



Ministry of Health and Family Welfare
Government of India

Mera Aspataal Department Wise Report

Facility : Safdarjung Hospital Delhi



From : 2022-07-31 To : 2022-09-03

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	1,35,508	82,197	61	806	1	265	33	304	38	237	29
1	Cardiology	605	168	28	4	2	2	50	1	25	1	25
2	Haematology	18	1	6	0	0	0	0	0	0	0	0
3	Medicine	21,875	12,891	59	113	1	34	30	46	41	33	29
4	Nephrology	115	31	27	1	3	1	100	0	0	0	0
5	Obstetrics and Gynaecology	7,323	4,422	60	38	1	14	37	12	32	12	31
6	Orthopaedics	13,604	9,054	67	86	1	29	34	30	35	27	31
7	Otorhinolaryngology	8,732	5,475	63	49	1	20	41	16	33	13	26
8	Paediatrics	6,537	3,408	52	28	1	9	32	12	43	7	25
9	Paediatric Surgery	1,769	1,111	63	5	0	2	40	1	20	2	40
10	Physical Medicine & Rehabilitation	8,455	5,137	61	42	1	15	36	11	26	16	38
11	Psychiatry	1,305	996	76	10	1	2	20	4	40	4	40

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	237	82	35	1	1	0	0	0	0	1	100
13	CTVS	66	15	23	1	7	0	0	1	100	0	0
14	Endocrinology	47	9	19	0	0	0	0	0	0	0	0
15	EYE	4,520	2,560	57	19	1	4	21	8	42	7	37
16	Skin	9,464	5,549	59	37	1	17	46	12	32	8	22
17	Apex Regional STD Centre	63	32	51	1	3	0	0	1	100	0	0
18	Neurology	14	3	21	0	0	0	0	0	0	0	0
19	Medical Oncology	1,383	1,307	95	12	1	5	42	2	17	5	41
20	Cancer Surgery	433	295	68	3	1	1	33	0	0	2	67
21	Dental Surgery	3,706	1,375	37	18	1	6	33	7	39	5	28
22	Neuro Surgery	491	109	22	5	5	1	20	1	20	3	60
23	Pulmonary Critical Case & Sleep	102	25	25	3	12	1	33	0	0	2	67
24	Burns Plastic & Maxillofacial Surgery	2,740	2,229	81	34	2	13	38	16	47	5	15
25	Palliative Pain Clinic	213	114	54	0	0	0	0	0	0	0	0
26	General Surgery	11,025	6,741	61	57	1	13	23	24	42	20	35
27	Radiotherapy	1,166	917	79	16	2	6	38	6	38	4	24
28	Main Casualty	7,881	4,494	57	110	2	37	34	40	36	33	30
29	Sports Injury Centre	12,564	7,519	60	72	1	23	32	36	50	13	18
30	DEPT OF COMMUNITY MEDICINE	71	42	59	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	1,211	715	59	10	1	4	40	3	30	3	30
32	ANTINETAL CLINIC	7,773	5,371	69	31	1	6	19	14	45	11	36
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	188	91	48	15	8	29	15	2	1	51	28
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	31	13	42	1	3	6	19	1	3	10	33
4	Nephrology	0	0	0	0	0	0	0	0	0	0	0
5	Obstetrics and Gynaecology	9	4	44	0	0	1	11	0	0	4	45
6	Orthopaedics	16	9	56	1	6	3	19	0	0	3	19
7	Otorhinolaryngology	10	5	50	0	0	2	20	0	0	3	30
8	Paediatrics	5	2	40	0	0	0	0	0	0	3	60
9	Paediatric Surgery	2	1	50	0	0	1	50	0	0	0	0
10	Physical Medicine & Rehabilitation	7	4	57	0	0	0	0	0	0	3	43
11	Psychiatry	4	2	50	0	0	1	25	0	0	1	25
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	6	4	67	1	17	1	16	0	0	0	0
16	Skin	8	3	38	1	13	3	38	0	0	1	11
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	5	3	60	1	20	1	20	0	0	0	0
20	Cancer Surgery	2	2	100	0	0	0	0	0	0	0	0
21	Dental Surgery	4	2	50	0	0	0	0	0	0	2	50
22	Neuro Surgery	3	1	33	1	33	0	0	0	0	1	34
23	Pulmonary Critical Case & Sleep	2	1	50	0	0	0	0	0	0	1	50
24	Burns Plastic & Maxillofacial Surgery	3	3	100	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	15	6	40	0	0	3	20	0	0	6	40
27	Radiotherapy	3	2	67	0	0	1	33	0	0	0	0
28	Main Casualty	30	15	50	7	23	2	7	0	0	6	20
29	Sports Injury Centre	12	5	42	1	8	3	25	0	0	3	25
30	DEPT OF COMMUNITY MEDICINE	0	0	0	0	0	0	0	0	0	0	0
31	Anaesthesiology	3	2	67	0	0	0	0	0	0	1	33
32	ANTINETAL CLINIC	7	2	29	1	14	1	14	0	0	3	43
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	151	58	38	20	13	21	14	3	2	0	0	49	33
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	23	8	35	0	0	4	17	0	0	0	0	11	48
4	Nephrology	0	0	0	0	0	0	0	0	0	0	0	0	0
5	Obstetrics and Gynaecology	9	3	33	2	22	2	22	0	0	0	0	2	23
6	Orthopaedics	14	8	57	1	7	1	7	0	0	0	0	4	29
7	Otorhinolaryngology	10	3	30	1	10	0	0	0	0	0	0	6	60
8	Paediatrics	5	3	60	1	20	0	0	1	20	0	0	0	0
9	Paediatric Surgery	2	1	50	1	50	0	0	0	0	0	0	0	0
10	Physical Medicine & Rehabilitation	4	0	0	0	0	2	50	0	0	0	0	2	50
11	Psychiatry	2	1	50	0	0	0	0	0	0	0	0	1	50
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	5	1	20	0	0	2	40	0	0	0	0	2	40
16	Skin	5	3	60	0	0	1	20	0	0	0	0	1	20

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	4	1	25	1	25	0	0	0	0	0	0	2	50
20	Cancer Surgery	2	0	0	0	0	1	50	0	0	0	0	1	50
21	Dental Surgery	4	2	50	1	25	0	0	0	0	0	0	1	25
22	Neuro Surgery	3	2	67	0	0	0	0	0	0	0	0	1	33
23	Pulmonary Critical Case & Sleep	2	0	0	1	50	1	50	0	0	0	0	0	0
24	Burns Plastic & Maxillofacial Surgery	3	1	33	0	0	2	67	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	5	50	1	10	1	10	0	0	0	0	3	30
27	Radiotherapy	2	0	0	1	50	0	0	1	50	0	0	0	0
28	Main Casualty	22	11	50	5	23	1	5	0	0	0	0	5	22
29	Sports Injury Centre	11	2	18	2	18	2	18	1	9	0	0	4	37
30	DEPT OF COMMUNITY MEDICINE	0	0	0	0	0	0	0	0	0	0	0	0	0
31	Anaesthesiology	3	1	33	1	33	0	0	0	0	0	0	1	34
32	ANTINETAL CLINIC	6	2	33	1	17	1	17	0	0	0	0	2	33
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	93	30	32	1	1	21	23	8	9	24	26	0	0	9	9
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	15	5	33	1	7	4	27	1	7	3	20	0	0	1	6
4	Nephrology	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
5	Obstetrics and Gynaecology	4	1	25	0	0	1	25	0	0	2	50	0	0	0	0
6	Orthopaedics	8	5	63	0	0	0	0	1	13	2	24	0	0	0	0
7	Otorhinolaryngology	6	2	33	0	0	3	50	0	0	0	0	0	0	1	17
8	Paediatrics	2	2	100	0	0	0	0	0	0	0	0	0	0	0	0
9	Paediatric Surgery	2	2	100	0	0	0	0	0	0	0	0	0	0	0	0
10	Physical Medicine & Rehabilitation	2	1	50	0	0	1	50	0	0	0	0	0	0	0	0
11	Psychiatry	0	0	0	0	0	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	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	3	1	33	0	0	1	33	1	34	0	0	0	0	0	0
16	Skin	3	1	33	0	0	2	67	0	0	0	0	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 (%)	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	1	0	0	0	0	0	0	1	100	0	0	0	0	0	0
20	Cancer Surgery	2	1	50	0	0	0	0	1	50	0	0	0	0	0	0
21	Dental Surgery	3	0	0	0	0	1	33	0	0	0	0	0	0	2	67
22	Neuro Surgery	1	0	0	0	0	0	0	0	0	0	0	0	0	1	100
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	1	1	100	0	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	0	0	0	0
26	General Surgery	7	3	43	0	0	1	14	1	14	2	29	0	0	0	0
27	Radiotherapy	2	0	0	0	0	1	50	0	0	0	0	0	0	1	50
28	Main Casualty	19	2	11	0	0	4	21	1	5	11	58	0	0	1	5
29	Sports Injury Centre	5	1	20	0	0	1	20	1	20	1	20	0	0	1	20
30	DEPT OF COMMUNITY MEDICINE	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
31	Anaesthesiology	2	0	0	0	0	1	50	0	0	1	50	0	0	0	0
32	ANTINETAL CLINIC	5	2	40	0	0	0	0	0	0	2	40	0	0	1	20

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	54	32	59	7	13	15	28
1	Cardiology	0	0	0	0	0	0	0
2	Haematology	0	0	0	0	0	0	0
3	Medicine	8	6	75	0	0	2	25
4	Nephrology	0	0	0	0	0	0	0
5	Obstetrics and Gynaecology	3	0	0	1	33	2	67
6	Orthopaedics	7	5	71	1	14	1	15
7	Otorhinolaryngology	3	3	100	0	0	0	0
8	Paediatrics	1	1	100	0	0	0	0
9	Paediatric Surgery	2	2	100	0	0	0	0
10	Physical Medicine & Rehabilitation	2	1	50	1	50	0	0
11	Psychiatry	0	0	0	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	1	1	100	0	0	0	0
16	Skin	2	1	50	1	50	0	0
17	Apex Regional STD Centre	0	0	0	0	0	0	0
18	Neurology	0	0	0	0	0	0	0
19	Medical Oncology	1	1	100	0	0	0	0
20	Cancer Surgery	1	0	0	0	0	1	100

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	1	1	100	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	3	2	67	1	33	0	0
27	Radiotherapy	1	1	100	0	0	0	0
28	Main Casualty	10	4	40	0	0	6	60
29	Sports Injury Centre	0	0	0	0	0	0	0
30	DEPT OF COMMUNITY MEDICINE	0	0	0	0	0	0	0
31	Anaesthesiology	0	0	0	0	0	0	0
32	ANTINETAL CLINIC	5	2	40	2	40	1	20
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	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	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	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	1	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
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	0	0	0	0	0	0	0	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 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	51	26	51	7	14	7	14	0	0	5	10	6	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	7	3	43	2	29	2	28	0	0	0	0	0	0
4	Nephrology	0	0	0	0	0	0	0	0	0	0	0	0	0
5	Obstetrics and Gynaecology	2	0	0	0	0	1	50	0	0	0	0	1	50
6	Orthopaedics	6	5	83	0	0	1	17	0	0	0	0	0	0
7	Otorhinolaryngology	3	2	67	0	0	0	0	0	0	1	33	0	0
8	Paediatrics	0	0	0	0	0	0	0	0	0	0	0	0	0
9	Paediatric Surgery	2	2	100	0	0	0	0	0	0	0	0	0	0
10	Physical Medicine & Rehabilitation	2	1	50	0	0	0	0	0	0	0	0	1	50
11	Psychiatry	0	0	0	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	1	1	100	0	0	0	0	0	0	0	0	0	0
16	Skin	2	1	50	1	50	0	0	0	0	0	0	0	0
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	1	1	100	0	0	0	0	0	0	0	0	0	0
20	Cancer Surgery	2	0	0	1	50	1	50	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	1	1	100	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	3	2	67	0	0	0	0	0	0	1	33	0	0
27	Radiotherapy	1	0	0	0	0	0	0	0	0	0	0	1	100
28	Main Casualty	10	3	30	2	20	2	20	0	0	2	20	1	10
29	Sports Injury Centre	0	0	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	0	0
31	Anaesthesiology	0	0	0	0	0	0	0	0	0	0	0	0	0
32	ANTINETAL CLINIC	5	2	40	1	20	0	0	0	0	1	20	1	20
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