



Ministry of Health and Family Welfare
Government of India

Mera Aspataal Department Wise Report

Facility : Safdarjung Hospital Delhi



From : 2022-06-26 To : 2022-08-06

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	1,73,705	1,08,672	63	1,367	1	439	32	529	39	399	29
1	Cardiology	639	158	25	1	1	0	0	0	0	1	100
2	Haematology	25	1	4	0	0	0	0	0	0	0	0
3	Medicine	27,868	17,285	62	204	1	60	29	78	38	66	33
4	Nephrology	154	41	27	0	0	0	0	0	0	0	0
5	Obstetrics and Gynaecology	9,988	6,048	61	76	1	24	32	26	34	26	34
6	Orthopaedics	17,010	10,832	64	155	1	51	33	59	38	45	29
7	Otorhinolaryngology	10,914	7,169	66	94	1	25	27	42	45	27	28
8	Paediatrics	7,918	4,295	54	63	1	20	32	27	43	16	25
9	Paediatric Surgery	2,138	1,399	65	18	1	7	39	4	22	7	39
10	Physical Medicine & Rehabilitation	10,920	6,850	63	60	1	21	35	17	28	22	37
11	Psychiatry	1,737	1,341	77	11	1	5	45	2	18	4	37

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	325	108	33	1	1	1	100	0	0	0	0
13	CTVS	90	18	20	0	0	0	0	0	0	0	0
14	Endocrinology	54	12	22	0	0	0	0	0	0	0	0
15	EYE	5,879	3,619	62	36	1	14	39	12	33	10	28
16	Skin	12,008	7,376	61	77	1	29	38	25	32	23	30
17	Apex Regional STD Centre	104	66	63	2	3	0	0	0	0	2	100
18	Neurology	48	14	29	1	7	0	0	1	100	0	0
19	Medical Oncology	1,707	1,687	99	16	1	7	44	5	31	4	25
20	Cancer Surgery	540	329	61	2	1	0	0	1	50	1	50
21	Dental Surgery	5,381	2,275	42	31	1	10	32	14	45	7	23
22	Neuro Surgery	632	122	19	3	2	0	0	1	33	2	67
23	Pulmonary Critical Case & Sleep	97	30	31	1	3	0	0	0	0	1	100
24	Burns Plastic & Maxillofacial Surgery	4,239	3,418	81	40	1	11	28	20	50	9	22
25	Palliative Pain Clinic	295	146	49	2	1	0	0	2	100	0	0
26	General Surgery	14,391	9,174	64	122	1	32	26	45	37	45	37
27	Radiotherapy	1,881	1,479	79	16	1	4	25	11	69	1	6
28	Main Casualty	9,587	5,757	60	126	2	45	36	51	40	30	24
29	Sports Injury Centre	16,189	9,946	61	138	1	51	37	61	44	26	19
30	DEPT OF COMMUNITY MEDICINE	83	43	52	0	0	0	0	0	0	0	0

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 (%)
31	Anaesthesiology	1,341	766	57	5	1	0	0	3	60	2	40
32	ANTINETAL CLINIC	9,523	6,868	72	66	1	22	33	22	33	22	34
33	Dept-0	0	0	0	0	0	0	0	0	0	0	0
34	Dept-41	0	0	0	0	0	0	0	0	0	0	0
35	Dept-91	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	339	136	40	35	10	68	20	3	1	97	29
1	Cardiology	1	0	0	0	0	0	0	1	100	0	0
2	Haematology	0	0	0	0	0	0	0	0	0	0	0
3	Medicine	58	20	34	6	10	10	17	0	0	22	39
4	Nephrology	0	0	0	0	0	0	0	0	0	0	0
5	Obstetrics and Gynaecology	21	7	33	1	5	4	19	1	5	8	38
6	Orthopaedics	37	11	30	5	14	9	24	0	0	12	32
7	Otorhinolaryngology	21	11	52	2	10	3	14	0	0	5	24
8	Paediatrics	14	6	43	3	21	2	14	0	0	3	22
9	Paediatric Surgery	7	4	57	0	0	2	29	0	0	1	14
10	Physical Medicine & Rehabilitation	13	7	54	0	0	0	0	0	0	6	46
11	Psychiatry	4	0	0	0	0	2	50	0	0	2	50
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	10	6	60	1	10	2	20	0	0	1	10
16	Skin	22	6	27	1	5	6	27	0	0	9	41
17	Apex Regional STD Centre	1	0	0	0	0	1	100	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	2	1	50	0	0	0	0	0	0	1	50
20	Cancer Surgery	1	1	100	0	0	0	0	0	0	0	0
21	Dental Surgery	7	3	43	1	14	1	14	0	0	2	29
22	Neuro Surgery	2	1	50	0	0	0	0	0	0	1	50
23	Pulmonary Critical Case & Sleep	1	0	0	0	0	0	0	0	0	1	100
24	Burns Plastic & Maxillofacial Surgery	7	4	57	0	0	2	29	0	0	1	14
25	Palliative Pain Clinic	0	0	0	0	0	0	0	0	0	0	0
26	General Surgery	32	13	41	3	9	9	28	1	3	6	19
27	Radiotherapy	1	0	0	1	100	0	0	0	0	0	0
28	Main Casualty	29	16	55	3	10	4	14	0	0	6	21
29	Sports Injury Centre	27	7	26	5	19	8	30	0	0	7	25
30	DEPT OF COMMUNITY MEDICINE	0	0	0	0	0	0	0	0	0	0	0
31	Anaesthesiology	1	1	100	0	0	0	0	0	0	0	0
32	ANTINETAL CLINIC	20	11	55	3	15	3	15	0	0	3	15
33	Dept-0	0	0	0	0	0	0	0	0	0	0	0
34	Dept-41	0	0	0	0	0	0	0	0	0	0	0
35	Dept-91	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	Staff behaviour	Staff behaviour (%)	Cleanliness	Cleanliness (%)	Cost of treatment	Cost of treatment (%)	Quality of treatment	Quality of treatment (%)	Other reasons	Other reasons (%)
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

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	273	96	35	32	12	43	16	17	6	1	0	84	31
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	47	17	36	5	11	10	21	5	11	0	0	10	21
4	Nephrology	0	0	0	0	0	0	0	0	0	0	0	0	0
5	Obstetrics and Gynaecology	18	6	33	1	6	5	28	0	0	0	0	6	33
6	Orthopaedics	29	8	28	4	14	8	28	1	3	0	0	8	27
7	Otorhinolaryngology	16	8	50	1	6	1	6	0	0	0	0	6	38
8	Paediatrics	10	4	40	0	0	1	10	2	20	0	0	3	30
9	Paediatric Surgery	7	2	29	2	29	1	14	0	0	0	0	2	28
10	Physical Medicine & Rehabilitation	13	4	31	0	0	2	15	2	15	0	0	5	39
11	Psychiatry	4	1	25	0	0	1	25	1	25	0	0	1	25
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	8	3	38	1	13	1	13	0	0	0	0	3	36
16	Skin	15	3	20	1	7	2	13	4	27	0	0	5	33

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	1	100	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	2	0	0	0	0	0	0	0	0	0	0	2	100
20	Cancer Surgery	1	0	0	0	0	0	0	0	0	0	0	1	100
21	Dental Surgery	6	4	67	0	0	0	0	0	0	0	0	2	33
22	Neuro Surgery	2	1	50	0	0	0	0	0	0	0	0	1	50
23	Pulmonary Critical Case & Sleep	1	0	0	1	100	0	0	0	0	0	0	0	0
24	Burns Plastic & Maxillofacial Surgery	9	3	33	3	33	2	22	0	0	0	0	1	12
25	Palliative Pain Clinic	0	0	0	0	0	0	0	0	0	0	0	0	0
26	General Surgery	25	10	40	4	16	2	8	0	0	0	0	9	36
27	Radiotherapy	1	0	0	0	0	0	0	0	0	0	0	1	100
28	Main Casualty	19	7	37	4	21	2	11	1	5	0	0	5	26
29	Sports Injury Centre	20	9	45	2	10	2	10	0	0	0	0	7	35
30	DEPT OF COMMUNITY MEDICINE	0	0	0	0	0	0	0	0	0	0	0	0	0
31	Anaesthesiology	1	1	100	0	0	0	0	0	0	0	0	0	0
32	ANTINETAL CLINIC	18	4	22	3	17	3	17	1	6	1	6	6	32
33	Dept-0	0	0	0	0	0	0	0	0	0	0	0	0	0
34	Dept-41	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 (%)
35	Dept-91	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
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	180	67	37	1	1	29	16	13	7	43	24	0	0	27	15
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	29	8	28	0	0	5	17	2	7	8	28	0	0	6	20
4	Nephrology	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
5	Obstetrics and Gynaecology	16	6	38	0	0	3	19	0	0	5	31	0	0	2	12
6	Orthopaedics	16	8	50	0	0	1	6	1	6	5	31	0	0	1	7
7	Otorhinolaryngology	10	6	60	0	0	1	10	0	0	1	10	0	0	2	20
8	Paediatrics	8	6	75	0	0	0	0	0	0	2	25	0	0	0	0
9	Paediatric Surgery	4	2	50	0	0	0	0	1	25	1	25	0	0	0	0
10	Physical Medicine & Rehabilitation	10	5	50	0	0	3	30	1	10	1	10	0	0	0	0
11	Psychiatry	1	0	0	0	0	0	0	0	0	1	100	0	0	0	0
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	5	2	40	0	0	1	20	0	0	0	0	0	0	2	40
16	Skin	14	6	43	0	0	4	29	2	14	1	7	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 (%)	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	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
20	Cancer Surgery	1	1	100	0	0	0	0	0	0	0	0	0	0	0	0
21	Dental Surgery	7	1	14	0	0	2	29	1	14	0	0	0	0	3	43
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	2	0	0	0	0	1	50	1	50	0	0	0	0	0	0
25	Palliative Pain Clinic	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
26	General Surgery	20	6	30	0	0	3	15	2	10	4	20	0	0	5	25
27	Radiotherapy	1	0	0	0	0	0	0	0	0	1	100	0	0	0	0
28	Main Casualty	16	3	19	0	0	4	25	1	6	7	44	0	0	1	6
29	Sports Injury Centre	10	5	50	0	0	1	10	1	10	1	10	0	0	2	20
30	DEPT OF COMMUNITY MEDICINE	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
31	Anaesthesiology	1	0	0	0	0	0	0	0	0	1	100	0	0	0	0
32	ANTINETAL CLINIC	9	2	22	1	11	0	0	0	0	4	44	0	0	2	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 (%)
33	Dept-0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
34	Dept-41	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
35	Dept-91	0	0	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	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	116	59	51	32	28	25	21
1	Cardiology	0	0	0	0	0	0	0
2	Haematology	0	0	0	0	0	0	0
3	Medicine	18	9	50	5	28	4	22
4	Nephrology	0	0	0	0	0	0	0
5	Obstetrics and Gynaecology	12	5	42	4	33	3	25
6	Orthopaedics	14	9	64	3	21	2	15
7	Otorhinolaryngology	6	3	50	1	17	2	33
8	Paediatrics	5	3	60	2	40	0	0
9	Paediatric Surgery	3	1	33	1	33	1	34
10	Physical Medicine & Rehabilitation	7	4	57	2	29	1	14
11	Psychiatry	1	1	100	0	0	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	3	1	33	2	67	0	0
16	Skin	11	7	64	2	18	2	18
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	1	0	0	1	100	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	1	0	0	0	0	1	100
25	Palliative Pain Clinic	0	0	0	0	0	0	0
26	General Surgery	12	7	58	4	33	1	9
27	Radiotherapy	1	0	0	0	0	1	100
28	Main Casualty	7	3	43	2	29	2	28
29	Sports Injury Centre	6	2	33	2	33	2	34
30	DEPT OF COMMUNITY MEDICINE	0	0	0	0	0	0	0
31	Anaesthesiology	0	0	0	0	0	0	0
32	ANTINETAL CLINIC	6	3	50	1	17	2	33
33	Dept-0	0	0	0	0	0	0	0
34	Dept-41	0	0	0	0	0	0	0
35	Dept-91	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	2	0	0	0	0	2	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	0	0	0	0	0	0	0	0	0	0	0
4	Nephrology	0	0	0	0	0	0	0	0	0	0	0
5	Obstetrics and Gynaecology	1	0	0	0	0	1	100	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	Main Casualty	0	0	0	0	0	0	0	0	0	0	0
29	Sports Injury Centre	0	0	0	0	0	0	0	0	0	0	0
30	DEPT OF COMMUNITY MEDICINE	0	0	0	0	0	0	0	0	0	0	0
31	Anaesthesiology	0	0	0	0	0	0	0	0	0	0	0
32	ANTINETAL CLINIC	1	0	0	0	0	1	100	0	0	0	0
33	Dept-0	0	0	0	0	0	0	0	0	0	0	0
34	Dept-41	0	0	0	0	0	0	0	0	0	0	0
35	Dept-91	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

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 (%)
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

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	103	53	51	13	13	14	14	1	1	10	10	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	9	53	3	18	3	18	0	0	1	6	1	5
4	Nephrology	0	0	0	0	0	0	0	0	0	0	0	0	0
5	Obstetrics and Gynaecology	8	5	63	0	0	1	13	0	0	0	0	2	24
6	Orthopaedics	13	7	54	2	15	2	15	0	0	2	16	0	0
7	Otorhinolaryngology	6	4	67	1	17	1	16	0	0	0	0	0	0
8	Paediatrics	4	2	50	1	25	0	0	0	0	1	25	0	0
9	Paediatric Surgery	3	2	67	1	33	0	0	0	0	0	0	0	0
10	Physical Medicine & Rehabilitation	7	3	43	0	0	1	14	0	0	2	29	1	14
11	Psychiatry	1	0	0	0	0	0	0	0	0	1	100	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	2	50	0	0	1	25	0	0	0	0	1	25
16	Skin	10	3	30	0	0	1	10	0	0	2	20	4	40
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	1	0	0	0	0	1	100	0	0	0	0	0	0
21	Dental Surgery	2	1	50	0	0	0	0	0	0	0	0	1	50
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	1	1	100	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	0	0
26	General Surgery	10	6	60	3	30	0	0	0	0	1	10	0	0
27	Radiotherapy	1	0	0	1	100	0	0	0	0	0	0	0	0
28	Main Casualty	6	2	33	1	17	2	33	0	0	0	0	1	17
29	Sports Injury Centre	5	4	80	0	0	0	0	0	0	0	0	1	20
30	DEPT OF COMMUNITY MEDICINE	0	0	0	0	0	0	0	0	0	0	0	0	0
31	Anaesthesiology	0	0	0	0	0	0	0	0	0	0	0	0	0
32	ANTINETAL CLINIC	4	2	50	0	0	1	25	1	25	0	0	0	0
33	Dept-0	0	0	0	0	0	0	0	0	0	0	0	0	0
34	Dept-41	0	0	0	0	0	0	0	0	0	0	0	0	0
35	Dept-91	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

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 (%)
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