

OBSERVATION SURVEY

Facility name:	
Name of person monitoring:	

<p>1. What is the date and time that you are conducting this observation?</p>	
<p>2. Is this facility open 24 hours/day?</p> <p><input type="checkbox"/> Yes <input type="checkbox"/> No</p>	
<p>3. If not 24 hours, what time is the facility meant to OPEN on weekdays (Monday – Friday) <i>(Please record the posted hours of operation for the facility)</i></p>	
<p>4. If not 24 hours, what time is the facility meant to CLOSE on weekdays (Monday – Friday) <i>(Please record the posted hours of operation for the facility)</i></p>	
<p>5. Is the facility open on Saturday?</p> <p><input type="checkbox"/> Yes <input type="checkbox"/> No</p>	
<p><i>Only ask questions 6 and 7 if open on Saturday</i></p>	
<p>6. If not 24 hours, what time is the facility meant to OPEN on Saturday <i>(Please record the posted hours of operation for the facility)</i></p>	
<p>7. If not 24 hours, what time is the facility meant to CLOSE on Saturday <i>(Please record the posted hours of operation for the facility)</i></p>	
<p>8. Do you see a health promoter or marshal helping patients to get to where they need to go?</p> <p><input type="checkbox"/> Yes <input type="checkbox"/> No</p>	
<p>9. Are condoms and lubricant available at the clinic? (tick all that apply)</p> <p><input type="checkbox"/> Lubricant <input type="checkbox"/> External condoms <input type="checkbox"/> Internal condoms <input type="checkbox"/> Lubricant (but only upon request)</p> <p><input type="checkbox"/> External condoms (but only upon request) <input type="checkbox"/> Internal condoms (but only upon request)</p>	

Only ask question 10 if there are lubricants

10. Where are the lubricants located?

- In a private space where people cannot see you collecting them or how much you take
 By reception In the main waiting area In the consultation room
 In the toilets Other

(Please take a photo of any lubricants.)

Only ask question 11 if there are condoms

11. Where are the condoms located? Select all that apply

- In a private space where people cannot see you collecting them or how much you take
 By reception In the main waiting area In the consultation room
 In the toilets Other

12. Is there enough room in the waiting area for everyone?

- Yes No

13. Are the windows in the facility open?

- Yes No

14. What is the condition of the building?

- Good condition Bad condition

15. What is in bad condition? (Please select all that apply)

- No light / or lights not working in some areas of the facility
 Broken furniture Broken windows or doors
 Broken or cracked roof, walls or floor Old building needs renovation
 No running water at the facility Rubbish piles
 Other (please specify):

(Please take a photo of any bad building conditions.)

16. Are there toilets in the facility?

- Yes No

17. What is the condition of the toilet?

(Bad condition includes: no soap, no water, no toilet paper, no light, dirty, blocked, broken, out of order).

- Good condition Bad condition

18. Please specify what is in bad condition (Select all that apply)

- No soap No water at all No toilet paper No light Dirty
 Blocked Broken Out of order No running water

(Please take a photo of any bad toilet conditions.)

19. What is the condition of the filing system?

- Good condition Bad condition

20. What is in bad condition? (Please select all that apply)

- Files are stored where patients can access them The space where files are stored is too small
 The filing system is messy Files are lost, missing or misplaced
 There are too few people looking for files Other

(Please take a photo of any bad filing system conditions.)

21. Who is responsible for the filing system?

- There is just one person in charge of the filing system who gives out & collects back files
 There are multiple people in charge of the filing system who gives out & collects back files.
 Staff get their own files and return their own files
 Other

22. What posters (if any) are visible on the wall? (Please check all that apply)

- TB infection control poster telling people to cover their mouth if coughing or sneezing
 Posters showing services or information for key populations specifically? (e.g. LGBTQIA+ communities, people who use drugs, sex workers are specifically shown or mentioned in the poster)
 Posters showing services or information for young people specifically? (e.g. young people are specifically shown or mentioned in the poster)
 The Batho Pele principles The members of the clinic committee
 The complaint procedures Where to go to access different services around the facility
 No visible posters Other *(please specify):*

Only ask question 23 if there are one or more posters specific to key populations

23. What services or information is being shown in the poster for key populations?

- Harm reduction services for people who use drugs (e.g. methadone, new needles, naloxone, drug dependence support groups)
 Gender affirming care services for trans* people (e.g. hormone therapy)
 PrEP Condoms/lubricants
 Sexual and reproductive health Other *(please specify):*

(Please take a photo of any posters specific to key populations)

Only ask question 24 if there are one or more posters specific to youth

24. What services or information is being shown in the poster for youth?

- | | |
|--|---|
| <input type="checkbox"/> HIV prevention (including PrEP) | <input type="checkbox"/> Sexual and reproductive health |
| <input type="checkbox"/> Youth happy hour | <input type="checkbox"/> Youth champions |
| <input type="checkbox"/> Youth zones | <input type="checkbox"/> Other (please specify): |

(Please take a photo of any posters specific to youth)

25. Are masks still required to enter the facility?

- Yes No

26. Are patients still screened for COVID-19 symptoms before entering the facility?

- Yes No

27. Is there a complaints box?

- Yes Yes, but no pen or paper to write No

28. Is the complaints box locked?

- Yes Yes, but box is not visible/easily accessible No

29. Other observations?