



Ministry of Health and Family Welfare  
Government of India

## Mera Aspataal Department Wise Report

Facility : Safdarjung Hospital Delhi



From : 2022-05-01 To : 2022-06-04

### 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	<b>Total</b>	1,57,994	92,815	59	2,940	3	975	33	1,128	38	837	29
1	<b>Cardiology</b>	666	172	26	6	3	2	33	4	67	0	0
2	<b>Haematology</b>	7	2	29	1	50	0	0	1	100	0	0
3	<b>Medicine</b>	26,130	14,310	55	432	3	130	30	154	36	148	34
4	<b>Nephrology</b>	149	47	32	2	4	2	100	0	0	0	0
5	<b>Obstetrics and Gynaecology</b>	10,073	5,374	53	148	3	41	28	65	44	42	28
6	<b>Orthopaedics</b>	15,940	9,073	57	324	4	105	32	117	36	102	32
7	<b>Otorhinolaryngology</b>	9,275	5,431	59	151	3	35	23	65	43	51	34
8	<b>Paediatrics</b>	7,320	3,502	48	115	3	48	42	37	32	30	26
9	<b>Paediatric Surgery</b>	1,695	918	54	24	3	10	42	8	33	6	25
10	<b>Physical Medicine &amp; Rehabilitation</b>	10,364	5,532	53	148	3	50	34	60	41	38	25
11	<b>Psychiatry</b>	1,286	1,075	84	32	3	11	34	13	41	8	25

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	304	97	32	4	4	3	75	0	0	1	25
13	CTVS	72	15	21	0	0	0	0	0	0	0	0
14	Endocrinology	45	12	27	0	0	0	0	0	0	0	0
15	EYE	5,921	3,192	54	90	3	28	31	47	52	15	17
16	Skin	10,297	5,714	55	175	3	63	36	67	38	45	26
17	Apex Regional STD Centre	122	75	61	2	3	1	50	0	0	1	50
18	Neurology	52	18	35	1	6	0	0	1	100	0	0
19	Medical Oncology	1,520	1,426	94	49	3	18	37	18	37	13	26
20	Cancer Surgery	478	281	59	7	2	3	43	2	29	2	28
21	Dental Surgery	4,986	3,121	63	113	4	37	33	38	34	38	33
22	Neuro Surgery	656	123	19	5	4	3	60	0	0	2	40
23	Pulmonary Critical Case & Sleep	78	15	19	0	0	0	0	0	0	0	0
24	Burns Plastic & Maxillofacial Surgery	3,783	3,247	86	141	4	54	38	54	38	33	24
25	Palliative Pain Clinic	257	135	53	5	4	2	40	2	40	1	20
26	General Surgery	12,636	7,138	56	213	3	68	32	81	38	64	30
27	Radiotherapy	1,393	1,093	78	41	4	13	32	16	39	12	29
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	7,447	5,694	76	177	3	54	31	68	38	55	31
31	Dept-88	8,526	5,234	61	221	4	81	37	83	38	57	25

<b>Sr. No</b>	<b>Departments</b>	<b>Patient Visits</b>	<b>Patients with Valid Phone Numbers</b>	<b>Patients with valid phone numbers (%)</b>	<b>Total Responses</b>	<b>Total responses (%)</b>	<b>Very Satisfied</b>	<b>Very Satisfied (%)</b>	<b>Satisfied</b>	<b>Satisfied (%)</b>	<b>Not Satisfied</b>	<b>Not Satisfied (%)</b>
32	Dept-89	14,965	9,933	66	290	3	102	35	120	41	68	24
33	Dept-39	62	25	40	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	1,489	791	53	23	3	11	48	7	30	5	22
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	<b>Total</b>	724	290	40	83	11	119	16	3	0	229	33
1	<b>Cardiology</b>	0	0	0	0	0	0	0	0	0	0	0
2	<b>Haematology</b>	0	0	0	0	0	0	0	0	0	0	0
3	<b>Medicine</b>	131	46	35	15	11	21	16	3	2	46	36
4	<b>Nephrology</b>	0	0	0	0	0	0	0	0	0	0	0
5	<b>Obstetrics and Gynaecology</b>	40	17	43	7	18	6	15	0	0	10	24
6	<b>Orthopaedics</b>	93	33	35	15	16	16	17	0	0	29	32
7	<b>Otorhinolaryngology</b>	39	12	31	4	10	7	18	0	0	16	41
8	<b>Paediatrics</b>	29	13	45	4	14	3	10	0	0	9	31
9	<b>Paediatric Surgery</b>	6	2	33	0	0	1	17	0	0	3	50
10	<b>Physical Medicine &amp; Rehabilitation</b>	33	15	45	4	12	4	12	0	0	10	31
11	<b>Psychiatry</b>	9	2	22	0	0	4	44	0	0	3	34
12	<b>Urology</b>	1	0	0	0	0	0	0	0	0	1	100
13	<b>CTVS</b>	0	0	0	0	0	0	0	0	0	0	0
14	<b>Endocrinology</b>	0	0	0	0	0	0	0	0	0	0	0
15	<b>EYE</b>	11	4	36	1	9	3	27	0	0	3	28
16	<b>Skin</b>	37	17	46	3	8	6	16	0	0	11	30
17	<b>Apex Regional STD Centre</b>	1	0	0	1	100	0	0	0	0	0	0
18	<b>Neurology</b>	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	11	6	55	2	18	2	18	0	0	1	9
20	Cancer Surgery	1	0	0	0	0	0	0	0	0	1	100
21	Dental Surgery	28	12	43	1	4	6	21	0	0	9	32
22	Neuro Surgery	1	1	100	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	25	17	68	2	8	2	8	0	0	4	16
25	Palliative Pain Clinic	1	0	0	0	0	1	100	0	0	0	0
26	General Surgery	67	27	40	8	12	14	21	0	0	18	27
27	Radiotherapy	11	3	27	1	9	1	9	0	0	6	55
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	45	22	49	7	16	5	11	0	0	11	24
31	Dept-88	51	26	51	5	10	6	12	0	0	14	27
32	Dept-89	48	14	29	3	6	10	21	0	0	21	44
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	5	1	20	0	0	1	20	0	0	3	60
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

<b>Sr. No</b>	<b>Departments</b>	<b>Total responses for dissatisfaction</b>	<b>Staff behaviour</b>	<b>Staff behaviour (%)</b>	<b>Cleanliness</b>	<b>Cleanliness (%)</b>	<b>Cost of treatment</b>	<b>Cost of treatment (%)</b>	<b>Quality of treatment</b>	<b>Quality of treatment (%)</b>	<b>Other reasons</b>	<b>Other reasons (%)</b>
<b>41</b>	<b>Dept-43</b>	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	<b>Total</b>	548	188	34	51	9	78	14	39	7	3	1	189	35
1	<b>Cardiology</b>	0	0	0	0	0	0	0	0	0	0	0	0	0
2	<b>Haematology</b>	0	0	0	0	0	0	0	0	0	0	0	0	0
3	<b>Medicine</b>	96	25	26	9	9	17	18	7	7	3	3	35	37
4	<b>Nephrology</b>	0	0	0	0	0	0	0	0	0	0	0	0	0
5	<b>Obstetrics and Gynaecology</b>	30	5	17	10	33	0	0	1	3	0	0	14	47
6	<b>Orthopaedics</b>	64	30	47	1	2	6	9	7	11	0	0	20	31
7	<b>Otorhinolaryngology</b>	26	10	38	1	4	3	12	1	4	0	0	11	42
8	<b>Paediatrics</b>	24	7	29	4	17	3	13	0	0	0	0	10	41
9	<b>Paediatric Surgery</b>	4	2	50	0	0	1	25	0	0	0	0	1	25
10	<b>Physical Medicine &amp; Rehabilitation</b>	28	6	21	3	11	9	32	2	7	0	0	8	29
11	<b>Psychiatry</b>	8	3	38	1	13	3	38	1	11	0	0	0	0
12	<b>Urology</b>	1	0	0	0	0	0	0	0	0	0	0	1	100
13	<b>CTVS</b>	0	0	0	0	0	0	0	0	0	0	0	0	0
14	<b>Endocrinology</b>	0	0	0	0	0	0	0	0	0	0	0	0	0
15	<b>EYE</b>	10	2	20	1	10	2	20	2	20	0	0	3	30
16	<b>Skin</b>	31	10	32	3	10	5	16	4	13	0	0	9	29

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	1	0	0	0	0	1	100	0	0	0	0	0	0
18	Neurology	0	0	0	0	0	0	0	0	0	0	0	0	0
19	Medical Oncology	10	3	30	1	10	2	20	1	10	0	0	3	30
20	Cancer Surgery	1	1	100	0	0	0	0	0	0	0	0	0	0
21	Dental Surgery	21	8	38	2	10	2	10	2	10	0	0	7	32
22	Neuro Surgery	1	0	0	0	0	1	100	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	24	11	46	1	4	1	4	1	4	0	0	10	42
25	Palliative Pain Clinic	0	0	0	0	0	0	0	0	0	0	0	0	0
26	General Surgery	47	17	36	4	9	5	11	1	2	0	0	20	42
27	Radiotherapy	7	4	57	0	0	0	0	0	0	0	0	3	43
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	36	15	42	6	17	4	11	3	8	0	0	8	22
31	Dept-88	40	15	38	4	10	8	20	3	8	0	0	10	24
32	Dept-89	33	11	33	0	0	5	15	3	9	0	0	14	43
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	5	3	60	0	0	0	0	0	0	0	0	2	40
36	Dept-60	0	0	0	0	0	0	0	0	0	0	0	0	0



<b>Sr. No</b>	<b>Departments</b>	<b>Total responses for dissatisfaction with staff behaviour</b>	<b>Doctor</b>	<b>Doctor (%)</b>	<b>Nurse</b>	<b>Nurse (%)</b>	<b>Laboratory/X-Ray technician</b>	<b>Laboratory/X-Ray technician (%)</b>	<b>Pharmacist</b>	<b>Pharmacist (%)</b>	<b>Ward boy</b>	<b>Ward boy (%)</b>	<b>Other Staff</b>	<b>Other Staff (%)</b>
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	<b>Total</b>	366	118	32	1	0	61	17	33	9	88	24	1	0	64	18
1	<b>Cardiology</b>	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
2	<b>Haematology</b>	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
3	<b>Medicine</b>	56	20	36	0	0	11	20	4	7	15	27	0	0	6	10
4	<b>Nephrology</b>	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
5	<b>Obstetrics and Gynaecology</b>	22	8	36	0	0	6	27	1	5	6	27	0	0	1	5
6	<b>Orthopaedics</b>	46	18	39	0	0	10	22	2	4	11	24	0	0	5	11
7	<b>Otorhinolaryngology</b>	24	7	29	0	0	4	17	2	8	4	17	0	0	7	29
8	<b>Paediatrics</b>	14	6	43	0	0	2	14	1	7	3	21	0	0	2	15
9	<b>Paediatric Surgery</b>	2	1	50	0	0	0	0	0	0	1	50	0	0	0	0
10	<b>Physical Medicine &amp; Rehabilitation</b>	20	2	10	0	0	7	35	1	5	5	25	0	0	5	25
11	<b>Psychiatry</b>	3	1	33	0	0	0	0	0	0	2	67	0	0	0	0
12	<b>Urology</b>	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
13	<b>CTVS</b>	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
14	<b>Endocrinology</b>	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
15	<b>EYE</b>	7	1	14	0	0	0	0	3	43	2	29	0	0	1	14
16	<b>Skin</b>	17	5	29	0	0	2	12	2	12	4	24	0	0	4	23

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 (%)
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	7	4	57	0	0	0	0	0	0	2	29	0	0	1	14
20	Cancer Surgery	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
21	Dental Surgery	17	6	35	0	0	2	12	3	18	2	12	0	0	4	23
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	14	3	21	0	0	2	14	1	7	5	36	0	0	3	22
25	Palliative Pain Clinic	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
26	General Surgery	34	7	21	1	3	4	12	3	9	8	24	1	3	10	28
27	Radiotherapy	4	3	75	0	0	0	0	0	0	0	0	0	0	1	25
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	23	9	39	0	0	3	13	5	22	3	13	0	0	3	13
31	Dept-88	26	8	31	0	0	3	12	2	8	7	27	0	0	6	22
32	Dept-89	24	6	25	0	0	5	21	2	8	7	29	0	0	4	17
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	6	3	50	0	0	0	0	1	17	1	17	0	0	1	16

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	<b>Total</b>	237	99	42	77	32	61	26
1	<b>Cardiology</b>	0	0	0	0	0	0	0
2	<b>Haematology</b>	0	0	0	0	0	0	0
3	<b>Medicine</b>	38	14	37	18	47	6	16
4	<b>Nephrology</b>	0	0	0	0	0	0	0
5	<b>Obstetrics and Gynaecology</b>	17	6	35	4	24	7	41
6	<b>Orthopaedics</b>	31	15	48	10	32	6	20
7	<b>Otorhinolaryngology</b>	14	10	71	2	14	2	15
8	<b>Paediatrics</b>	10	4	40	3	30	3	30
9	<b>Paediatric Surgery</b>	1	0	0	0	0	1	100
10	<b>Physical Medicine &amp; Rehabilitation</b>	16	7	44	7	44	2	12
11	<b>Psychiatry</b>	3	2	67	0	0	1	33
12	<b>Urology</b>	0	0	0	0	0	0	0
13	<b>CTVS</b>	0	0	0	0	0	0	0
14	<b>Endocrinology</b>	0	0	0	0	0	0	0
15	<b>EYE</b>	5	2	40	2	40	1	20
16	<b>Skin</b>	10	5	50	4	40	1	10
17	<b>Apex Regional STD Centre</b>	0	0	0	0	0	0	0
18	<b>Neurology</b>	0	0	0	0	0	0	0
19	<b>Medical Oncology</b>	6	2	33	1	17	3	50
20	<b>Cancer Surgery</b>	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	9	4	44	1	11	4	45
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	8	4	50	1	13	3	37
25	Palliative Pain Clinic	0	0	0	0	0	0	0
26	General Surgery	17	9	53	4	24	4	23
27	Radiotherapy	2	1	50	1	50	0	0
28	Dept-0	0	0	0	0	0	0	0
29	Dept-41	0	0	0	0	0	0	0
30	Dept-87	16	3	19	9	56	4	25
31	Dept-88	17	6	35	4	24	7	41
32	Dept-89	15	4	27	6	40	5	33
33	Dept-39	0	0	0	0	0	0	0
34	Dept-91	0	0	0	0	0	0	0
35	Dept-31	2	1	50	0	0	1	50
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	1	0	0	0	0	1	100	0	0	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	0	0	0	0	0	0	0	0	0	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

<b>Sr. No</b>	<b>Departments</b>	<b>Total responses for dissatisfaction with quality of treatment</b>	<b>No relief in symptoms</b>	<b>No relief in symptoms (%)</b>	<b>Health condition worsened</b>	<b>Health condition worsened (%)</b>	<b>Doctor did not listen carefully</b>	<b>Doctor did not listen carefully (%)</b>	<b>Inadequately skilled nurses</b>	<b>Inadequately skilled nurses (%)</b>	<b>Poor quality of food</b>	<b>Poor quality of food (%)</b>
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	0	0	0	0	0	0	0	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



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

## Other Reasons

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 (%)
0	<b>Total</b>	241	118	49	16	7	28	12	0	0	47	20	32	12
1	<b>Cardiology</b>	0	0	0	0	0	0	0	0	0	0	0	0	0
2	<b>Haematology</b>	0	0	0	0	0	0	0	0	0	0	0	0	0
3	<b>Medicine</b>	41	17	41	7	17	5	12	0	0	7	17	5	13
4	<b>Nephrology</b>	0	0	0	0	0	0	0	0	0	0	0	0	0
5	<b>Obstetrics and Gynaecology</b>	13	6	46	0	0	2	15	0	0	4	31	1	8
6	<b>Orthopaedics</b>	35	15	43	3	9	5	14	0	0	9	26	3	8
7	<b>Otorhinolaryngology</b>	14	9	64	1	7	0	0	0	0	2	14	2	15
8	<b>Paediatrics</b>	10	1	10	1	10	1	10	0	0	4	40	3	30
9	<b>Paediatric Surgery</b>	1	0	0	0	0	0	0	0	0	1	100	0	0
10	<b>Physical Medicine &amp; Rehabilitation</b>	14	7	50	1	7	1	7	0	0	3	21	2	15
11	<b>Psychiatry</b>	3	2	67	0	0	1	33	0	0	0	0	0	0
12	<b>Urology</b>	0	0	0	0	0	0	0	0	0	0	0	0	0
13	<b>CTVS</b>	0	0	0	0	0	0	0	0	0	0	0	0	0
14	<b>Endocrinology</b>	0	0	0	0	0	0	0	0	0	0	0	0	0
15	<b>EYE</b>	5	3	60	0	0	0	0	0	0	1	20	1	20
16	<b>Skin</b>	8	5	63	0	0	1	13	0	0	1	13	1	11
17	<b>Apex Regional STD Centre</b>	0	0	0	0	0	0	0	0	0	0	0	0	0
18	<b>Neurology</b>	0	0	0	0	0	0	0	0	0	0	0	0	0

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 (%)
19	Medical Oncology	7	4	57	0	0	1	14	0	0	1	14	1	15
20	Cancer Surgery	0	0	0	0	0	0	0	0	0	0	0	0	0
21	Dental Surgery	8	4	50	1	13	0	0	0	0	1	13	2	24
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	8	6	75	0	0	0	0	0	0	0	0	2	25
25	Palliative Pain Clinic	0	0	0	0	0	0	0	0	0	0	0	0	0
26	General Surgery	19	11	58	1	5	1	5	0	0	6	32	0	0
27	Radiotherapy	2	2	100	0	0	0	0	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	17	9	53	1	6	2	12	0	0	1	6	4	23
31	Dept-88	18	7	39	0	0	6	33	0	0	2	11	3	17
32	Dept-89	16	9	56	0	0	2	13	0	0	3	19	2	12
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	2	1	50	0	0	0	0	0	0	1	50	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