinic	1.74
.....	--
Orlando Prov Clinic	0.83
Tladi Prov Clinic	0.81
Tshepisong Clinic	0.81
Senaoane Clinic	0.77
Protea Glen Clinic	0.66

Are Staff Friendly and Professional?

Yes:	64%
Sometimes:	30%
Never:	6%
Dont know:	0%



District Score*

Comparison Results

National Average:	1.59
Provincial Average:	1.55
Best District Result:	2.0
Worst District Result:	1.03

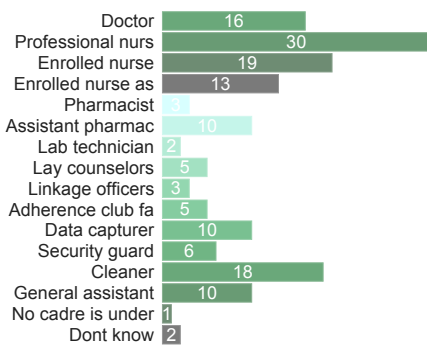
* Scores based on average point value of each response with a maximum score of 2 and a minimum score of 0. **HIGHER scores are better.**

Patient Responses: 1,488

Facility Results (5 Best/Worst)

Witkoppen Clinic	1.97
Hillbrow CHC	1.96
Discoverers CHC	1.86
OR Tambo CHC	1.85
Mpumelelo Clinic	1.84
.....	--
Thoko Mngoma Clinic	1.25
Protea Glen Clinic	1.2
Zola CHC	1.14
Orange Farm Ext 7 Clinic	1.12
Tladi Prov Clinic	1.06

Which Cadres are Understaffed?



Facility Responses: 43

Facility Results

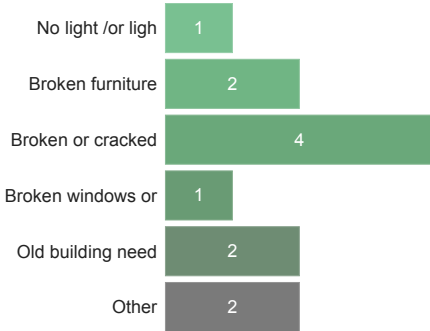
Facility Results	Doctor	Professional nurse	Enrolled nurse	Enrolled nurse assistant	Pharmacist	Assistant pharmacist	Lab technician	Lay counselors	Linkage officers	Adherence club	Reference facility	Data capturers	Security guard	Cleaner	General assistant	No cadre is understaffed	Dont know
Diepsloot South Clinic	1.0	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					
Eyethu Yarona Clinic		1.0	1.0	1.0		1.0		1.0			1.0		1.0				
Witkoppen Clinic	1.0	1.0	1.0	1.0			1.0							1.0			
Sinqobile Clinic		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				
Vlaktefontein Clinic		1.0	1.0	1.0				1.0	1.0								
Meadowlands Zone 2 Prov Clinic		1.0	1.0	1.0									1.0	1.0			
Imbalenhle Clinic		1.0	1.0	1.0									1.0	1.0			
17 Esselen Street		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: 7



Facility Results

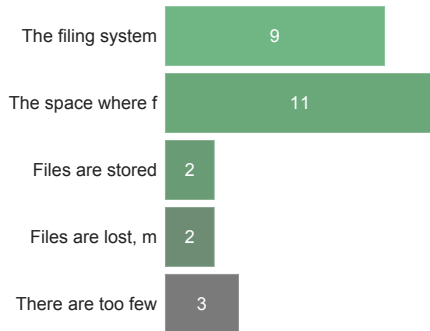
	No light /or lights not working in some areas of the facility	Broken furniture	Broken or cracked roof, walls or floor	Broken windows or doors	Old building needs renovation	Other
Zola CHC				1.0	1.0	1.0
Chiawelo CHC			1.0		1.0	
Diepkloof Prov Clinic	1.0		1.0			
Lillian Ngoyi CHC		1.0	1.0			
Orange Farm Ext 7 Clinic		1.0				1.0
Alexandra CHC			1.0			

What do you need more space for?

Facility Responses: 0

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

Total Observations: 14



Facility Results

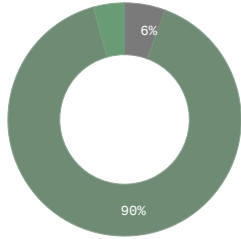
	The filing system is messy	The space where files are stored is too small	Files are stored where patients can access them	Files are lost, missing or misplaced	There are too few people looking for files
Cosmo City Clinic	1.0	1.0	1.0		
Orange Farm Ext 7 Clinic	1.0	1.0	1.0		
Alexandra CHC				1.0	1.0
Diepsloot South Clinic	1.0	1.0			
Lillian Ngoyi CHC	2.0	1.0			
Michael Maponya Prov Clinic	1.0	1.0			
Randburg Clinic		1.0			1.0
Tshepisoong Clinic	1.0	1.0			
Zandspruit Clinic	1.0	1.0			
Eyethu Yarona Clinic		1.0			

Access to Medicines and Shortages/Stockouts

Stockouts and shortages of ARVs, TB medicines, contraceptives and other medicines cause disruption, confusion, cost, and can detrimentally affect treatment adherence. Where stockouts and shortages are revealed through monitoring — especially where people are sent home empty handed — these need to be urgently addressed.

Any Patients left without the Medicine due to Shortage

Yes:	6%
No:	90%
Dont know:	4%



District Score*

Comparison Results

National Average:	11%
Provincial Average:	7%
Best District Result:	0%
Worst District Result:	50%

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

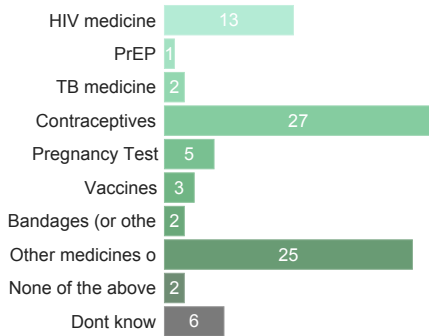
Patient Responses:
1,480

Facility Results (5 Best/Worst)

Itireleng CHC	0
OR Tambo CHC	0
Mpumelelo Clinic	0
Michael Maponya Prov Clinic	0
Thoko Mngoma Clinic	0
.....	--
Freedom Park Clinic	14
Imbalenhle Clinic	18
Barney Molokoane Clinic	23
Orange Farm Ext 7 Clinic	26
Lenasia Clinic	36

Patient Reports of Medicine Shortage(s)

Patient Responses: 83

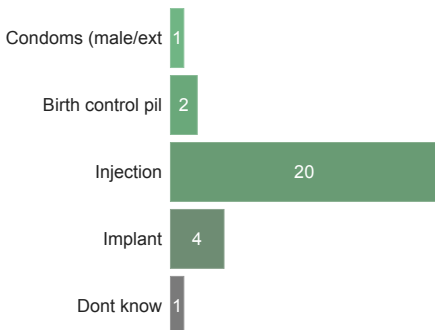


Facility Results

	HIV medicine	PrEP	TB medicine	Contraceptives	Pregnancy Test	Vaccines	Bandages (or other dry stock) medicines or tests	Other medicines or tests	None of the above	Dont know
Diepsloot South Clinic	1.0		1.0	1.0	1.0					
Lenasia Clinic			1.0	5.0		1.0		2.0		
Zondi Clinic	1.0							1.0	1.0	
Barney Molokoane Clinic				1.0	2.0			1.0		4.0
Zola CHC	1.0		1.0					4.0		
Orange Farm Ext 7 Clinic				3.0	2.0			1.0		
Imbalenhle Clinic				4.0			1.0	3.0		
Senaoane Clinic			1.0			1.0		1.0		
Mayibuye Clinic				1.0				1.0		
Princess Clinic	1.0			1.0						

Contraception shortage(s)

Patient Responses: 27

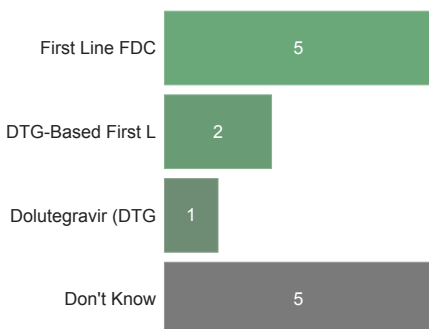


Facility Results

	Condoms (male/external)	Birth control pill	Injection	Implant	Dont know
Imbalenhle Clinic			3.0	1.0	1.0
Orange Farm Ext 7 Clinic		1.0	2.0		
Vlakkfontein Clinic		1.0	1.0		
Alexandra CHC			1.0		
Alexandra East Bank Clinic			1.0		
Barney Molokoane Clinic	1.0				
Diepsloot South Clinic				1.0	
Eyethu Yarona Clinic			1.0		
Lenasia Clinic			5.0		
Mayibuye Clinic				1.0	

HIV medication shortage(s)

Patient Responses: 13



Facility Results

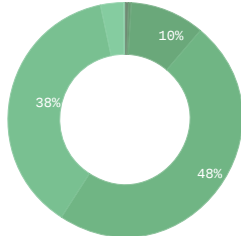
	First Line FDC	DTG-Based First Line FDC	Dolutegravir (DTG)	Don't Know
Alexandra East Bank Clinic		1.0		
Mofolo CHC	1.0			
Orlando Prov Clinic	2.0			
Princess Clinic		1.0		
Tshepisong Clinic	1.0			
Zola CHC			1.0	
Zondi Clinic	1.0			
Diepkloof Prov Clinic				1.0
Diepsloot South Clinic				1.0
Hikhensile 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:	0%
3 weeks:	0%
1 month:	10%
2 months:	48%
3 months:	38%
6 months:	3%
Dont know:	0%



District Score*

2.39

Comparison Results

National Average:	2.26
Provincial Average:	2.43
Best District Result:	4.0
Worst District Result:	1.64

* 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.**

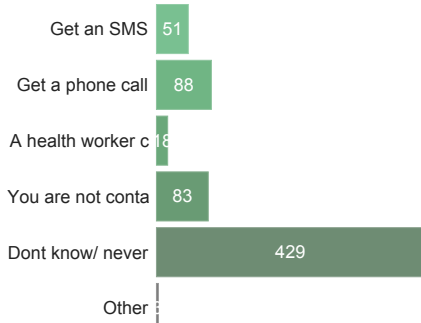
Patient Responses: 1,083

Facility Results (5 Best/Worst)

Chiawelo CHC	3.23
Itireleng CHC	3.22
Alexandra East Bank Clinic	3.1
Orlando Prov Clinic	2.93
Senaoane Clinic	2.78
.....	--
Sinqobile Clinic	2.0
Rabie Ridge Clinic	2.0
Malvern Clinic	1.97
Zola CHC	1.96
OR Tambo CHC	1.68

When Patients Miss a Visit to Collect ARVs:

Patient Responses: 640

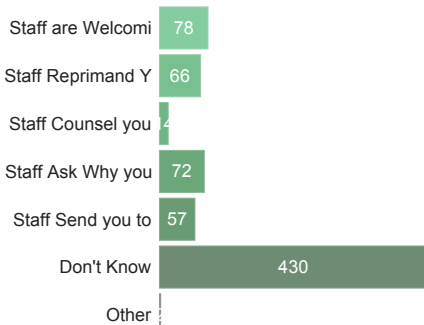


Facility Results

	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
Alexandra 8th Avenue Clinic				2.0	10.0	
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	
Senaoane Clinic		1.0		2.0	11.0	
OR Tambo CHC		1.0		2.0	12.0	
Zondi Clinic		1.0	1.0	4.0	8.0	
Itireleng CHC	1.0	2.0		4.0	13.0	
Zola CHC	2.0	3.0	1.0	8.0	12.0	

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

Patient Responses: 639



Facility Results

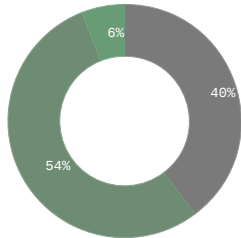
	Staff are Welcoming Back	Staff Reprimand You	Staff Counsel You on Adherence	Staff Ask Why you Missed Appt	Staff Send you to Back of Queue	Don't Know	Other
Hikhensile Clinic		3.0				2.0	
Mpumelelo Clinic		1.0					
4th Avenue Clinic		2.0				14.0	
Diepsloot South Clinic		2.0			1.0	9.0	
Mayibuye Clinic		1.0			1.0	10.0	
Meadowlands Zone 2 Prov Clinic		2.0		1.0	9.0	6.0	
Tladi Prov Clinic	1.0	2.0			5.0	9.0	
Alexandra East Bank Clinic		5.0		2.0	6.0	9.0	
Barney Molokoane Clinic		2.0		2.0	4.0	7.0	
Yeoville Clinic		2.0		1.0		8.0	

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: 40%
No: 54%
Dont know: 6%



District Score*

42%

Comparison Results

National Average: 41%
Provincial Average: 31%
Best District Result: 92%
Worst District Result: 0%

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

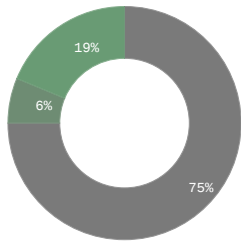
Patient Responses: 1,034

Facility Results (5 Best/Worst)

Hikhensile Clinic	100
Vlakfontein Clinic	100
Chiawelo CHC	95
Mpumelelo Clinic	92
Hillbrow CHC	82
.....	--
Thoko Mngoma Clinic	0
Alexandra East Bank Clinic	0
Randburg Clinic	0
4th Avenue Clinic	0
Diepkloof Prov Clinic	0

Does the Adherence Club make HIV medicine pick up faster?

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



District Score*

92%

Comparison Results

National Average: 93%
Provincial Average: 74%
Best District Result: 100%
Worst District Result: 0%

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

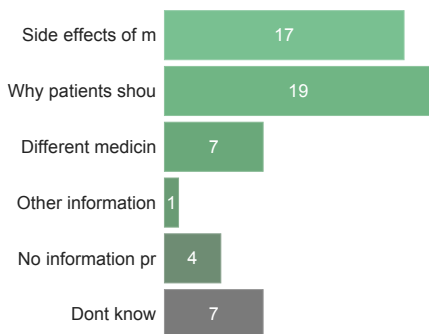
Total Responses: 32

Facility Results (5 Best/Worst)

Alexandra CHC	100
Hillbrow CHC	100
Itireleng CHC	100
Lillian Ngoyi CHC	100
Malvern Clinic	100
Mayibuye Clinic	100
Stretford CHC	100
Vlakfontein Clinic	100
Zandspruit Clinic	100
Hikhensile Clinic	75
Mpumelelo Clinic	50

Information provided by the Adherence Club

Total Responses: 29

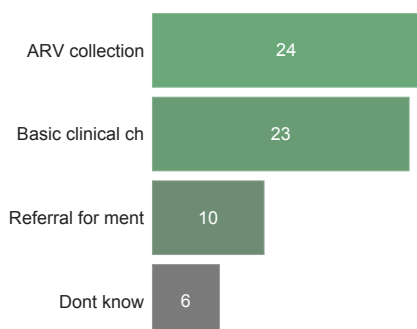


Facility Results

	Side effects of medicines	Why patients should adhere to their ARVs	Different medicines options such as new drugs (ex. Dolutegravir)	Other information (please specify in question)	No information provided	Dont know
4th Avenue Clinic						1.0
Diepsloot South Clinic						1.0
Princess Clinic						1.0
Rex Street Clinic						1.0
Thoko Mngoma Clinic						1.0
Alexandra CHC		1.0				
Stretford CHC					1.0	
Malvern Clinic	2.0	2.0				1.0
Mpumelelo Clinic	1.0	2.0				
Hillbrow CHC	1.0	1.0	1.0			

What clinical services are offered at an adherence club meeting?

Total Responses: 31



Facility Results

	ARV collection	Basic clinical check up	Referral for mental health services or psycho-social support	Dont know
4th Avenue Clinic				1.0
Diepsloot South Clinic				1.0
Princess Clinic				1.0
Rex Street Clinic				1.0
Thoko Mngoma Clinic				1.0
Alexandra CHC	1.0			
Stretford CHC	1.0			
Malvern Clinic	3.0	3.0		
Mpumelelo Clinic	2.0	2.0		
Hikhensile Clinic	4.0	4.0	1.0	

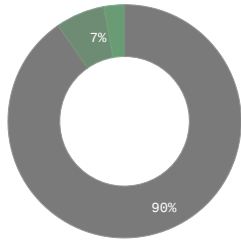
Access to Viral Load Testing / Information

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: 1,086

Yes:	90%
No:	7%
Dont know:	3%



District Score*

93%

Comparison Results

National Average:	95%
Provincial Average:	92%
Best District Result:	100%
Worst District Result:	84%

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

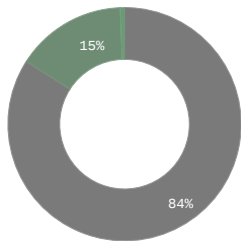
Facility Results (5 Best/Worst)

Stretford CHC	100
Zola CHC	100
Michael Maponya Prov Clinic	100
Imbalenhle Clinic	100
Witkoppen Clinic	100
.....	--
Singobile Clinic	81
Diepsloot South Clinic	81
Mpumelelo Clinic	76
Zondi Clinic	75
Jabavu (Vusabantu) Clinic	71

Did a Health Worker Explain the Viral Load Test Result?

Patient Responses: 978

Yes:	84%
No:	15%
Dont know:	1%



District Score*

84%

Comparison Results

National Average:	86%
Provincial Average:	83%
Best District Result:	100%
Worst District Result:	34%

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

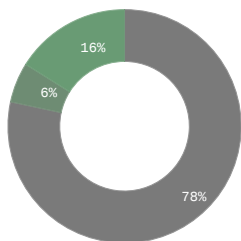
Facility Results (5 Best/Worst)

Vlakfontein Clinic	100
Chiawelo CHC	100
Malvern Clinic	100
Randburg Clinic	100
Rex Street Clinic	100
.....	--
Senaoane Clinic	61
4th Avenue Clinic	56
Barney Molokoane Clinic	47
Lenasia Clinic	46
Orange Farm Ext 7 Clinic	40

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

Patient Responses: 1,081

Yes:	78%
No:	6%
Dont know:	16%



District Score*

0.78

Comparison Results

National Average:	0.82
Provincial Average:	0.78
Best District Result:	1.0
Worst District Result:	0.41

* 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.**

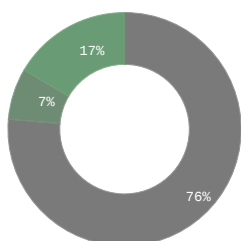
Facility Results (5 Best/Worst)

Zondi Clinic	1.0
Rex Street Clinic	1.0
Orlando Prov Clinic	1.0
Mofolo CHC	1.0
Alexandra East Bank Clinic	0.95
.....	--
OR Tambo CHC	0.58
Stretford CHC	0.53
Orange Farm Ext 7 Clinic	0.47
Barney Molokoane Clinic	0.47
Lenasia Clinic	0.47

Treatment Literacy: Do Patients Understand Viral Load and Transmission?

Patient Responses: 1,083

Yes:	76%
No:	7%
Dont know:	17%



District Score*

0.76

Comparison Results

National Average:	0.74
Provincial Average:	0.72
Best District Result:	1.0
Worst District Result:	0.26

* 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)

Zondi Clinic	1.0
Witkoppen Clinic	1.0
Orlando Prov Clinic	1.0
Mofolo CHC	1.0
Rex Street Clinic	1.0
.....	--
Alexandra CHC	0.48
Orange Farm Ext 7 Clinic	0.47
Thoko Mngoma Clinic	0.47
Barney Molokoane Clinic	0.47
Lenasia Clinic	0.47

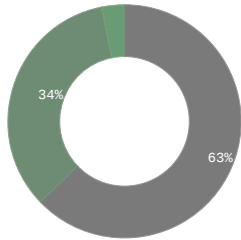
Index Testing

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: 1,044

Yes:	63%
No:	34%
Dont know:	3%



District Score*

62%

Comparison Results

National Average:	66%
Provincial Average:	63%
Best District Result:	100%
Worst District Result:	3%

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

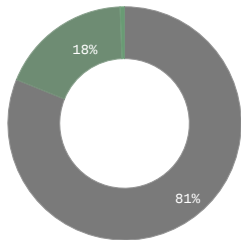
Facility Results (5 Best/Worst)

Witkoppen Clinic	96
Eyethu Yarona Clinic	95
Zandspruit Clinic	88
Diepsloot South Clinic	88
Bellavista Clinic	86
.....	--
Tladi Prov Clinic	35
Stretford CHC	33
Mofolo CHC	32
Orange Farm Ext 7 Clinic	27
Meadowlands Zone 2 Prov Clinic	15

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

Patient Responses: 646

Yes:	81%
No:	18%
Dont know:	1%



District Score*

80%

Comparison Results

National Average:	81%
Provincial Average:	79%
Best District Result:	100%
Worst District Result:	0%

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

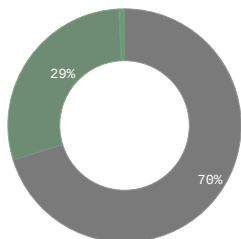
Facility Results (5 Best/Worst)

Zondi Clinic	100
Zandspruit Clinic	100
Tladi Prov Clinic	100
Randburg Clinic	100
Mpumelelo Clinic	100
.....	--
Lenasia Clinic	50
Freedom Park Clinic	47
Meadowlands Zone 2 Prov Clinic	40
Alexandra East Bank Clinic	25
4th Avenue Clinic	20

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

Patient Responses: 641

Yes:	70%
No:	29%
Dont know:	1%



District Score*

69%

Comparison Results

National Average:	79%
Provincial Average:	70%
Best District Result:	100%
Worst District Result:	0%

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

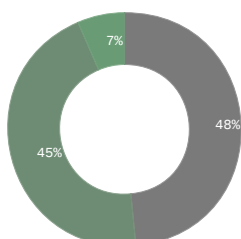
Facility Results (5 Best/Worst)

Mayibuye Clinic	100
Randburg Clinic	100
Rex Street Clinic	100
Tladi Prov Clinic	100
Diepsloot South Clinic	93
.....	--
Orlando Prov Clinic	24
Stretford CHC	20
Meadowlands Zone 2 Prov Clinic	20
Senaoane Clinic	19
Barney Molokoane Clinic	14

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

Patient Responses: 642

Yes:	48%
No:	45%
Dont know:	7%



District Score*

51%

Comparison Results

National Average:	74%
Provincial Average:	60%
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)

Hillbrow CHC	94
Princess Clinic	93
Witkoppen Clinic	92
Vlakfontein Clinic	90
Mayibuye Clinic	86
.....	--
Randburg Clinic	15
Eyethu Yarona Clinic	0
Cosmo City Clinic	0
Zandspruit Clinic	0
Orange Farm Ext 7 Clinic	0

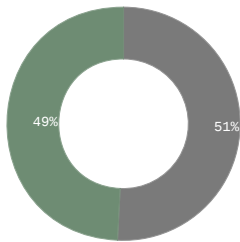
TB Infection Control

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: 61

Yes: 51%
No: 49%



District Score* **51%**

Comparison Results

National Average: 47%
Provincial Average: 53%
Best District Result: 75%
Worst District Result: 0%

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

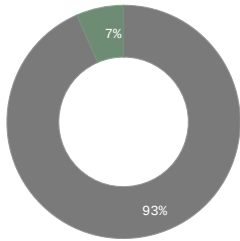
Facility Results (5 Best/Worst)

Itireleng CHC	100
Hillbrow CHC	100
Orlando Prov Clinic	100
Stretford CHC	100
OR Tambo CHC	100
.....	--
Diepsloot South Clinic	0
Diepkloof Prov Clinic	0
Barney Molokoane Clinic	0
Alexandra 8th Avenue Clinic	0
Zondi Clinic	0

Were the Facility Windows Open?

Total Observations: 61

Yes: 93%
No: 7%



District Score* **93%**

Comparison Results

National Average: 95%
Provincial Average: 97%
Best District Result: 100%
Worst District Result: 60%

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

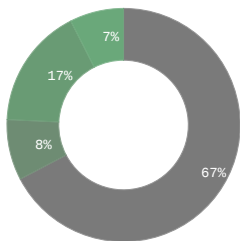
Facility Results (5 Best/Worst)

17 Esselen Street Clinic	100
Senaoane Clinic	100
Mofolo CHC	100
Mpumelelo Clinic	100
OR Tambo CHC	100
.....	--
Lillian Ngoyi CHC	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: 1,484

Yes: 67%
Only sometimes: 8%
No: 17%
Dont know: 7%



District Score* **72%**

Comparison Results

National Average: 64%
Provincial Average: 64%
Best District Result: 100%
Worst District Result: 6%

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

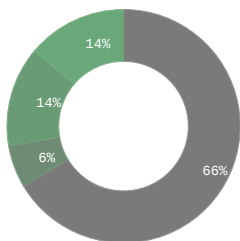
Facility Results (5 Best/Worst)

Chiawelo CHC	100
Michael Maponya Prov Clinic	100
Imbalenhle Clinic	98
Tshepisong Clinic	95
Itireleng CHC	94
.....	--
Zola CHC	49
Zondi Clinic	46
Mayibuye Clinic	42
Mandela Sisulu Clinic	41
Tladi Prov Clinic	32

Are people who are coughing in a separate room?

Patient Responses: 1,486

Yes: 66%
Only sometimes: 6%
No: 14%
Dont know: 14%



District Score* **77%**

Comparison Results

National Average: 56%
Provincial Average: 64%
Best District Result: 100%
Worst District Result: 14%

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

Facility Results (5 Best/Worst)

Eyethu Yarona Clinic	100
Michael Maponya Prov Clinic	100
Princess Clinic	100
Chiawelo CHC	100
Itireleng CHC	98
.....	--
Mandela Sisulu Clinic	44
17 Esselen Street Clinic	42
Tladi Prov Clinic	38
Stretford CHC	38
Mayibuye Clinic	28