



Ministry of Health and Family Welfare
Government of India

Mera Aspataal Department Wise Report

Facility : Safdarjung Hospital Delhi



From : 2021-11-28 To : 2022-01-01

1. Satisfaction

Sr. No	Departments	Patient Visits	Patients with Valid Phone Numbers	Patients with valid phone numbers (%)	Total Responses	Total responses (%)	Very Satisfied	Very Satisfied (%)	Satisfied	Satisfied (%)	Not Satisfied	Not Satisfied (%)
0	Total	1,19,673	67,162	56	1,555	2	536	34	542	35	477	31
1	Cardiology	553	182	33	4	2	3	75	1	25	0	0
2	Haematology	2	1	50	0	0	0	0	0	0	0	0
3	Medicine	19,903	10,204	51	268	3	85	32	93	35	90	33
4	Nephrology	7	1	14	0	0	0	0	0	0	0	0
5	Obstetrics and Gynaecology	7,900	3,953	50	81	2	29	36	25	31	27	33
6	Orthopaedics	13,176	9,243	70	238	3	86	36	82	34	70	30
7	Otorhinolaryngology	8,076	4,610	57	108	2	34	31	36	33	38	36
8	Paediatrics	5,212	2,242	43	54	2	20	37	17	31	17	32
9	Paediatric Surgery	1,318	688	52	19	3	8	42	4	21	7	37
10	Physical Medicine & Rehabilitation	7,248	3,830	53	96	3	34	35	38	40	24	25
11	Psychiatry	1,004	831	83	19	2	8	42	5	26	6	32

Sr. No	Departments	Patient Visits	Patients with Valid Phone Numbers	Patients with valid phone numbers (%)	Total Responses	Total responses (%)	Very Satisfied	Very Satisfied (%)	Satisfied	Satisfied (%)	Not Satisfied	Not Satisfied (%)
12	Urology	224	86	38	3	3	1	33	1	33	1	34
13	CTVS	46	15	33	0	0	0	0	0	0	0	0
14	Endocrinology	39	15	38	0	0	0	0	0	0	0	0
15	EYE	4,581	2,396	52	61	3	21	34	24	39	16	27
16	Skin	8,670	4,624	53	115	2	41	36	42	37	32	27
17	Apex Regional STD Centre	108	60	56	3	5	1	33	1	33	1	34
18	Neurology	28	9	32	0	0	0	0	0	0	0	0
19	Medical Oncology	94	77	82	0	0	0	0	0	0	0	0
20	Cancer Surgery	537	314	58	12	4	0	0	7	58	5	42
21	Dental Surgery	3,581	1,032	29	20	2	6	30	6	30	8	40
22	Neuro Surgery	468	91	19	2	2	0	0	1	50	1	50
23	Pulmonary Critical Case & Sleep	89	15	17	0	0	0	0	0	0	0	0
24	Burns Plastic & Maxillofacial Surgery	561	406	72	0	0	0	0	0	0	0	0
25	Palliative Pain Clinic	145	64	44	2	3	0	0	0	0	2	100
26	General Surgery	10,207	5,763	56	152	3	48	32	55	36	49	32
27	Radiotherapy	946	739	78	11	1	3	27	5	45	3	28
28	Dept-0	0	0	0	0	0	0	0	0	0	0	0
29	Dept-41	0	0	0	0	0	0	0	0	0	0	0
30	Dept-87	6,868	3,972	58	79	2	31	39	28	35	20	26
31	Dept-88	6,171	3,705	60	88	2	35	40	26	30	27	30

Sr. No	Departments	Patient Visits	Patients with Valid Phone Numbers	Patients with valid phone numbers (%)	Total Responses	Total responses (%)	Very Satisfied	Very Satisfied (%)	Satisfied	Satisfied (%)	Not Satisfied	Not Satisfied (%)
32	Dept-89	11,875	7,975	67	120	2	42	35	45	38	33	27
33	Dept-39	36	19	53	0	0	0	0	0	0	0	0
34	Dept-91	0	0	0	0	0	0	0	0	0	0	0
35	Dept-31	0	0	0	0	0	0	0	0	0	0	0
36	Dept-60	0	0	0	0	0	0	0	0	0	0	0
37	Dept-46	0	0	0	0	0	0	0	0	0	0	0
38	Dept-90	0	0	0	0	0	0	0	0	0	0	0
39	Dept-92	0	0	0	0	0	0	0	0	0	0	0
40	Dept-95	0	0	0	0	0	0	0	0	0	0	0
41	Dept-43	0	0	0	0	0	0	0	0	0	0	0

2. Reasons for Dissatisfaction (Overall)

Sr. No	Departments	Total responses for dissatisfaction	Staff behaviour	Staff behaviour (%)	Cleanliness	Cleanliness (%)	Cost of treatment	Cost of treatment (%)	Quality of treatment	Quality of treatment (%)	Other reasons	Other reasons (%)
0	Total	384	141	37	44	11	84	22	2	1	113	29
1	Cardiology	0	0	0	0	0	0	0	0	0	0	0
2	Haematology	0	0	0	0	0	0	0	0	0	0	0
3	Medicine	71	23	32	9	13	13	18	1	1	25	36
4	Nephrology	0	0	0	0	0	0	0	0	0	0	0
5	Obstetrics and Gynaecology	17	6	35	1	6	2	12	0	0	8	47
6	Orthopaedics	58	27	47	9	16	13	22	0	0	9	15
7	Otorhinolaryngology	27	9	33	0	0	8	30	0	0	10	37
8	Paediatrics	17	9	53	4	24	2	12	0	0	2	11
9	Paediatric Surgery	3	1	33	0	0	1	33	0	0	1	34
10	Physical Medicine & Rehabilitation	19	8	42	2	11	2	11	0	0	7	36
11	Psychiatry	6	3	50	0	0	2	33	0	0	1	17
12	Urology	1	1	100	0	0	0	0	0	0	0	0
13	CTVS	0	0	0	0	0	0	0	0	0	0	0
14	Endocrinology	0	0	0	0	0	0	0	0	0	0	0
15	EYE	14	3	21	5	36	4	29	0	0	2	14
16	Skin	29	11	38	7	24	6	21	0	0	5	17
17	Apex Regional STD Centre	0	0	0	0	0	0	0	0	0	0	0
18	Neurology	0	0	0	0	0	0	0	0	0	0	0

Sr. No	Departments	Total responses for dissatisfaction	Staff behaviour	Staff behaviour (%)	Cleanliness	Cleanliness (%)	Cost of treatment	Cost of treatment (%)	Quality of treatment	Quality of treatment (%)	Other reasons	Other reasons (%)
19	Medical Oncology	0	0	0	0	0	0	0	0	0	0	0
20	Cancer Surgery	5	2	40	2	40	1	20	0	0	0	0
21	Dental Surgery	5	1	20	1	20	1	20	0	0	2	40
22	Neuro Surgery	1	0	0	0	0	0	0	1	100	0	0
23	Pulmonary Critical Case & Sleep	0	0	0	0	0	0	0	0	0	0	0
24	Burns Plastic & Maxillofacial Surgery	0	0	0	0	0	0	0	0	0	0	0
25	Palliative Pain Clinic	2	0	0	0	0	1	50	0	0	1	50
26	General Surgery	36	17	47	0	0	8	22	0	0	11	31
27	Radiotherapy	4	1	25	0	0	1	25	0	0	2	50
28	Dept-0	0	0	0	0	0	0	0	0	0	0	0
29	Dept-41	0	0	0	0	0	0	0	0	0	0	0
30	Dept-87	18	5	28	1	6	3	17	0	0	9	49
31	Dept-88	18	7	39	0	0	6	33	0	0	5	28
32	Dept-89	33	7	21	3	9	10	30	0	0	13	40
33	Dept-39	0	0	0	0	0	0	0	0	0	0	0
34	Dept-91	0	0	0	0	0	0	0	0	0	0	0
35	Dept-31	0	0	0	0	0	0	0	0	0	0	0
36	Dept-60	0	0	0	0	0	0	0	0	0	0	0
37	Dept-46	0	0	0	0	0	0	0	0	0	0	0
38	Dept-90	0	0	0	0	0	0	0	0	0	0	0
39	Dept-92	0	0	0	0	0	0	0	0	0	0	0
40	Dept-95	0	0	0	0	0	0	0	0	0	0	0

Sr. No	Departments	Total responses for dissatisfaction	Staff behaviour	Staff behaviour (%)	Cleanliness	Cleanliness (%)	Cost of treatment	Cost of treatment (%)	Quality of treatment	Quality of treatment (%)	Other reasons	Other reasons (%)
41	Dept-43	0	0	0	0	0	0	0	0	0	0	0

3. Reasons for Dissatisfaction (Drill Down)

Staff Behaviour

Sr. No	Departments	Total responses for dissatisfaction with staff behaviour	Doctor	Doctor (%)	Nurse	Nurse (%)	Laboratory/X-Ray technician	Laboratory/X-Ray technician (%)	Pharmacist	Pharmacist (%)	Ward boy	Ward boy (%)	Other Staff	Other Staff (%)
0	Total	302	117	39	33	11	49	16	27	9	1	0	75	25
1	Cardiology	0	0	0	0	0	0	0	0	0	0	0	0	0
2	Haematology	0	0	0	0	0	0	0	0	0	0	0	0	0
3	Medicine	53	19	36	5	9	9	17	4	8	0	0	16	30
4	Nephrology	0	0	0	0	0	0	0	0	0	0	0	0	0
5	Obstetrics and Gynaecology	13	5	38	1	8	2	15	0	0	0	0	5	39
6	Orthopaedics	44	19	43	5	11	8	18	3	7	0	0	9	21
7	Otorhinolaryngology	23	13	57	0	0	1	4	3	13	0	0	6	26
8	Paediatrics	13	6	46	3	23	1	8	1	8	0	0	2	15
9	Paediatric Surgery	3	0	0	0	0	1	33	0	0	0	0	2	67
10	Physical Medicine & Rehabilitation	15	5	33	3	20	2	13	2	13	0	0	3	21
11	Psychiatry	5	1	20	1	20	3	60	0	0	0	0	0	0
12	Urology	1	0	0	0	0	1	100	0	0	0	0	0	0
13	CTVS	0	0	0	0	0	0	0	0	0	0	0	0	0
14	Endocrinology	0	0	0	0	0	0	0	0	0	0	0	0	0
15	EYE	10	5	50	1	10	2	20	0	0	0	0	2	20
16	Skin	23	7	30	1	4	3	13	5	22	0	0	7	31

Sr. No	Departments	Total responses for dissatisfaction with staff behaviour	Doctor	Doctor (%)	Nurse	Nurse (%)	Laboratory/X-Ray technician	Laboratory/X-Ray technician (%)	Pharmacist	Pharmacist (%)	Ward boy	Ward boy (%)	Other Staff	Other Staff (%)
17	Apex Regional STD Centre	0	0	0	0	0	0	0	0	0	0	0	0	0
18	Neurology	0	0	0	0	0	0	0	0	0	0	0	0	0
19	Medical Oncology	0	0	0	0	0	0	0	0	0	0	0	0	0
20	Cancer Surgery	3	0	0	0	0	2	67	0	0	0	0	1	33
21	Dental Surgery	5	4	80	1	20	0	0	0	0	0	0	0	0
22	Neuro Surgery	1	0	0	0	0	0	0	1	100	0	0	0	0
23	Pulmonary Critical Case & Sleep	0	0	0	0	0	0	0	0	0	0	0	0	0
24	Burns Plastic & Maxillofacial Surgery	0	0	0	0	0	0	0	0	0	0	0	0	0
25	Palliative Pain Clinic	2	0	0	0	0	1	50	0	0	0	0	1	50
26	General Surgery	31	12	39	4	13	5	16	2	6	0	0	8	26
27	Radiotherapy	3	1	33	0	0	0	0	1	33	0	0	1	34
28	Dept-0	0	0	0	0	0	0	0	0	0	0	0	0	0
29	Dept-41	0	0	0	0	0	0	0	0	0	0	0	0	0
30	Dept-87	15	7	47	4	27	0	0	0	0	1	7	3	19
31	Dept-88	15	8	53	2	13	1	7	1	7	0	0	3	20
32	Dept-89	24	5	21	2	8	7	29	4	17	0	0	6	25
33	Dept-39	0	0	0	0	0	0	0	0	0	0	0	0	0
34	Dept-91	0	0	0	0	0	0	0	0	0	0	0	0	0
35	Dept-31	0	0	0	0	0	0	0	0	0	0	0	0	0
36	Dept-60	0	0	0	0	0	0	0	0	0	0	0	0	0

Sr. No	Departments	Total responses for dissatisfaction with staff behaviour	Doctor	Doctor (%)	Nurse	Nurse (%)	Laboratory/X-Ray technician	Laboratory/X-Ray technician (%)	Pharmacist	Pharmacist (%)	Ward boy	Ward boy (%)	Other Staff	Other Staff (%)
37	Dept-46	0	0	0	0	0	0	0	0	0	0	0	0	0
38	Dept-90	0	0	0	0	0	0	0	0	0	0	0	0	0
39	Dept-92	0	0	0	0	0	0	0	0	0	0	0	0	0
40	Dept-95	0	0	0	0	0	0	0	0	0	0	0	0	0
41	Dept-43	0	0	0	0	0	0	0	0	0	0	0	0	0

Cleanliness

Sr. No	Departments	Total responses for dissatisfaction with cleanliness	Patient registration and waiting area	Patient registration and waiting area (%)	wards	wards (%)	Examination room and table	Examination room and table (%)	Corridors	Corridors (%)	Toilet	Toilet (%)	Bed sheets	Bed sheets (%)	General surrounding	General surrounding (%)
0	Total	178	55	31	0	0	32	18	16	9	41	23	1	1	33	18
1	Cardiology	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
2	Haematology	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
3	Medicine	26	7	27	0	0	7	27	1	4	4	15	0	0	7	27
4	Nephrology	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
5	Obstetrics and Gynaecology	8	3	38	0	0	0	0	1	13	4	49	0	0	0	0
6	Orthopaedics	34	12	35	0	0	5	15	1	3	10	29	0	0	6	18
7	Otorhinolaryngology	15	6	40	0	0	2	13	2	13	2	13	0	0	3	21
8	Paediatrics	8	4	50	0	0	2	25	0	0	0	0	1	13	1	12
9	Paediatric Surgery	2	0	0	0	0	0	0	0	0	1	50	0	0	1	50
10	Physical Medicine & Rehabilitation	11	3	27	0	0	2	18	3	27	3	28	0	0	0	0
11	Psychiatry	2	0	0	0	0	1	50	0	0	1	50	0	0	0	0
12	Urology	1	0	0	0	0	0	0	1	100	0	0	0	0	0	0
13	CTVS	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
14	Endocrinology	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
15	EYE	6	2	33	0	0	2	33	0	0	0	0	0	0	2	34
16	Skin	17	5	29	0	0	5	29	1	6	5	29	0	0	1	7

Sr. No	Departments	Total responses for dis-satisfaction with cleanliness	Patient registration and waiting area	Patient registration and waiting area (%)	wards	wards (%)	Exam-ination room and table	Exam-ination room and table (%)	Corridors	Corridors (%)	Toilet	Toilet (%)	Bed sheets	Bed sheets (%)	General surro-unding	General surro-unding (%)
17	Apex Regional STD Centre	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
18	Neurology	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
19	Medical Oncology	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
20	Cancer Surgery	1	0	0	0	0	0	0	0	0	0	0	0	0	1	100
21	Dental Surgery	3	0	0	0	0	0	0	0	0	1	33	0	0	2	67
22	Neuro Surgery	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
23	Pulmonary Critical Case & Sleep	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
24	Burns Plastic & Maxillofacial Surgery	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
25	Palliative Pain Clinic	1	1	100	0	0	0	0	0	0	0	0	0	0	0	0
26	General Surgery	11	3	27	0	0	2	18	1	9	1	9	0	0	4	37
27	Radiotherapy	2	0	0	0	0	0	0	0	0	0	0	0	0	2	100
28	Dept-0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
29	Dept-41	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
30	Dept-87	8	3	38	0	0	2	25	1	13	2	24	0	0	0	0
31	Dept-88	7	3	43	0	0	0	0	1	14	3	43	0	0	0	0
32	Dept-89	15	3	20	0	0	2	13	3	20	4	27	0	0	3	20
33	Dept-39	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
34	Dept-91	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
35	Dept-31	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0

Sr. No	Departments	Total responses for dissatisfaction with cleanliness	Patient registration and waiting area	Patient registration and waiting area (%)	wards	wards (%)	Examination room and table	Examination room and table (%)	Corridors	Corridors (%)	Toilet	Toilet (%)	Bed sheets	Bed sheets (%)	General surrounding	General surrounding (%)
36	Dept-60	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
37	Dept-46	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
38	Dept-90	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
39	Dept-92	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
40	Dept-95	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
41	Dept-43	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0

Cost of Treatment

Sr. No	Departments	Total responses for dissatisfaction with cost of treatment	Medicines and Supplies	Medicines and Supplies (%)	Investigations	Investigations (%)	Informal payment	Informal payment (%)
0	Total	126	62	49	32	25	32	26
1	Cardiology	0	0	0	0	0	0	0
2	Haematology	0	0	0	0	0	0	0
3	Medicine	20	6	30	5	25	9	45
4	Nephrology	0	0	0	0	0	0	0
5	Obstetrics and Gynaecology	5	3	60	0	0	2	40
6	Orthopaedics	23	16	70	4	17	3	13
7	Otorhinolaryngology	13	9	69	2	15	2	16
8	Paediatrics	4	0	0	1	25	3	75
9	Paediatric Surgery	2	0	0	1	50	1	50
10	Physical Medicine & Rehabilitation	7	4	57	3	43	0	0
11	Psychiatry	4	1	25	1	25	2	50
12	Urology	1	0	0	1	100	0	0
13	CTVS	0	0	0	0	0	0	0
14	Endocrinology	0	0	0	0	0	0	0
15	EYE	4	0	0	3	75	1	25
16	Skin	12	8	67	2	17	2	16
17	Apex Regional STD Centre	0	0	0	0	0	0	0
18	Neurology	0	0	0	0	0	0	0
19	Medical Oncology	0	0	0	0	0	0	0
20	Cancer Surgery	0	0	0	0	0	0	0

Sr. No	Departments	Total responses for dissatisfaction with cost of treatment	Medicines and Supplies	Medicines and Supplies (%)	Investigations	Investigations (%)	Informal payment	Informal payment (%)
21	Dental Surgery	2	1	50	0	0	1	50
22	Neuro Surgery	0	0	0	0	0	0	0
23	Pulmonary Critical Case & Sleep	0	0	0	0	0	0	0
24	Burns Plastic & Maxillofacial Surgery	0	0	0	0	0	0	0
25	Palliative Pain Clinic	1	1	100	0	0	0	0
26	General Surgery	10	8	80	2	20	0	0
27	Radiotherapy	2	1	50	0	0	1	50
28	Dept-0	0	0	0	0	0	0	0
29	Dept-41	0	0	0	0	0	0	0
30	Dept-87	4	0	0	1	25	3	75
31	Dept-88	5	3	60	2	40	0	0
32	Dept-89	7	1	14	4	57	2	29
33	Dept-39	0	0	0	0	0	0	0
34	Dept-91	0	0	0	0	0	0	0
35	Dept-31	0	0	0	0	0	0	0
36	Dept-60	0	0	0	0	0	0	0
37	Dept-46	0	0	0	0	0	0	0
38	Dept-90	0	0	0	0	0	0	0
39	Dept-92	0	0	0	0	0	0	0
40	Dept-95	0	0	0	0	0	0	0
41	Dept-43	0	0	0	0	0	0	0

Quality of Treatment

Sr. No	Departments	Total responses for dissatisfaction with quality of treatment	No relief in symptoms	No relief in symptoms (%)	Health condition worsened	Health condition worsened (%)	Doctor did not listen carefully	Doctor did not listen carefully (%)	Inadequately skilled nurses	Inadequately skilled nurses (%)	Poor quality of food	Poor quality of food (%)
0	Total	3	0	0	0	0	2	67	1	33	0	0
1	Cardiology	0	0	0	0	0	0	0	0	0	0	0
2	Haematology	0	0	0	0	0	0	0	0	0	0	0
3	Medicine	1	0	0	0	0	1	100	0	0	0	0
4	Nephrology	0	0	0	0	0	0	0	0	0	0	0
5	Obstetrics and Gynaecology	0	0	0	0	0	0	0	0	0	0	0
6	Orthopaedics	0	0	0	0	0	0	0	0	0	0	0
7	Otorhinolaryngology	0	0	0	0	0	0	0	0	0	0	0
8	Paediatrics	1	0	0	0	0	0	0	1	100	0	0
9	Paediatric Surgery	0	0	0	0	0	0	0	0	0	0	0
10	Physical Medicine & Rehabilitation	0	0	0	0	0	0	0	0	0	0	0
11	Psychiatry	0	0	0	0	0	0	0	0	0	0	0
12	Urology	0	0	0	0	0	0	0	0	0	0	0
13	CTVS	0	0	0	0	0	0	0	0	0	0	0
14	Endocrinology	0	0	0	0	0	0	0	0	0	0	0
15	EYE	0	0	0	0	0	0	0	0	0	0	0
16	Skin	0	0	0	0	0	0	0	0	0	0	0
17	Apex Regional STD Centre	0	0	0	0	0	0	0	0	0	0	0

Sr. No	Departments	Total responses for dissatisfaction with quality of treatment	No relief in symptoms	No relief in symptoms (%)	Health condition worsened	Health condition worsened (%)	Doctor did not listen carefully	Doctor did not listen carefully (%)	Inadequately skilled nurses	Inadequately skilled nurses (%)	Poor quality of food	Poor quality of food (%)
18	Neurology	0	0	0	0	0	0	0	0	0	0	0
19	Medical Oncology	0	0	0	0	0	0	0	0	0	0	0
20	Cancer Surgery	0	0	0	0	0	0	0	0	0	0	0
21	Dental Surgery	0	0	0	0	0	0	0	0	0	0	0
22	Neuro Surgery	0	0	0	0	0	0	0	0	0	0	0
23	Pulmonary Critical Case & Sleep	0	0	0	0	0	0	0	0	0	0	0
24	Burns Plastic & Maxillofacial Surgery	0	0	0	0	0	0	0	0	0	0	0
25	Palliative Pain Clinic	0	0	0	0	0	0	0	0	0	0	0
26	General Surgery	0	0	0	0	0	0	0	0	0	0	0
27	Radiotherapy	0	0	0	0	0	0	0	0	0	0	0
28	Dept-0	0	0	0	0	0	0	0	0	0	0	0
29	Dept-41	0	0	0	0	0	0	0	0	0	0	0
30	Dept-87	1	0	0	0	0	1	100	0	0	0	0
31	Dept-88	0	0	0	0	0	0	0	0	0	0	0
32	Dept-89	0	0	0	0	0	0	0	0	0	0	0
33	Dept-39	0	0	0	0	0	0	0	0	0	0	0
34	Dept-91	0	0	0	0	0	0	0	0	0	0	0
35	Dept-31	0	0	0	0	0	0	0	0	0	0	0
36	Dept-60	0	0	0	0	0	0	0	0	0	0	0
37	Dept-46	0	0	0	0	0	0	0	0	0	0	0
38	Dept-90	0	0	0	0	0	0	0	0	0	0	0

Sr. No	Departments	Total responses for dissatisfaction with quality of treatment	No relief in symptoms	No relief in symptoms (%)	Health condition worsened	Health condition worsened (%)	Doctor did not listen carefully	Doctor did not listen carefully (%)	Inadequately skilled nurses	Inadequately skilled nurses (%)	Poor quality of food	Poor quality of food (%)
39	Dept-92	0	0	0	0	0	0	0	0	0	0	0
40	Dept-95	0	0	0	0	0	0	0	0	0	0	0
41	Dept-43	0	0	0	0	0	0	0	0	0	0	0

Other Reasons

Sr. No	Departments	Total responses for dissatisfaction with other reasons	Long waiting time	Long waiting time (%)	Inadequate information	Inadequate information (%)	Lack of amenities	Lack of amenities (%)	Lack of support	Lack of support (%)	Over crowding	Over crowding (%)	Any other	Any other (%)
0	Total	118	47	40	13	11	15	13	1	1	23	19	19	16
1	Cardiology	0	0	0	0	0	0	0	0	0	0	0	0	0
2	Haematology	0	0	0	0	0	0	0	0	0	0	0	0	0
3	Medicine	19	7	37	1	5	4	21	1	5	2	11	4	21
4	Nephrology	0	0	0	0	0	0	0	0	0	0	0	0	0
5	Obstetrics and Gynaecology	6	3	50	0	0	1	17	0	0	1	17	1	16
6	Orthopaedics	18	11	61	3	17	0	0	0	0	4	22	0	0
7	Otorhinolaryngology	14	8	57	2	14	1	7	0	0	2	14	1	8
8	Paediatrics	4	1	25	1	25	0	0	0	0	1	25	1	25
9	Paediatric Surgery	2	0	0	1	50	0	0	0	0	1	50	0	0
10	Physical Medicine & Rehabilitation	5	2	40	0	0	1	20	0	0	1	20	1	20
11	Psychiatry	2	1	50	1	50	0	0	0	0	0	0	0	0
12	Urology	1	1	100	0	0	0	0	0	0	0	0	0	0
13	CTVS	0	0	0	0	0	0	0	0	0	0	0	0	0
14	Endocrinology	0	0	0	0	0	0	0	0	0	0	0	0	0
15	EYE	4	2	50	1	25	0	0	0	0	1	25	0	0
16	Skin	12	4	33	0	0	2	17	0	0	3	25	3	25
17	Apex Regional STD Centre	0	0	0	0	0	0	0	0	0	0	0	0	0
18	Neurology	0	0	0	0	0	0	0	0	0	0	0	0	0

Sr. No	Departments	Total responses for dis-satisfaction with other reasons	Long waiting time	Long waiting time (%)	Inadequate information	Inadequate information (%)	Lack of amenities	Lack of amenities (%)	Lack of support	Lack of support (%)	Over crowding	Over crowding (%)	Any other	Any other (%)
19	Medical Oncology	0	0	0	0	0	0	0	0	0	0	0	0	0
20	Cancer Surgery	0	0	0	0	0	0	0	0	0	0	0	0	0
21	Dental Surgery	2	0	0	0	0	0	0	0	0	0	0	2	100
22	Neuro Surgery	0	0	0	0	0	0	0	0	0	0	0	0	0
23	Pulmonary Critical Case & Sleep	0	0	0	0	0	0	0	0	0	0	0	0	0
24	Burns Plastic & Maxillofacial Surgery	0	0	0	0	0	0	0	0	0	0	0	0	0
25	Palliative Pain Clinic	1	1	100	0	0	0	0	0	0	0	0	0	0
26	General Surgery	10	4	40	1	10	1	10	0	0	3	30	1	10
27	Radiotherapy	2	0	0	1	50	1	50	0	0	0	0	0	0
28	Dept-0	0	0	0	0	0	0	0	0	0	0	0	0	0
29	Dept-41	0	0	0	0	0	0	0	0	0	0	0	0	0
30	Dept-87	4	1	25	0	0	1	25	0	0	0	0	2	50
31	Dept-88	7	1	14	0	0	2	29	0	0	2	29	2	28
32	Dept-89	5	0	0	1	20	1	20	0	0	2	40	1	20
33	Dept-39	0	0	0	0	0	0	0	0	0	0	0	0	0
34	Dept-91	0	0	0	0	0	0	0	0	0	0	0	0	0
35	Dept-31	0	0	0	0	0	0	0	0	0	0	0	0	0
36	Dept-60	0	0	0	0	0	0	0	0	0	0	0	0	0
37	Dept-46	0	0	0	0	0	0	0	0	0	0	0	0	0
38	Dept-90	0	0	0	0	0	0	0	0	0	0	0	0	0
39	Dept-92	0	0	0	0	0	0	0	0	0	0	0	0	0

Sr. No	Departments	Total responses for dis-satisfaction with other reasons	Long waiting time	Long waiting time (%)	Inadequate information	Inadequate information (%)	Lack of amenities	Lack of amenities (%)	Lack of support	Lack of support (%)	Over crowding	Over crowding (%)	Any other	Any other (%)
40	Dept-95	0	0	0	0	0	0	0	0	0	0	0	0	0
41	Dept-43	0	0	0	0	0	0	0	0	0	0	0	0	0