

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:
1,030

Amount of time spent:

4:16

Facility Results (5 Best/Worst)

Dawn Park Clinic	1:36
Tsakane Clinic	2:23
First Avenue Clinic	2:43
Nokuthela Ngwenya CHC	2:48
Kemston Clinic	2:52
.....	--
Dan Kubheka Clinic	6:12
Winnie Mandela Clinic	6:23
Daveyton Main CDC	6:32
Esangweni CHC	6:49
Olifantsfontein Clinic	8:21

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:
1,012

Earliest arrival time

5:54

Facility Results (5 Best/Worst)

Khumalo Clinic	7:45
Leondale Clinic	7:06
Phenduka Clinic	7:01
Tsakane Clinic	6:46
Kwa-Thema CHC	6:40
.....	--
Erin Clinic	5:16
Tembisa Main Clinic	5:11
Olifantsfontein Clinic	5:00
Winnie Mandela Clinic	4:46
Esangweni CHC	4:23

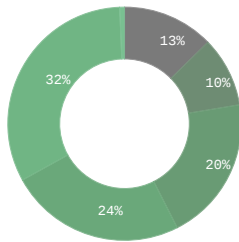
Comparison Results

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: 442

Very Unsafe:	13%
Unsafe:	10%
Neither Safe or Unsafe:	20%
Safe:	24%
Very Safe:	32%
Dont know:	1%



District Score*

3.54

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.**

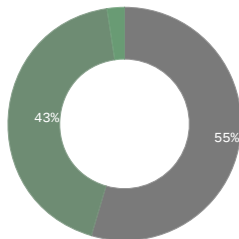
Facility Results (5 Best/Worst)

Tsakane Clinic	5.0
Mary Moodley Memorial CDC	5.0
Kemston Clinic	5.0
Crystal Park Clinic	4.92
First Avenue Clinic	4.82
.....	--
Boksburg North Clinic	2.42
Vosloorus Poly Clinic	2.33
Tembisa Main Clinic	2.17
Katlehong North Clinic	1.94
Erin Clinic	1.93

Are the Queues at the Facility Long?

Patient Responses:
1,035

Yes:	55%
No:	43%
Dont know:	2%



District Score*

56%

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)

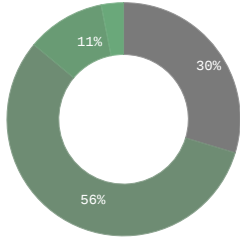
Boksburg Civic Centre Clinic	14
Tsakane Clinic	22
Kemston Clinic	24
Mary Moodley Memorial CDC	25
Crystal Park Clinic	28
.....	--
Erin Clinic	82
Tembisa Main Clinic	86
Katlehong North Clinic	87
Olifantsfontein Clinic	89
Phola Park CHC	93

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:	30%
Sometimes:	56%
Never:	11%
Dont know:	3%



District Score*

1.19

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.**

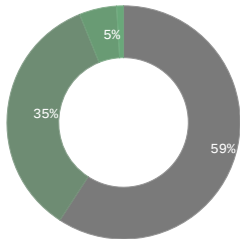
Patient Responses:
1,039

Facility Results (5 Best/Worst)

Dawn Park Clinic	1.86
Crystal Park Clinic	1.68
Esangweni CHC	1.58
Palmridge Clinic	1.54
Dan Kubheka Clinic	1.52
.....	--
Daveyton East Clinic	0.84
Erin Clinic	0.82
Spartan Clinic	0.81
Daveyton Main CDC	0.7
Olifantsfontein Clinic	0.39

Are Staff Friendly and Professional?

Yes:	59%
Sometimes:	35%
Never:	5%
Dont know:	1%



District Score*

1.55

Comparison Results

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

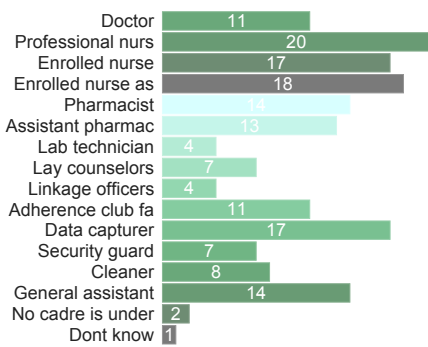
* Scores based on average point value of each response with a maximum score of 2 and a minimum score of 0. **HIGHER scores are better.**

Patient Responses:
1,041

Facility Results (5 Best/Worst)

Crystal Park Clinic	2.0
Dan Kubheka Clinic	1.97
Mary Moodley Memorial CDC	1.97
Tembisa Health Clinic	1.91
Nokuthela Ngwenya CHC	1.86
.....	--
Ramokonopi CHC	1.08
Leondale Clinic	1.06
Daveyton Main CDC	0.96
Katlehong North Clinic	0.96
Olifantsfontein Clinic	0.5

Which Cadres are Understaffed?



Facility Responses: 36

Facility Results

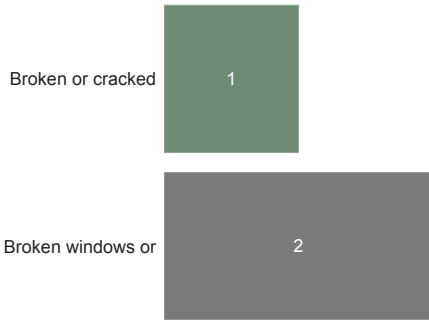
Facility	Doctor	Professional nurse	Enrolled nurse	Enrolled nurse assistant	Pharmacist	Assistant pharmacist	Lab technician	Lay counselors	Linkage officers	Adherence club facilitators	Data capturers	Security guard	Cleaner	General assistant	is understaffed	Don't know
Jabulane Dumane CHC	1.0	1.0		1.0	1.0	1.0			1.0	1.0		1.0		1.0		
Esangweni CHC	1.0	1.0			1.0						1.0	1.0	1.0	1.0		
Itireleng (Region B) Clinic		1.0	1.0		1.0	1.0			1.0		1.0	1.0				
Tsakane Clinic		1.0	1.0					1.0			1.0		1.0	1.0		
Dan Kubheka Clinic	1.0	1.0		1.0		1.0		1.0		1.0						
Tembisa Main Clinic			1.0	1.0	1.0				1.0	1.0		1.0				
Lethabong Clinic			1.0	1.0	1.0	1.0		1.0			1.0					
Phenduka Clinic	1.0	1.0	1.0	1.0	1.0	1.0										
Palmridge Clinic	1.0	1.0				1.0					1.0					
Boksburg North Clinic			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: 3

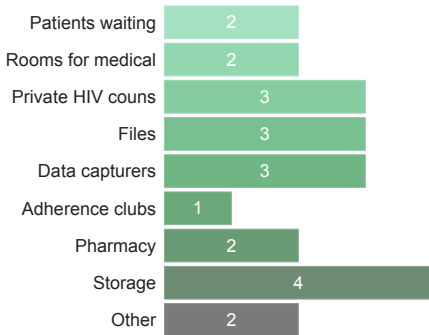


Facility Results

Facility	Broken or cracked roof, walls or floor	Broken windows or doors
Daveyton Main CDC	0	1.0
First Avenue Clinic	1.0	0
Goba Clinic	0	1.0

What do you need more space for?

Facility Responses: 6

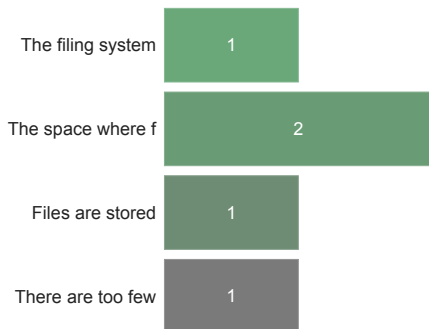


Facility Results

Facility	Patients waiting space	Rooms for medical care	Private HIV counseling or testing	Files	Data capturers	Adherence clubs	Pharmacy	Storage	Other
Spartan Clinic	1.0	1.0	1.0	1.0	1.0	1.0	1.0	1.0	0
Phillip Moyo CHC	1.0	1.0	1.0	1.0	0	0	1.0	1.0	0
Mary Moodley Memorial CDC	0	0	0	1.0	1.0	0	0	1.0	0
Kempton Park Civic Centre Clinic	0	0	0	0	1.0	0	0	0	1.0
Kemston Clinic	0	0	1.0	0	0	0	0	1.0	0
Tembisa Health Clinic	0	0	0	0	0	0	0	0	1.0

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

Total Observations: 2



Facility Results

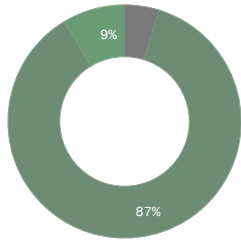
Facility	The filing system is messy	The space where files are stored is too small	Files are stored where patients can access them	There are too few people looking for files
Leondale Clinic	1.0	1.0	0	0
Winnie Mandela Clinic	0	1.0	0	0

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:	5%
No:	87%
Don't know:	9%



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.**

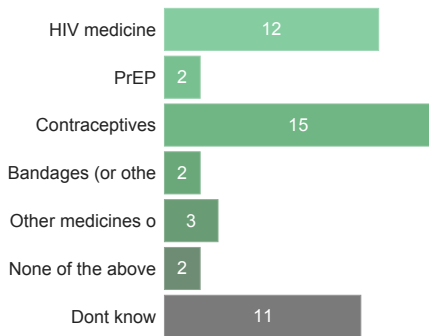
Patient Responses:
1,029

Facility Results (5 Best/Worst)

Andries Raditsela Clinic	0
Tsakane Clinic	0
Tembisa Health Clinic	0
Spartan Clinic	0
Phillip Moyo CHC	0
.....	--
Khumalo Clinic	21
Tembisa Main Clinic	21
Itireleng (Region B) Clinic	22
Katlehong North Clinic	24
Winnie Mandela Clinic	24

Patient Reports of Medicine Shortage(s)

Patient Responses: 44

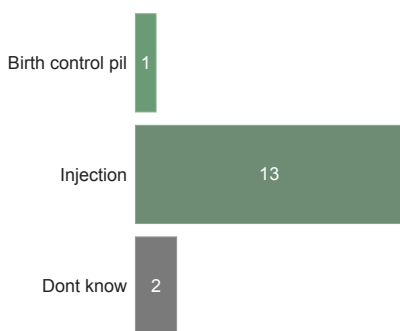


Facility Results

	HIV medicine	PrEP	Contraceptives	Bandages (or other dry stock)	Other medicines or tests	None of the above	Don't know
Palmridge Clinic		1.0	2.0	2.0			1.0
Katlehong North Clinic	1.0				2.0	1.0	1.0
Phenduka Clinic	2.0	1.0					3.0
Esangweni CHC	2.0				1.0		
Itireleng (Region B) Clinic	1.0		3.0				
Daveyton East Clinic			1.0				
Vosloorus Poly Clinic			1.0				
Tembisa Main Clinic	4.0						
Ramokonopi CHC	2.0						
Phola Park CHC			2.0				

Contraception shortage(s)

Patient Responses: 15

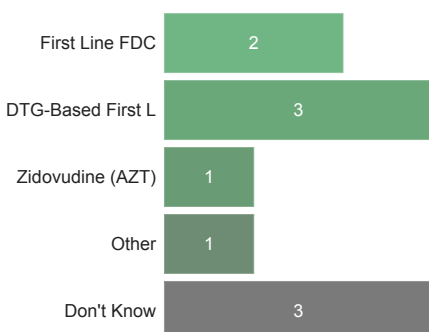


Facility Results

	Birth control pill	Injection	Don't know
Dresser Clinic	1.0	1.0	
Daveyton East Clinic		1.0	1.0
Dawn Park Clinic		1.0	
Erin Clinic		1.0	
Itireleng (Region B) Clinic		3.0	
Kemston Clinic		1.0	
Phola Park CHC		2.0	
Vosloorus Poly Clinic		1.0	
Winnie Mandela Clinic		2.0	
Palmridge Clinic			2.0

HIV medication shortage(s)

Patient Responses: 10



Facility Results

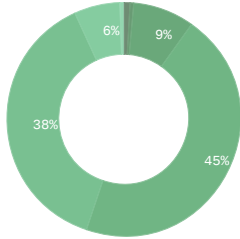
	First Line FDC	DTG-Based First Line FDC	Zidovudine (AZT)	Other	Don't Know
Tembisa Main Clinic	1.0	2.0			1.0
Esangweni CHC	1.0				1.0
Itireleng (Region B) Clinic		1.0			
Katlehong North Clinic				1.0	
Ramokonopi CHC			1.0		1.0

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:	1%
3 weeks:	1%
1 month:	9%
2 months:	45%
3 months:	38%
6 months:	6%
Dont know:	1%



District Score*

2.53

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.**

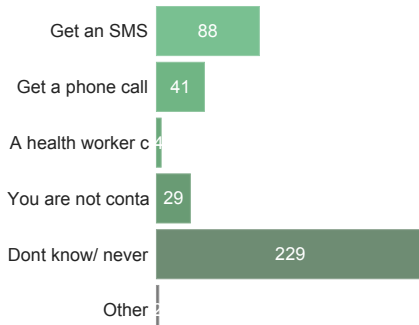
Facility Results (5 Best/Worst)

Erin Clinic	4.19
Itireleng (Region B) Clinic	3.38
Phola Park CHC	3.34
Dresser Clinic	3.27
Tembisa Main Clinic	3.17
.....	--
First Avenue Clinic	1.9
Phillip Moyo CHC	1.89
Mary Moodley Memorial CDC	1.86
Germiston City Clinic	1.84
Nokuthela Ngwenya CHC	1.79

Patient Responses: 787

When Patients Miss a Visit to Collect ARVs:

Patient Responses: 385

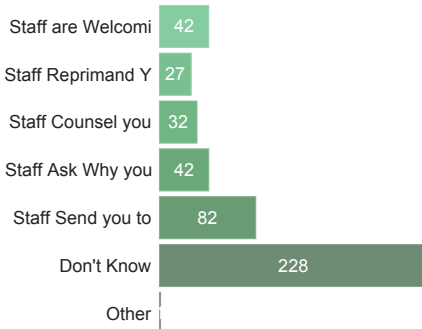


Facility Results

	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
Ramokonopi CHC				1.0	6.0	
Phola Park CHC				1.0	8.0	
Vosloorus Poly Clinic				2.0		
Dresser Clinic	1.0			2.0	7.0	
Boksburg North Clinic		2.0		3.0	16.0	
Erin Clinic	4.0			6.0	5.0	
Esangweni CHC	1.0	1.0		4.0	3.0	1.0
Tembisa Main Clinic		2.0		1.0	2.0	
Goba Clinic		5.0		2.0	14.0	
Germiston City Clinic		4.0		2.0	8.0	1.0

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

Patient Responses: 386



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
Katlehong North Clinic		1.0			2.0	16.0	
Itireleng (Region B) Clinic					7.0	1.0	
Boksburg North Clinic					5.0	16.0	
Tembisa Main Clinic		1.0			3.0	2.0	
Ramokonopi CHC					1.0	6.0	
Phola Park CHC					1.0	8.0	
Dresser Clinic					4.0	6.0	
Nokuthela Ngwenya CHC					3.0	7.0	
Lethabong Clinic					2.0	3.0	
Erin Clinic				1.0	12.0	5.0	

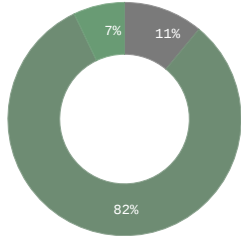
Adherence Clubs

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?

Patient Responses: 745

Yes:	11%
No:	82%
Dont know:	7%



District Score*

12%

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.**

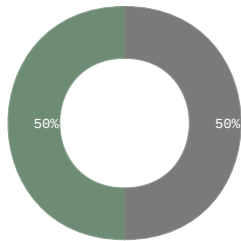
Facility Results (5 Best/Worst)

Jabulane Dumane CHC	71
Leondale Clinic	67
Khumalo Clinic	67
Nokuthela Ngwenya CHC	62
Kwa-Thema CHC	50
.....	--
Esangweni CHC	0
Kemston Clinic	0
Barcelona Clinic	0
Katlehong North Clinic	0
Kempton Park Civic Centre Clinic	0

Does the Adherence Club make HIV medicine pick up faster?

Total Responses: 2

Yes:	50%
Dont know:	50%



District Score*

9%

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.**

Facility Results (5 Best/Worst)

Jabulane Dumane CHC	100
Andries Raditsela Clinic	0
Barcelona Clinic	0
Boksburg Civic Centre Clinic	0
Crystal Park Clinic	0
Dan Kubheka Clinic	0
Daveyton East Clinic	0
Daveyton Main CDC	0
Germiston City Clinic	0
Olifantsfontein Clinic	0
Phola Park CHC	0

Information provided by the Adherence Club

Total Responses: 2

Side effects of m	1
Why patients shou	1
Different medicin	1
Dont know	1

Facility Results

Facility	Side effects of medicines	Why patients should adhere to their ARVs	Different medicine options such as new drugs (ex. Dolutegravir)	Dont know
Kemston Clinic				1.0
Jabulane Dumane CHC	1.0	1.0	1.0	

What clinical services are offered at an adherence club meeting?

Total Responses: 2

ARV collection	1
Referral for ment	1
Dont know	1

Facility Results

Facility	ARV collection	Referral for mental health services or psycho-social support	Dont know
Kemston Clinic			1.0
Jabulane Dumane CHC	1.0	1.0	

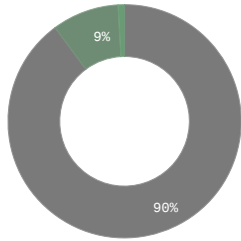
Access to Viral Load Testing / Information

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: 786

Yes:	90%
No:	9%
Dont know:	1%



District Score* **90%**

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.**

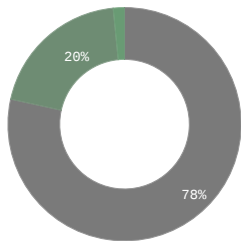
Facility Results (5 Best/Worst)

Winnie Mandela Clinic	100
Phola Park CHC	100
Goba Clinic	100
Kwa-Thema CHC	100
First Avenue Clinic	100
.....	--
Kempton Park Civic Centre Clinic	68
Khumalo Clinic	67
Kemston Clinic	65
Mary Moodley Memorial CDC	64
Spartan Clinic	60

Did a Health Worker Explain the Viral Load Test Result?

Patient Responses: 705

Yes:	78%
No:	20%
Dont know:	2%



District Score* **80%**

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.**

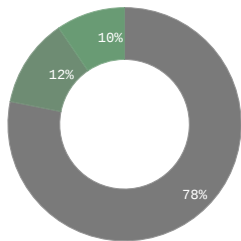
Facility Results (5 Best/Worst)

Kempton Park Civic Centre Clinic	100
Lethabong Clinic	100
Crystal Park Clinic	100
Dan Kubheka Clinic	100
Tembisa Health Clinic	100
.....	--
Vosloorus Poly Clinic	56
Dresser Clinic	55
Daveyton East Clinic	44
Daveyton Main CDC	32
Olifantsfontein Clinic	6

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

Patient Responses: 786

Yes:	78%
No:	12%
Dont know:	10%



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.**

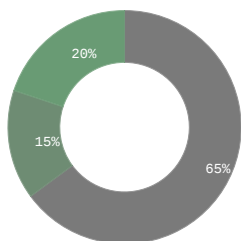
Facility Results (5 Best/Worst)

Andries Raditsela Clinic	1.0
Esangweni CHC	1.0
Tsakane Clinic	1.0
Tembisa Main Clinic	1.0
Lethabong Clinic	1.0
.....	--
Katlehong North Clinic	0.47
Jabulane Dumane CHC	0.35
Vosloorus Poly Clinic	0.35
Goba Clinic	0.28
Ramokonopi CHC	0.27

Treatment Literacy: Do Patients Understand Viral Load and Transmission?

Patient Responses: 789

Yes:	65%
No:	15%
Dont know:	20%



District Score* **0.65**

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)

Andries Raditsela Clinic	1.0
Crystal Park Clinic	1.0
Barcelona Clinic	1.0
Dan Kubheka Clinic	1.0
Kwa-Thema CHC	1.0
.....	--
Goba Clinic	0.2
Esangweni CHC	0.2
Tembisa Main Clinic	0.17
Itireleng (Region B) Clinic	0.13
Winnie Mandela Clinic	0.13

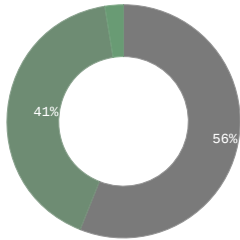
Index Testing

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: 776

Yes:	56%
No:	41%
Dont know:	3%



District Score* **56%**

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.**

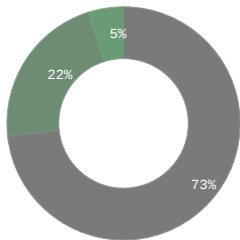
Facility Results (5 Best/Worst)

Tsakane Clinic	100
Tembisa Main Clinic	100
Crystal Park Clinic	100
Dan Kubheka Clinic	100
Daveyton East Clinic	100
.....	--
Phillip Moyo CHC	11
Kempton Park Civic Centre Clinic	11
Kemston Clinic	4
Spartan Clinic	0
Tembisa Health Clinic	0

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

Patient Responses: 430

Yes:	73%
No:	22%
Dont know:	5%



District Score* **76%**

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.**

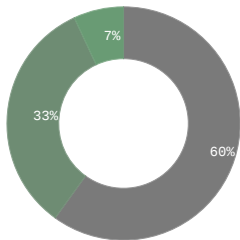
Facility Results (5 Best/Worst)

Andries Raditsela Clinic	100
Kemston Clinic	100
Mary Moodley Memorial CDC	100
Crystal Park Clinic	100
Dan Kubheka Clinic	100
.....	--
Ramokonopi CHC	33
Dresser Clinic	33
Katlehong North Clinic	27
Phola Park CHC	25
Kempton Park Civic Centre Clinic	0

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

Patient Responses: 432

Yes:	60%
No:	33%
Dont know:	7%



District Score* **64%**

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.**

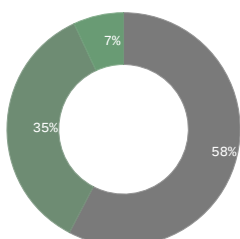
Facility Results (5 Best/Worst)

Vosloorus Poly Clinic	100
Crystal Park Clinic	100
Dan Kubheka Clinic	100
Daveyton East Clinic	100
Daveyton Main CDC	100
.....	--
Endayeni Clinic	8
Kemston Clinic	0
Kempton Park Civic Centre Clinic	0
Phillip Moyo CHC	0
Dresser Clinic	0

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

Patient Responses: 430

Yes:	58%
No:	35%
Dont know:	7%



District Score* **61%**

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)

Andries Raditsela Clinic	100
Crystal Park Clinic	100
Dan Kubheka Clinic	100
Daveyton Main CDC	100
Barcelona Clinic	100
.....	--
Kemston Clinic	0
Itireleng (Region B) Clinic	0
Esangweni CHC	0
Ramokonopi CHC	0
Endayeni Clinic	0

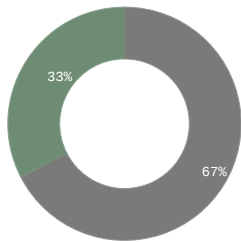
TB Infection Control

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: 43

Yes: 67%
No: 33%



District Score* **67%**

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.**

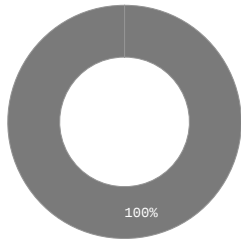
Facility Results (5 Best/Worst)

Kempton Park Civic Centre Clinic	100
Itireleng (Region B) Clinic	100
Vosloorus Poly Clinic	100
Tsakane Clinic	100
Tembisa Main Clinic	100
.....	--
Leondale Clinic	0
Kwa-Thema CHC	0
Erin Clinic	0
Barcelona Clinic	0
Olifantsfontein Clinic	0

Were the Facility Windows Open?

Total Observations: 43

Yes: 100%



District Score* **100%**

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.**

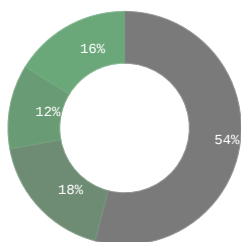
Facility Results (5 Best/Worst)

Andries Raditsela Clinic	100
Phenduka Clinic	100
Kwa-Thema CHC	100
Leondale Clinic	100
Lethabong Clinic	100
.....	--
Germiston City Clinic	100
Goba Clinic	100
Itireleng (Region B) Clinic	100
Jabulane Dumane CHC	100
Winnie Mandela Clinic	100

Are people being asked for TB symptoms?

Patient Responses: 1,036

Yes: 54%
Only sometimes: 18%
No: 12%
Dont know: 16%



District Score* **64%**

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.**

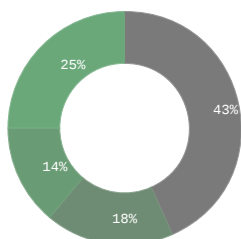
Facility Results (5 Best/Worst)

Winnie Mandela Clinic	100
Kwa-Thema CHC	100
First Avenue Clinic	100
Lethabong Clinic	100
Nokuthela Ngwenya CHC	93
.....	--
Olifantsfontein Clinic	6
Vosloorus Poly Clinic	0
Khumalo Clinic	0
Spartan Clinic	0
Phillip Moyo CHC	0

Are people who are coughing in a separate room?

Patient Responses: 1,036

Yes: 43%
Only sometimes: 18%
No: 14%
Dont know: 25%



District Score* **56%**

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)

Winnie Mandela Clinic	100
First Avenue Clinic	100
Lethabong Clinic	100
Kwa-Thema CHC	100
Nokuthela Ngwenya CHC	97
.....	--
Ramokonopi CHC	0
Spartan Clinic	0
Phillip Moyo CHC	0
Vosloorus Poly Clinic	0
Kempton Park Civic Centre Clinic	0