

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: 742

Amount of time spent: **4:44**

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)

Phenduka Clinic	0:54
Nokuthela Ngwenya CHC	2:35
Dawn Park Clinic	2:46
Tsakane Clinic	2:54
Jabulane Dumane CHC	3:17
.....	--
Daveyton Main CDC	6:42
Olifantsfontein Clinic	6:49
Leondale Clinic	6:49
Barcelona Clinic	7:20
Tembisa Main Clinic	8:41

Earliest Patient Arrival Time

Patient Responses: 719

Earliest arrival time: **5:19**

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)

Nokuthela Ngwenya CHC	6:14
First Avenue Clinic	6:05
Tsakane Clinic	6:00
Andries Raditsela Clinic	5:54
Crystal Park Clinic	5:49
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Barcelona Clinic	4:40
Winnie Mandela Clinic	4:30
Esangweni CHC	4:15
Tembisa Main Clinic	3:54
Olifantsfontein Clinic	3:52

How Safe is the Facility to Wait Before it Opens?

Patient Responses: 334

Very Unsafe:	20%
Unsafe:	12%
Neither Safe or Unsafe:	23%
Safe:	24%
Very Safe:	20%
Don't know:	0%

District Score*

3.12

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)

Kemston Clinic	5.00
First Avenue Clinic	4.88
Kwa-Thema CHC	4.60
Dawn Park Clinic	4.50
Crystal Park Clinic	4.50
.....	--
Boksburg North Clinic	2.00
Boksburg Civic Centre Clinic	1.81
Vosloorus Poly Clinic	1.78
Dresser Clinic	1.67
Goba Clinic	1.67

Are the Queues at the Facility Long?

Patient Responses: 742

Yes:	69%
No:	28%
Don't know:	3%

District Score*

71%

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)

Nokuthela Ngwenya CHC	13%
Boksburg Civic Centre Clinic	26%
Dawn Park Clinic	27%
Katlehong North Clinic	30%
Jabulane Dumane CHC	38%
.....	--
Tembisa Main Clinic	100%
Palmridge Clinic	100%
Khumalo Clinic	100%
Erin Clinic	100%
Spartan Clinic	100%

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:1

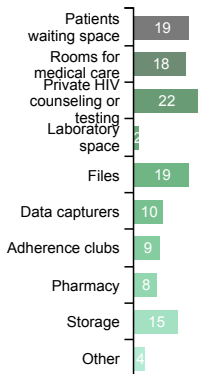
Facility Results



Facility	Observations
Spartan Clinic	1

What do you need more space for?

Facility Responses:29

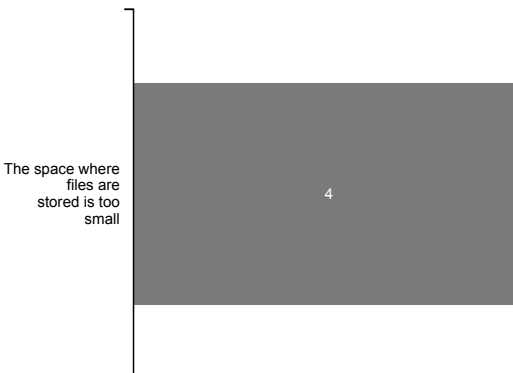


Facility Results

Facility	Patients waiting space	Rooms for medical care	Private HIV counseling or testing	Laboratory space	Files	Data capturers	Adherence clubs	Pharmacy	Storage	Other
Endayeni Clinic		1	1							1
Itireleng (Region B) Clinic			1				1			
Goba Clinic	1				1					
Dresser Clinic			1	1						
Phola Park CHC			1				1			
Daveyton Main CDC	1									1
Crystal Park Clinic			1							1
Barcelona Clinic	1									
First Avenue Clinic										1
Daveyton East Clinic			1							

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

Total Observations:4



Facility Results

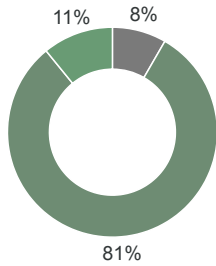
Facility	Observations
Erin Clinic	1
Goba Clinic	1
Ramokonopi CHC	1
Spartan Clinic	1

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: 8%
No: 81%
Don't know: 11%



District Score*

9%

Comparison Results

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

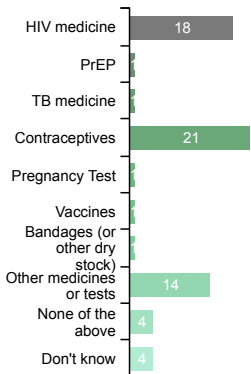
* Percent of survey responses responding Yes (excluding "Don't Know"). LOWER scores are better.

Facility Results (5 Best/Worst)

Tembisa Health Clinic	0%
Lethabong Clinic	0%
Kempton Park Civic Centre Clinic	0%
Nokuthela Ngwenya CHC	0%
Olifantsfontein Clinic	0%
.....	--
Dresser Clinic	21%
Endayeni Clinic	29%
Boksburg North Clinic	30%
Erin Clinic	38%
Phola Park CHC	40%

Patient Reports of Medicine Shortage(s)

Patient Responses: 62

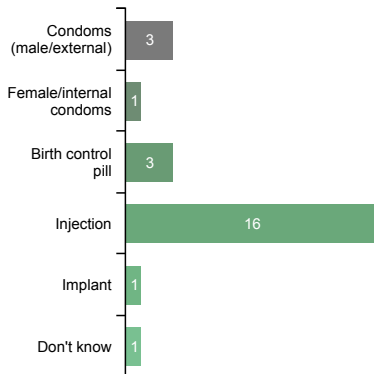


Facility Results

Facility	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
Leondale Clinic	1									
Andries Raditsela Clinic				3						
Khumalo Clinic	1									
Katlehong North Clinic	2									
Goba Clinic			1							
Germiston City Clinic	1									2
Esangweni CHC							3			
Dresser Clinic	2									1
Dawn Park Clinic			1							
Winnie Mandela Clinic							2			

Contraception shortage(s)

Patient Responses: 21

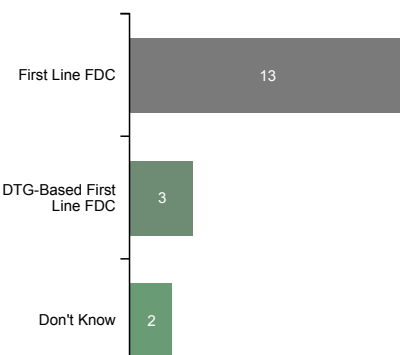


Facility Results

Facility	Condoms (male/external)	Female/internal condoms	Birth control pill	Injection	Implant	Don't know
Dawn Park Clinic				1		
Endayeni Clinic				3		
Erin Clinic				2		
Goba Clinic				1		
Itireleng (Region B) Clinic	1					
Kemston Clinic				1		
Kwa-Thema CHC				1		
Phenduka Clinic				2		
Phillip Moyo CHC				1		
Phola Park CHC			1			

HIV medication shortage(s)

Patient Responses: 18



Facility Results

Facility	First Line FDC	DTG-Based First Line FDC	Don't Know
Dresser Clinic	2		
Erin Clinic		1	
Katlehong North Clinic	2		
Khumalo Clinic	1		
Leondale Clinic		1	
Palmridge Clinic		1	
Phola Park CHC	4		
Vosloorus Poly Clinic	1		
Daveyton East Clinic			1
Germiston City 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: 642

1 week:	0%
2 weeks:	0%
3 weeks:	0%
1 month:	12%
2 months:	50%
3 months:	35%
6 months:	2%
Don't know:	0%

District Score*

2.31

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)

Olifantsfontein Clinic	4.68
Daveyton Main CDC	3.47
Crystal Park Clinic	3.00
Dan Kubheka Clinic	3.00
Daveyton East Clinic	2.94
.....	--
Esangweni CHC	1.88
Dawn Park Clinic	1.80
Winnie Mandela Clinic	1.63
First Avenue Clinic	1.60
Nokuthela Ngwenya CHC	1.38

When Patients Miss a Visit to Collect ARVs:

Patient Responses: 335

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
Endayeni Clinic	10	3			3	1
Dresser Clinic	1	5			4	
Daveyton Main CDC	3				1	1
Dan Kubheka Clinic	2	3			6	
Crystal Park Clinic	5				4	
Boksburg North Clinic		1			7	
Boksburg Civic Centre Clinic	1	1			13	
Barcelona Clinic	3	3			4	
Kempton Park Civic Centre Clinic		1			13	
Winnie Mandela Clinic	10				3	

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

Patient Responses: 335

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
Andries Raditsela Clinic	2	1	3	6		2
Tsakane Clinic	1		3			6
Crystal Park Clinic	5		2			4
Vosloorus Poly Clinic	1			1		2
Boksburg Civic Centre Clinic	1					14
Dresser Clinic				6		4
Ramokonopi CHC				1		9
Nokuthela Ngwenya CHC			1	1		2
Jabulane Dumane CHC			1			5
Lethabong Clinic			1			1

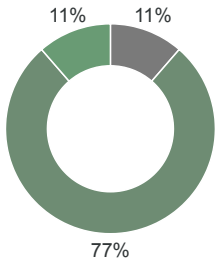
Adherence Clubs

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: 624

Yes:	11%
No:	77%
Don't know:	11%



District Score* **13%**

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.**

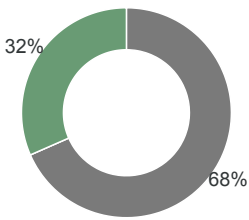
Facility Results (5 Best/Worst)

Khumalo Clinic	71%
Daveyton Main CDC	67%
Daveyton East Clinic	53%
Andries Raditsela Clinic	40%
Crystal Park Clinic	40%
.....	--
Erin Clinic	0%
Dresser Clinic	0%
Boksburg North Clinic	0%
Boksburg Civic Centre Clinic	0%
Phillip Moyo CHC	0%

Does the Adherence Club make HIV medicine pick up faster?

Total Responses: 19

Yes:	68%
No:	0%
Don't know:	32%



District Score* **59%**

Comparison Results

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

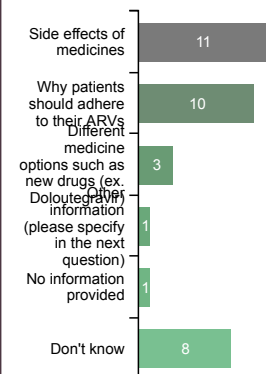
* Percent of survey responses responding Yes (excluding "Don't Know"). **HIGHER scores are better.**

Facility Results (5 Best/Worst)

Andries Raditsela Clinic	100%
Jabulane Dumane CHC	100%
Khumalo Clinic	100%
Kwa-Thema CHC	100%
Vosloorus Poly Clinic	100%
.....	--
Daveyton East Clinic	0%
Daveyton Main CDC	0%
Kempton Park Civic Centre Clinic	0%
Kemston Clinic	0%
Spartan Clinic	0%

Information provided by the Adherence Club

Total Responses: 19



Facility Results

	Side effects of medicines	Why patients should adhere to their ARVs	Different medicine options such as new drugs (ex. Dolutedar)	Other information (please specify in the next question)	No information provided	Don't know
Erin Clinic						1
Esangweni CHC						1
Itireleng (Region B) Clinic						1
Winnie Mandela Clinic						1
Olifantsfontein Clinic					1	1
Jabulane Dumane CHC	1	1				2
Kwa-Thema CHC	2	1				
Vosloorus Poly Clinic	1	1				
Andries Raditsela Clinic	1	1	1			
Khumalo Clinic	6	6	2	1		

What clinical services are offered at an adherence club meeting?

Total Responses: 19

Facility Results

	ARV collection	Basic clinical check up	Referral for mental health services or psycho-social support	Don't know
Erin Clinic				1
Esangweni CHC				1
Itireleng (Region B) 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: 642

Yes:	95%
No:	4%
Don't know:	1%

District Score* **96%**

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)

Phillip Moyo CHC	100%
Dawn Park Clinic	100%
Spartan Clinic	100%
Ramokonopi CHC	100%
Phenduka Clinic	100%
.....	--
Katlehong North Clinic	90%
Phola Park CHC	88%
Itireleng (Region B) Clinic	87%
Endayeni Clinic	73%
Erin Clinic	73%

Did a Health Worker Explain the Viral Load Test Result?

Patient Responses: 608

Yes:	80%
No:	18%
Don't know:	2%

District Score* **82%**

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)

Esangweni CHC	100%
Nokuthela Ngwenya CHC	100%
Spartan Clinic	100%
Kemston Clinic	100%
Kempton Park Civic Centre Clinic	100%
.....	--
Dawn Park Clinic	53%
Olifantsfontein Clinic	50%
Khumalo Clinic	40%
Tembisa Main Clinic	13%
Leondale Clinic	0%

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

Patient Responses: 639

Yes:	76%
No:	9%
Don't know:	15%

District Score* **0.76**

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)

Leondale Clinic	1.00
Khumalo Clinic	1.00
Boksburg Civic Centre Clinic	1.00
Dawn Park Clinic	1.00
Daveyton Main CDC	1.00
.....	--
Ramokonopi CHC	0.44
Barcelona Clinic	0.43
Germiston City Clinic	0.38
Vosloorus Poly Clinic	0.24
Tembisa Main Clinic	0.20

Treatment Literacy: Do Patients Understand Viral Load and Transmission?

Patient Responses: 637

Yes:	55%
No:	12%
Don't know:	33%

District Score* **0.55**

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)

Nokuthela Ngwenya CHC	1.00
Daveyton Main CDC	1.00
Boksburg Civic Centre Clinic	1.00
Spartan Clinic	0.94
Lethabong Clinic	0.93
.....	--
Tembisa Main Clinic	0.13
Erin Clinic	0.07
Esangweni CHC	0.06
Winnie Mandela Clinic	0.00
Endayeni Clinic	0.00

Index Testing

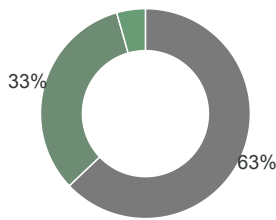
Index testing (aka Assisted Partner Notification Services or Contact Tracing) can help identify PLHIV earlier, get them access treatment to protect their health and interrupt onward transmission of HIV. However, if implemented poorly, index testing can cause harm to individuals, undermine their rights 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: 634

Yes:	63%
No:	33%
Don't know:	4%



District Score* **65%**

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.**

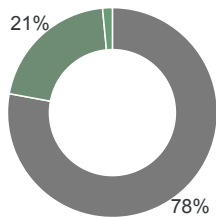
Facility Results (5 Best/Worst)

First Avenue Clinic	100%
Dan Kubheka Clinic	100%
Barcelona Clinic	100%
Daveyton Main CDC	100%
Nokuthela Ngwenya CHC	100%
.....	--
Vosloorus Poly Clinic	19%
Phillip Moyo CHC	16%
Phenduka Clinic	15%
Dawn Park Clinic	0%
Palmridge Clinic	0%

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

Patient Responses: 398

Yes:	78%
No:	21%
Don't know:	2%



District Score* **79%**

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.**

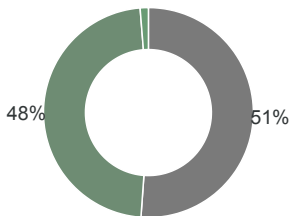
Facility Results (5 Best/Worst)

Andries Raditsela Clinic	100%
Daveyton East Clinic	100%
Vosloorus Poly Clinic	100%
Phola Park CHC	100%
Barcelona Clinic	100%
.....	--
Kempton Park Civic Centre Clinic	43%
Lethabong Clinic	29%
Tembisa Main Clinic	20%
Phenduka Clinic	0%
Spartan Clinic	0%

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

Patient Responses: 395

Yes:	51%
No:	48%
Don't know:	1%



District Score* **51%**

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.**

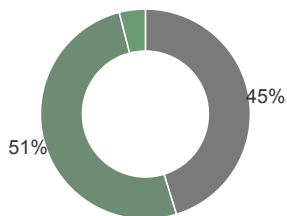
Facility Results (5 Best/Worst)

Tembisa Main Clinic	100%
Boksburg Civic Centre Clinic	100%
Boksburg North Clinic	100%
Vosloorus Poly Clinic	100%
Phola Park CHC	100%
.....	--
Spartan Clinic	17%
Esangweni CHC	7%
Lethabong Clinic	0%
Phenduka Clinic	0%
Tsakane Clinic	0%

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

Patient Responses: 398

Yes:	45%
No:	51%
Don't know:	4%



District Score* **47%**

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)

Tembisa Main Clinic	100%
Boksburg Civic Centre Clinic	100%
Vosloorus Poly Clinic	100%
Phola Park CHC	100%
Daveyton Main CDC	93%
.....	--
Phenduka Clinic	0%
Lethabong Clinic	0%
Leondale Clinic	0%
Erin Clinic	0%
Phillip Moyo CHC	0%

TB Infection Control

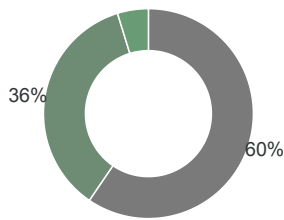
Six simple interventions are at the heart of how clinics can be part of turning the tide on TB infection — a disease that still kills close to 60,000 people a year in South Africa, according to the World Health Organization (WHO). By following a checklist of good practice, clinics can be safer for patients 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: 42

Yes:	60%
No:	36%
Don't know:	5%



District Score* **63%**

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.**

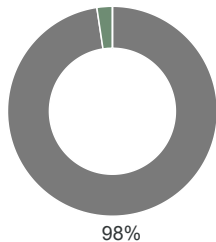
Facility Results (5 Best/Worst)

Andries Raditsela Clinic	100%
Itireleng (Region B) Clinic	100%
Tsakane Clinic	100%
Tembisa Main Clinic	100%
Tembisa Health Clinic	100%
.....	--
Dresser Clinic	0%
Endayeni Clinic	0%
Erin Clinic	0%
First Avenue Clinic	0%
Winnie Mandela Clinic	0%

Were the Facility Windows Open?

Total Observations: 42

Yes:	98%
No:	2%
Don't know:	0%



District Score* **98%**

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.**

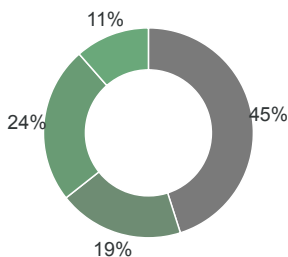
Facility Results (5 Best/Worst)

Andries Raditsela Clinic	100%
Phenduka Clinic	100%
Kwa-Thema CHC	100%
Leondale Clinic	100%
Lethabong Clinic	100%
.....	--
Goba Clinic	100%
Itireleng (Region B) Clinic	100%
Jabulane Dumane CHC	100%
Winnie Mandela Clinic	100%
Dawn Park Clinic	0%

Are people being asked for TB symptoms?

Patient Responses: 741

Yes:	45%
Only sometimes:	19%
No:	24%
Don't know:	11%



District Score* **51%**

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.**

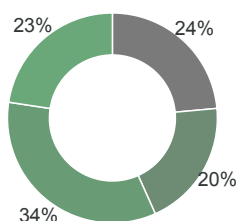
Facility Results (5 Best/Worst)

First Avenue Clinic	100%
Mary Moodley Memorial CDC	100%
Lethabong Clinic	100%
Nokuthela Ngwenya CHC	94%
Phillip Moyo CHC	92%
.....	--
Endayeni Clinic	7%
Tembisa Main Clinic	7%
Vosloorus Poly Clinic	6%
Goba Clinic	0%
Leondale Clinic	0%

Are people who are coughing in a separate room?

Patient Responses: 739

Yes:	24%
Only sometimes:	20%
No:	34%
Don't know:	23%



District Score* **30%**

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)

Lethabong Clinic	100%
Tsakane Clinic	94%
Katlehong North Clinic	85%
Nokuthela Ngwenya CHC	75%
Dresser Clinic	71%
.....	--
Vosloorus Poly Clinic	0%
Tembisa Health Clinic	0%
Spartan Clinic	0%
Kempton Park Civic Centre Clinic	0%
Phillip Moyo CHC	0%