

## 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: 675

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

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

Vosloorus Poly Clinic	1:29
Kemston Clinic	2:57
Spartan Clinic	3:08
Tsakane Clinic	3:21
Leondale Clinic	3:24
.....	--
Erin Clinic	6:30
Daveyton Main CDC	6:44
Lethabong Clinic	7:00
Germiston City Clinic	7:01
Katlehong North Clinic	7:10

**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: 639

Earliest arrival time: **5:NaN**

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

Tsakane Clinic	7:13
Dresser Clinic	6:48
Kempton Park Civic Centre Clinic	6:31
Leondale Clinic	6:31
Vosloorus Poly Clinic	6:28
.....	--
Daveyton Main CDC	4:49
Endayeni Clinic	4:49
Lethabong Clinic	4:40
Winnie Mandela Clinic	4:39
Tembisa Main Clinic	4:38

**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: 347

**District Score\*** **3.06**

**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)**

Daveyton Main CDC	5.00
Boksburg North Clinic	4.87
Jabulane Dumane CHC	4.75
Crystal Park Clinic	4.50
Palmridge Clinic	4.22
.....	--
Goba Clinic	2.00
Lethabong Clinic	1.89
Erin Clinic	1.72
Olifantsfontein Clinic	1.63
Katlehong North Clinic	1.00

**Comparison Results**

Very Unsafe:	27%
Unsafe:	9%
Neither Safe or Unsafe:	20%
Safe:	16%
Very Safe:	27%
Dont know:	1%

### Are the Queues at the Facility Long?

Patient Responses: 672

**District Score\*** **77%**

**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)**

Kemston Clinic	0%
Dawn Park Clinic	33%
Spartan Clinic	38%
Nokuthela Ngwenya CHC	53%
Phillip Moyo CHC	53%
.....	--
Goba Clinic	100%
Phenduka Clinic	100%
Germiston City Clinic	100%
Boksburg North Clinic	100%
Leondale Clinic	100%

**Comparison Results**

Yes:	76%
No:	22%
Dont know:	1%

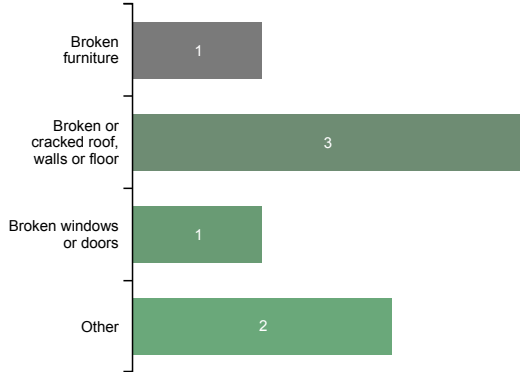


## Clinic Conditions

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:6

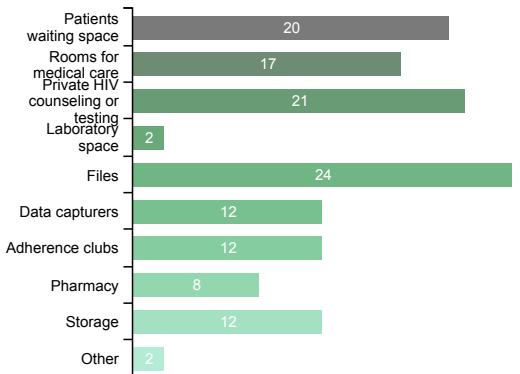


#### Facility Results

	Broken furniture	Broken or cracked roof, walls or floor	Broken windows or doors	Other
Olifantsfontein Clinic				1
Germiston City Clinic		1		
Goba Clinic			1	
Leondale Clinic		1		
Tembisa Health Clinic	1			
Winnie Mandela Clinic				1

### What do you need more space for?

Facility Responses:30

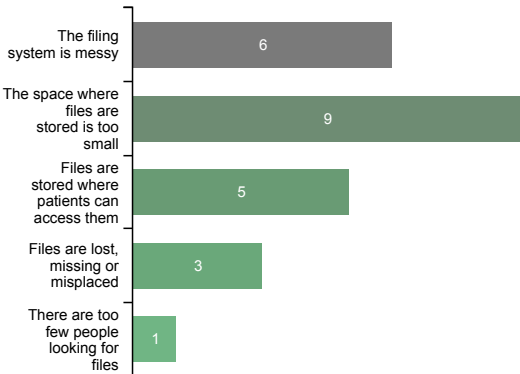


#### Facility Results

	Patients waiting space	Rooms for medical care	Private HIV counseling or testing	Laboratory space	Files	Data capturers	Adherence clubs	Pharmacy	Storage	Other
Katlehong North Clinic		1	1		1					
Esangweni CHC		1	1		1					
Tsakane Clinic	1				1				1	
Kwa-Thema CHC	1	1								
Lethabong Clinic	1		1							
Itireleng (Region B) Clinic					1				1	
Dresser Clinic			1	1						
Spartan Clinic	1				1					
Germiston City Clinic			1							
Daveyton East Clinic			1							

### 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
Boksburg North Clinic		1	1		
Daveyton East Clinic	1			1	
Kempton Park Civic Centre Clinic		1		1	
Phillip Moyo CHC	1				1
Boksburg Civic Centre Clinic	1				
Dresser Clinic		1			
Esangweni CHC			1		
Goba Clinic		1			
Lethabong Clinic		1			
Spartan 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: 594

1 week:	1%
2 weeks:	4%
3 weeks:	2%
1 month:	20%
2 months:	46%
3 months:	28%
6 months:	0%
Dont know:	0%

#### District Score\*

## 2.00

#### 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.**

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

Phenduka Clinic	2.87
Spartan Clinic	2.73
First Avenue Clinic	2.63
Nokuthela Ngwenya CHC	2.60
Kempton Park Civic Centre Clinic	2.53
.....	--
Itireleng (Region B) Clinic	1.32
Daveyton East Clinic	1.09
Olifantsfontein Clinic	1.02
Dan Kubheka Clinic	1.00
Daveyton Main CDC	1.00

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

Patient Responses: 373

#### 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
Esangweni CHC	5				4	
Erin Clinic	1	3			9	
Endayeni Clinic	7	2			8	
Daveyton Main CDC	5	3			1	
Daveyton East Clinic	4	9			2	
Dan Kubheka Clinic	9	13			3	
Crystal Park Clinic	3	5			2	
Barcelona Clinic	5				3	
Kwa-Thema CHC	1				2	
Winnie Mandela Clinic	2	2			5	

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

Patient Responses: 371

#### 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
First Avenue Clinic	2	2	2	2		5	
Ramokonopi CHC				4	1	10	
Esangweni CHC		1	1	5		4	
Tsakane Clinic		1	3	3		5	
Germiston City Clinic	5	1	2			3	
Andries Raditsela Clinic	1	1	3	4		4	
Kemston Clinic				1		8	
Kwa-Thema CHC	1					2	
Spartan Clinic				3		1	
Tembisa Health Clinic	6					4	

## 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: 572

Yes:	20%
No:	71%
Dont know:	9%

**District Score\*** **22%**

**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)

Mary Moodley Memorial CDC	100%
Leondale Clinic	100%
Phillip Moyo CHC	86%
Daveyton East Clinic	79%
Vosloorus Poly Clinic	73%
.....	--
First Avenue Clinic	0%
Endayeni Clinic	0%
Dresser Clinic	0%
Boksburg Civic Centre Clinic	0%
Winnie Mandela Clinic	0%

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

Total Responses: 25

Yes:	80%
No:	12%
Dont know:	8%

**District Score\*** **83%**

**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

Daveyton Main CDC	100%
Khumalo Clinic	100%
Leondale Clinic	100%
Palmridge Clinic	100%
Phillip Moyo CHC	100%
Crystal Park Clinic	0%
Dan Kubheka Clinic	0%
Mary Moodley Memorial CDC	0%
Tembisa Main Clinic	0%

### Information provided by the Adherence Club

Total Responses: 25

Side effects of medicines	15
Why patients should adhere to their ARVs	19
Different medicine options such as new drugs (ex. Doloutegravir)	14
No information provided	3
Dont know	3

#### Facility Results

	Side effects of medicines	Why patients should adhere to their ARVs	Different medicine options such as new drugs (ex. Doloutegravir)	No information provided	Dont know
Dan Kubheka Clinic					1
Endayeni Clinic					1
Winnie Mandela Clinic					1
Crystal Park Clinic				1	
Daveyton Main CDC		1			
Tembisa Main Clinic				1	
Khumalo Clinic	3	3	2		
Leondale Clinic	10	10	10		
Palmridge Clinic		1	1	1	
Phillip Moyo CHC	2	4	1		

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

Total Responses: 25

#### Facility Results

	ARV collection	Basic clinical check up	Referral for mental health services or psycho-social support	No clinical services	Dont know
Crystal Park Clinic					1
Dan Kubheka Clinic					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: 595

Yes:	95%
No:	4%
Dont know:	1%

**District Score\*** **96%**

**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)

Kempton Park Civic Centre Clinic	100%
Erin Clinic	100%
Palmridge Clinic	100%
Khumalo Clinic	100%
Phenduka Clinic	100%
.....	--
Itireleng (Region B) Clinic	87%
Spartan Clinic	87%
Daveyton Main CDC	87%
Boksburg Civic Centre Clinic	87%
Andries Raditsela Clinic	86%

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

Patient Responses: 567

Yes:	64%
No:	34%
Dont know:	1%

**District Score\*** **65%**

**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)

Spartan Clinic	100%
Phillip Moyo CHC	100%
Crystal Park Clinic	100%
Dawn Park Clinic	100%
Erin Clinic	93%
.....	--
Nokuthela Ngwenya CHC	31%
Lethabong Clinic	29%
Phola Park CHC	20%
Boksburg Civic Centre Clinic	15%
Kempton Park Civic Centre Clinic	0%

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

Patient Responses: 595

Yes:	76%
No:	13%
Dont know:	10%

**District Score\*** **0.76**

**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)

Spartan Clinic	1.00
Vosloorus Poly Clinic	1.00
Crystal Park Clinic	1.00
Dresser Clinic	1.00
Phillip Moyo CHC	1.00
.....	--
Tembisa Main Clinic	0.55
Kemston Clinic	0.47
Goba Clinic	0.33
Phola Park CHC	0.27
Boksburg Civic Centre Clinic	0.20

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

Patient Responses: 591

Yes:	52%
No:	29%
Dont know:	19%

**District Score\*** **0.52**

**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)

Crystal Park Clinic	1.00
Spartan Clinic	1.00
Vosloorus Poly Clinic	0.93
Boksburg North Clinic	0.93
Phillip Moyo CHC	0.93
.....	--
Phola Park CHC	0.13
Katlehong North Clinic	0.07
Itireleng (Region B) Clinic	0.07
Boksburg Civic Centre Clinic	0.07
Winnie Mandela Clinic	0.00



## Index Testing

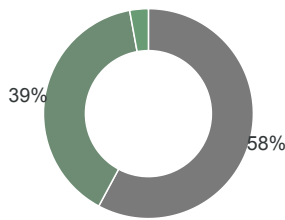
Index testing (aka Assisted Partner Notification Services or Contact Tracing) can help identify PLHIV earlier, get them access treatment to protect their health and interrupt onward transmission of HIV. However, if implemented poorly, index testing can cause harm to individuals, undermine their rights 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: 593

Yes:	58%
No:	39%
Dont know:	3%



**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.**

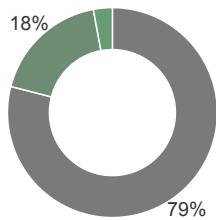
#### Facility Results (5 Best/Worst)

Winnie Mandela Clinic	100%
Crystal Park Clinic	100%
Endayeni Clinic	94%
Daveyton East Clinic	93%
Erin Clinic	93%
.....	--
Ramokonopi CHC	25%
Tsakane Clinic	20%
Nokuthela Ngwenya CHC	13%
Dresser Clinic	13%
Kempton Park Civic Centre Clinic	0%

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

Patient Responses: 343

Yes:	79%
No:	18%
Dont know:	3%



**District Score\*** **81%**

#### 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.**

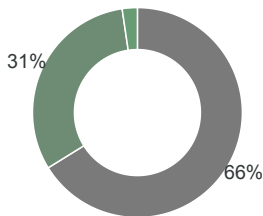
#### Facility Results (5 Best/Worst)

Kemston Clinic	100%
Esangweni CHC	100%
Tembisa Main Clinic	100%
Ramokonopi CHC	100%
Phillip Moyo CHC	100%
.....	--
Kwa-Thema CHC	25%
Mary Moodley Memorial CDC	22%
Dresser Clinic	0%
Nokuthela Ngwenya CHC	0%
Lethabong Clinic	0%

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

Patient Responses: 343

Yes:	66%
No:	31%
Dont know:	2%



**District Score\*** **68%**

#### 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.**

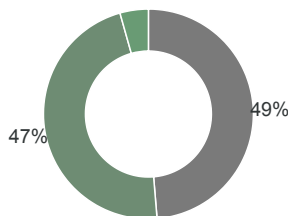
#### Facility Results (5 Best/Worst)

Kemston Clinic	100%
Crystal Park Clinic	100%
Phillip Moyo CHC	100%
Jabulane Dumane CHC	100%
Tembisa Main Clinic	100%
.....	--
Mary Moodley Memorial CDC	22%
Endayeni Clinic	21%
Andries Raditsela Clinic	17%
Lethabong Clinic	0%
Kwa-Thema CHC	0%

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

Patient Responses: 343

Yes:	49%
No:	47%
Dont know:	4%



**District Score\*** **51%**

#### 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)

Kemston Clinic	100%
Boksburg North Clinic	100%
Ramokonopi CHC	100%
Phillip Moyo CHC	100%
Jabulane Dumane CHC	100%
.....	--
Kwa-Thema CHC	25%
Daveyton East Clinic	18%
Dan Kubheka Clinic	10%
Mary Moodley Memorial CDC	0%
Dresser 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.

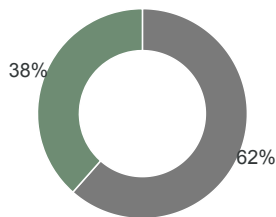
The six measures are: ensuring enough room and space for patients to wait without overcrowding; keeping windows open; ensuring there are TB information posters prominently displayed; reducing clinic waiting times to less than an average of an hour and 15 minutes; screening all arriving patients for TB 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:39

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

Yes:	62%
No:	38%



**District Score\*** **62%**

#### 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.**

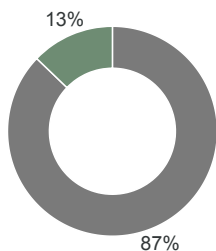
First Avenue Clinic	100%
Phillip Moyo CHC	100%
Mary Moodley Memorial CDC	100%
Khumalo Clinic	100%
Kemston Clinic	100%
.....	--
Erin Clinic	0%
Endayeni Clinic	0%
Dresser Clinic	0%
Boksburg North Clinic	0%
Winnie Mandela Clinic	0%

### Were the Facility Windows Open?

Total Observations:39

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

Yes:	87%
No:	13%



**District Score\*** **87%**

#### 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.**

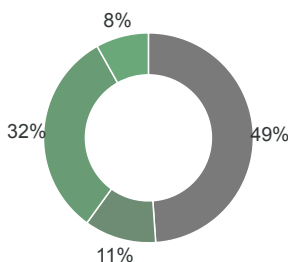
Andries Raditsela Clinic	100%
Katlehong North Clinic	100%
Kemston Clinic	100%
Khumalo Clinic	100%
Kwa-Thema CHC	100%
.....	--
Lethabong Clinic	0%
Phola Park CHC	0%
Daveyton East Clinic	0%
Boksburg Civic Centre Clinic	0%
Kempton Park Civic Centre Clinic	0%

### Are people being asked for TB symptoms?

Patient Responses: 677

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

Yes:	49%
Only sometimes:	11%
No:	32%
Dont know:	8%



**District Score\*** **53%**

#### 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.**

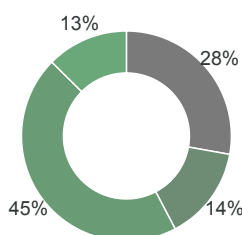
Kemston Clinic	100%
Crystal Park Clinic	95%
Endayeni Clinic	92%
Vosloorus Poly Clinic	86%
Boksburg North Clinic	85%
.....	--
Jabulane Dumane CHC	15%
Phenduka Clinic	14%
Nokuthela Ngwenya CHC	6%
Ramokonopi CHC	0%
Kempton Park Civic Centre Clinic	0%

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

Patient Responses: 676

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

Yes:	28%
Only sometimes:	14%
No:	45%
Dont know:	13%



**District Score\*** **32%**

#### 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.**

Kemston Clinic	100%
Boksburg North Clinic	85%
Tembisa Health Clinic	73%
Mary Moodley Memorial CDC	73%
Endayeni Clinic	65%
.....	--
Phenduka Clinic	0%
Ramokonopi CHC	0%
Nokuthela Ngwenya CHC	0%
Dawn Park Clinic	0%
Kempton Park Civic Centre Clinic	0%