



Ministry of Health and Family Welfare
Government of India

Mera Aspaatal Department Wise Report

Facility : Safdarjung Hospital Delhi



From : 2022-05-29 To : 2022-07-02

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	1,33,079	84,907	64	1,558	2	510	33	617	40	431	27
1	Cardiology	539	158	29	3	2	2	67	1	33	0	0
2	Haematology	4	1	25	0	0	0	0	0	0	0	0
3	Medicine	22,351	14,113	63	215	2	61	28	82	38	72	34
4	Nephrology	116	36	31	0	0	0	0	0	0	0	0
5	Obstetrics and Gynaecology	8,084	5,012	62	77	2	26	34	25	32	26	34
6	Orthopaedics	13,371	7,776	58	144	2	53	37	54	38	37	25
7	Otorhinolaryngology	8,038	5,390	67	96	2	28	29	46	48	22	23
8	Paediatrics	6,218	3,407	55	71	2	22	31	28	39	21	30
9	Paediatric Surgery	1,501	938	62	14	1	7	50	6	43	1	7
10	Physical Medicine & Rehabilitation	8,704	5,549	64	97	2	39	40	40	41	18	19
11	Psychiatry	1,309	1,065	81	22	2	6	27	10	45	6	28

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	256	86	34	1	1	0	0	0	0	1	100
13	CTVS	69	17	25	0	0	0	0	0	0	0	0
14	Endocrinology	40	8	20	0	0	0	0	0	0	0	0
15	EYE	4,925	3,019	61	48	2	18	38	19	40	11	22
16	Skin	8,500	5,457	64	101	2	31	31	43	43	27	26
17	Apex Regional STD Centre	83	52	63	0	0	0	0	0	0	0	0
18	Neurology	35	15	43	0	0	0	0	0	0	0	0
19	Medical Oncology	1,379	1,263	92	18	1	10	56	7	39	1	5
20	Cancer Surgery	412	240	58	10	4	2	20	5	50	3	30
21	Dental Surgery	4,551	2,606	57	40	2	13	33	17	43	10	24
22	Neuro Surgery	471	91	19	1	1	0	0	0	0	1	100
23	Pulmonary Critical Case & Sleep	77	19	25	0	0	0	0	0	0	0	0
24	Burns Plastic & Maxillofacial Surgery	2,409	2,073	86	45	2	11	24	17	38	17	38
25	Palliative Pain Clinic	235	121	51	5	4	1	20	3	60	1	20
26	General Surgery	10,795	6,989	65	152	2	46	30	56	37	50	33
27	Radiotherapy	1,285	1,038	81	17	2	9	53	4	24	4	23
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	6,894	5,279	77	88	2	28	32	32	36	28	32
31	Dept-88	7,088	4,357	61	136	3	45	33	51	38	40	29

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	12,220	8,059	66	138	2	48	35	64	46	26	19
33	Dept-39	40	25	63	2	8	1	50	1	50	0	0
34	Dept-91	0	0	0	0	0	0	0	0	0	0	0
35	Dept-31	1,080	648	60	17	3	3	18	6	35	8	47
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	355	155	44	42	12	47	13	0	0	111	31
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	59	28	47	5	8	6	10	0	0	20	35
4	Nephrology	0	0	0	0	0	0	0	0	0	0	0
5	Obstetrics and Gynaecology	20	11	55	2	10	5	25	0	0	2	10
6	Orthopaedics	33	16	48	6	18	3	9	0	0	8	25
7	Otorhinolaryngology	19	10	53	2	11	5	26	0	0	2	10
8	Paediatrics	13	9	69	0	0	2	15	0	0	2	16
9	Paediatric Surgery	1	0	0	0	0	0	0	0	0	1	100
10	Physical Medicine & Rehabilitation	16	4	25	4	25	4	25	0	0	4	25
11	Psychiatry	6	2	33	0	0	1	17	0	0	3	50
12	Urology	1	0	0	0	0	1	100	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	12	3	25	2	17	2	17	0	0	5	41
16	Skin	19	8	42	1	5	2	11	0	0	8	42
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	1	0	0	0	0	0	0	0	0	1	100
21	Dental Surgery	10	7	70	1	10	1	10	0	0	1	10
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	15	4	27	2	13	2	13	0	0	7	47
25	Palliative Pain Clinic	1	0	0	0	0	0	0	0	0	1	100
26	General Surgery	51	21	41	9	18	5	10	0	0	16	31
27	Radiotherapy	3	1	33	0	0	1	33	0	0	1	34
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	9	50	3	17	1	6	0	0	5	27
31	Dept-88	29	16	55	1	3	3	10	0	0	9	32
32	Dept-89	23	5	22	3	13	2	9	0	0	13	56
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	1	20	1	20	0	0	2	40
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	281	102	36	32	11	48	17	24	9	2	1	73	26
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	46	17	37	7	15	5	11	5	11	0	0	12	26
4	Nephrology	0	0	0	0	0	0	0	0	0	0	0	0	0
5	Obstetrics and Gynaecology	16	3	19	2	13	6	38	0	0	0	0	5	30
6	Orthopaedics	27	10	37	1	4	4	15	4	15	0	0	8	29
7	Otorhinolaryngology	14	6	43	1	7	2	14	1	7	0	0	4	29
8	Paediatrics	14	5	36	4	29	3	21	1	7	0	0	1	7
9	Paediatric Surgery	2	1	50	0	0	1	50	0	0	0	0	0	0
10	Physical Medicine & Rehabilitation	12	2	17	4	33	1	8	2	17	0	0	3	25
11	Psychiatry	4	0	0	0	0	1	25	0	0	0	0	3	75
12	Urology	0	0	0	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	7	0	0	1	14	1	14	0	0	0	0	5	72
16	Skin	16	5	31	0	0	3	19	3	19	0	0	5	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	0	0	0	0	0	0	0	0	0	0	0	0	0
21	Dental Surgery	10	3	30	1	10	1	10	1	10	0	0	4	40
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	16	10	63	1	6	3	19	1	6	0	0	1	6
25	Palliative Pain Clinic	1	1	100	0	0	0	0	0	0	0	0	0	0
26	General Surgery	36	12	33	2	6	9	25	3	8	0	0	10	28
27	Radiotherapy	3	0	0	1	33	0	0	2	67	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	15	7	47	1	7	2	13	0	0	0	0	5	33
31	Dept-88	24	16	67	5	21	1	4	0	0	0	0	2	8
32	Dept-89	15	4	27	1	7	3	20	1	7	2	13	4	26
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	3	0	0	0	0	2	67	0	0	0	0	1	33
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	175	59	34	1	1	29	17	17	10	45	26	0	0	24	12
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	25	6	24	1	4	4	16	2	8	6	24	0	0	6	24
4	Nephrology	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
5	Obstetrics and Gynaecology	13	3	23	0	0	2	15	3	23	3	23	0	0	2	16
6	Orthopaedics	15	8	53	0	0	3	20	1	7	2	13	0	0	1	7
7	Otorhinolaryngology	9	3	33	0	0	2	22	0	0	2	22	0	0	2	23
8	Paediatrics	6	1	17	0	0	1	17	1	17	3	49	0	0	0	0
9	Paediatric Surgery	1	0	0	0	0	1	100	0	0	0	0	0	0	0	0
10	Physical Medicine & Rehabilitation	8	3	38	0	0	0	0	1	13	3	38	0	0	1	11
11	Psychiatry	3	1	33	0	0	0	0	0	0	0	0	0	0	2	67
12	Urology	0	0	0	0	0	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	0	0
14	Endocrinology	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
15	EYE	4	0	0	0	0	1	25	0	0	2	50	0	0	1	25
16	Skin	11	9	82	0	0	0	0	0	0	2	18	0	0	0	0

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	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
21	Dental Surgery	4	2	50	0	0	0	0	0	0	2	50	0	0	0	0
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	10	1	10	0	0	2	20	2	20	2	20	0	0	3	30
25	Palliative Pain Clinic	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
26	General Surgery	30	12	40	0	0	6	20	4	13	6	20	0	0	2	7
27	Radiotherapy	3	1	33	0	0	1	33	0	0	1	34	0	0	0	0
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	2	25	0	0	2	25	0	0	3	38	0	0	1	12
31	Dept-88	13	4	31	0	0	1	8	2	15	5	38	0	0	1	8
32	Dept-89	11	3	27	0	0	3	27	1	9	3	27	0	0	1	10
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	1	0	0	0	0	0	0	0	0	0	0	0	0	1	100

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	119	57	48	31	26	31	26
1	Cardiology	0	0	0	0	0	0	0
2	Haematology	0	0	0	0	0	0	0
3	Medicine	19	8	42	4	21	7	37
4	Nephrology	0	0	0	0	0	0	0
5	Obstetrics and Gynaecology	9	5	56	3	33	1	11
6	Orthopaedics	7	2	29	1	14	4	57
7	Otorhinolaryngology	7	3	43	2	29	2	28
8	Paediatrics	5	2	40	2	40	1	20
9	Paediatric Surgery	0	0	0	0	0	0	0
10	Physical Medicine & Rehabilitation	7	3	43	1	14	3	43
11	Psychiatry	3	2	67	1	33	0	0
12	Urology	0	0	0	0	0	0	0
13	CTVS	0	0	0	0	0	0	0
14	Endocrinology	0	0	0	0	0	0	0
15	EYE	4	3	75	0	0	1	25
16	Skin	8	6	75	1	13	1	12
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	1	1	100	0	0	0	0
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	6	4	67	0	0	2	33
25	Palliative Pain Clinic	0	0	0	0	0	0	0
26	General Surgery	21	8	38	9	43	4	19
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	4	1	25	2	50	1	25
31	Dept-88	9	6	67	1	11	2	22
32	Dept-89	7	2	29	3	43	2	28
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	1	0	0	0	0	0	0	1	100	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	0	0	1	100	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

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	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

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 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	Total	113	60	53	7	6	11	10	0	0	23	20	12	11
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	17	7	41	2	12	1	6	0	0	6	35	1	6
4	Nephrology	0	0	0	0	0	0	0	0	0	0	0	0	0
5	Obstetrics and Gynaecology	9	5	56	0	0	0	0	0	0	2	22	2	22
6	Orthopaedics	6	4	67	1	17	0	0	0	0	1	16	0	0
7	Otorhinolaryngology	7	4	57	0	0	1	14	0	0	2	29	0	0
8	Paediatrics	5	2	40	1	20	0	0	0	0	1	20	1	20
9	Paediatric Surgery	0	0	0	0	0	0	0	0	0	0	0	0	0
10	Physical Medicine & Rehabilitation	5	0	0	2	40	1	20	0	0	1	20	1	20
11	Psychiatry	2	2	100	0	0	0	0	0	0	0	0	0	0
12	Urology	0	0	0	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	3	75	0	0	0	0	0	0	1	25	0	0
16	Skin	8	6	75	0	0	0	0	0	0	1	13	1	12
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 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	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	1	1	100	0	0	0	0	0	0	0	0	0	0
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	6	3	50	0	0	2	33	0	0	0	0	1	17
25	Palliative Pain Clinic	0	0	0	0	0	0	0	0	0	0	0	0	0
26	General Surgery	21	14	67	0	0	1	5	0	0	6	28	0	0
27	Radiotherapy	2	1	50	0	0	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	1	25	1	25	0	0	1	25	0	0
31	Dept-88	10	2	20	0	0	2	20	0	0	1	10	5	50
32	Dept-89	6	5	83	0	0	1	17	0	0	0	0	0	0
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