



Mera Aspataal Department Wise Report

Facility : Safdarjung Hospital Delhi



From : 2022-10-30 To : 2022-12-03

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	1,26,205	79,247	63	979	1	328	34	368	38	283	28
1	Cardiology	2,853	1,611	56	26	2	9	35	11	42	6	23
2	Haematology	20	3	15	0	0	0	0	0	0	0	0
3	Medicine	18,131	10,016	55	106	1	35	33	36	34	35	33
4	Nephrology	553	322	58	2	1	1	50	1	50	0	0
5	Obstetrics and Gynaecology	5,572	3,457	62	33	1	12	36	13	39	8	25
6	Orthopaedics	12,316	9,064	74	113	1	40	35	38	34	35	31
7	Otorhinolaryngology	6,828	4,320	63	63	1	28	44	19	30	16	26
8	Paediatrics	6,107	3,113	51	31	1	9	29	10	32	12	39
9	Paediatric Surgery	1,442	964	67	13	1	8	62	3	23	2	15
10	Physical Medicine & Rehabilitation	6,578	3,975	60	41	1	16	39	16	39	9	22
11	Psychiatry	1,149	955	83	7	1	1	14	4	57	2	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 (%)
12	Urology	2,166	1,347	62	0	0	0	0	0	0	0	0
13	CTVS	560	319	57	1	0	1	100	0	0	0	0
14	Endocrinology	1,342	1,023	76	23	2	6	26	12	52	5	22
15	EYE	4,016	2,335	58	23	1	4	17	12	52	7	31
16	Skin	6,674	4,049	61	38	1	10	26	13	34	15	40
17	Apex Regional STD Centre	45	29	64	0	0	0	0	0	0	0	0
18	Neurology	802	523	65	1	0	0	0	1	100	0	0
19	Medical Oncology	1,059	920	87	11	1	4	36	5	45	2	19
20	Cancer Surgery	230	161	70	2	1	0	0	1	50	1	50
21	Dental Surgery	4,363	1,614	37	12	1	2	17	6	50	4	33
22	Neuro Surgery	1,537	802	52	15	2	5	33	4	27	6	40
23	Pulmonary Critical Case & Sleep	1,432	954	67	17	2	4	24	8	47	5	29
24	Burns Plastic & Maxillofacial Surgery	3,013	2,604	86	31	1	8	26	12	39	11	35
25	Palliative Pain Clinic	27	2	7	0	0	0	0	0	0	0	0
26	General Surgery	8,328	5,240	63	56	1	18	32	20	36	18	32
27	Radiotherapy	195	101	52	0	0	0	0	0	0	0	0
28	Main Casualty	8,896	6,144	69	166	3	50	30	61	37	55	33
29	Sports Injury Centre	11,233	7,447	66	87	1	36	41	35	40	16	19
30	DEPT OF COMMUNITY MEDICINE	22	8	36	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	1,870	1,013	54	15	1	6	40	7	47	2	13
32	ANTINETAL CLINIC	6,846	4,812	70	46	1	15	33	20	43	11	24
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	236	96	41	26	11	36	15	1	0	77	33
1	Cardiology	3	2	67	0	0	1	33	0	0	0	0
2	Haematology	0	0	0	0	0	0	0	0	0	0	0
3	Medicine	35	9	26	1	3	12	34	0	0	13	37
4	Nephrology	0	0	0	0	0	0	0	0	0	0	0
5	Obstetrics and Gynaecology	9	2	22	1	11	1	11	0	0	5	56
6	Orthopaedics	26	7	27	1	4	5	19	1	4	12	46
7	Otorhinolaryngology	9	2	22	1	11	1	11	0	0	5	56
8	Paediatrics	9	5	56	0	0	2	22	0	0	2	22
9	Paediatric Surgery	2	0	0	0	0	0	0	0	0	2	100
10	Physical Medicine & Rehabilitation	7	1	14	0	0	1	14	0	0	5	72
11	Psychiatry	1	0	0	1	100	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	5	2	40	0	0	1	20	0	0	2	40
15	EYE	6	2	33	2	33	0	0	0	0	2	34
16	Skin	10	5	50	1	10	0	0	0	0	4	40
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	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	2	2	100	0	0	0	0	0	0	0	0
22	Neuro Surgery	6	3	50	0	0	3	50	0	0	0	0
23	Pulmonary Critical Case & Sleep	3	2	67	1	33	0	0	0	0	0	0
24	Burns Plastic & Maxillofacial Surgery	8	3	38	1	13	1	13	0	0	3	36
25	Palliative Pain Clinic	0	0	0	0	0	0	0	0	0	0	0
26	General Surgery	17	7	41	2	12	2	12	0	0	6	35
27	Radiotherapy	0	0	0	0	0	0	0	0	0	0	0
28	Main Casualty	50	30	60	9	18	4	8	0	0	7	14
29	Sports Injury Centre	14	5	36	5	36	1	7	0	0	3	21
30	DEPT OF COMMUNITY MEDICINE	0	0	0	0	0	0	0	0	0	0	0
31	Anaesthesiology	1	0	0	0	0	0	0	0	0	1	100
32	ANTINETAL CLINIC	10	5	50	0	0	1	10	0	0	4	40
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	186	80	43	21	11	25	13	8	4	1	1	51	28
1	Cardiology	2	1	50	0	0	0	0	0	0	0	0	1	50
2	Haematology	0	0	0	0	0	0	0	0	0	0	0	0	0
3	Medicine	31	14	45	3	10	4	13	4	13	0	0	6	19
4	Nephrology	0	0	0	0	0	0	0	0	0	0	0	0	0
5	Obstetrics and Gynaecology	7	1	14	1	14	2	29	0	0	1	14	2	29
6	Orthopaedics	17	8	47	1	6	2	12	0	0	0	0	6	35
7	Otorhinolaryngology	4	2	50	1	25	0	0	0	0	0	0	1	25
8	Paediatrics	11	7	64	1	9	1	9	2	18	0	0	0	0
9	Paediatric Surgery	1	0	0	0	0	0	0	0	0	0	0	1	100
10	Physical Medicine & Rehabilitation	6	0	0	0	0	1	17	0	0	0	0	5	83
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	4	2	50	0	0	1	25	0	0	0	0	1	25
15	EYE	5	2	40	0	0	1	20	0	0	0	0	2	40
16	Skin	7	2	29	1	14	1	14	1	14	0	0	2	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	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	1	0	0	0	0	1	100	0	0	0	0	0	0
20	Cancer Surgery	1	0	0	0	0	0	0	0	0	0	0	1	100
21	Dental Surgery	1	0	0	0	0	1	100	0	0	0	0	0	0
22	Neuro Surgery	6	2	33	1	17	1	17	0	0	0	0	2	33
23	Pulmonary Critical Case & Sleep	3	1	33	0	0	2	67	0	0	0	0	0	0
24	Burns Plastic & Maxillofacial Surgery	5	2	40	0	0	0	0	0	0	0	0	3	60
25	Palliative Pain Clinic	0	0	0	0	0	0	0	0	0	0	0	0	0
26	General Surgery	12	5	42	2	17	2	17	0	0	0	0	3	24
27	Radiotherapy	0	0	0	0	0	0	0	0	0	0	0	0	0
28	Main Casualty	45	21	47	9	20	2	4	1	2	0	0	12	27
29	Sports Injury Centre	10	7	70	0	0	2	20	0	0	0	0	1	10
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	7	3	43	1	14	1	14	0	0	0	0	2	29
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	130	50	38	3	2	19	15	10	8	30	23	0	0	18	14
1	Cardiology	2	0	0	0	0	1	50	0	0	1	50	0	0	0	0
2	Haematology	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
3	Medicine	22	6	27	1	5	2	9	1	5	7	32	0	0	5	22
4	Nephrology	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
5	Obstetrics and Gynaecology	5	2	40	1	20	0	0	0	0	2	40	0	0	0	0
6	Orthopaedics	6	2	33	0	0	0	0	1	17	0	0	0	0	3	50
7	Otorhinolaryngology	4	1	25	0	0	1	25	2	50	0	0	0	0	0	0
8	Paediatrics	6	1	17	0	0	2	33	0	0	3	50	0	0	0	0
9	Paediatric Surgery	1	0	0	0	0	0	0	1	100	0	0	0	0	0	0
10	Physical Medicine & Rehabilitation	7	2	29	0	0	4	57	0	0	1	14	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	3	1	33	0	0	1	33	0	0	0	0	0	0	1	34
15	EYE	4	2	50	0	0	0	0	0	0	1	25	0	0	1	25
16	Skin	5	5	100	0	0	0	0	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 (%)	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	1	0	0	0	0	1	100	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	1	1	100	0	0	0	0	0	0	0	0	0	0	0	0
22	Neuro Surgery	5	2	40	0	0	0	0	1	20	2	40	0	0	0	0
23	Pulmonary Critical Case & Sleep	2	1	50	0	0	0	0	0	0	0	0	0	0	1	50
24	Burns Plastic & Maxillofacial Surgery	2	1	50	0	0	1	50	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	10	6	60	0	0	1	10	1	10	1	10	0	0	1	10
27	Radiotherapy	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
28	Main Casualty	32	13	41	0	0	4	13	2	6	9	28	0	0	4	12
29	Sports Injury Centre	6	2	33	0	0	0	0	0	0	3	50	0	0	1	17
30	DEPT OF COMMUNITY MEDICINE	0	0	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	0	0
32	ANTINETAL CLINIC	6	2	33	1	17	1	17	1	17	0	0	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 (%)
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	83	44	53	21	25	18	22
1	Cardiology	1	1	100	0	0	0	0
2	Haematology	0	0	0	0	0	0	0
3	Medicine	19	13	68	3	16	3	16
4	Nephrology	0	0	0	0	0	0	0
5	Obstetrics and Gynaecology	5	3	60	2	40	0	0
6	Orthopaedics	3	3	100	0	0	0	0
7	Otorhinolaryngology	1	0	0	0	0	1	100
8	Paediatrics	5	2	40	3	60	0	0
9	Paediatric Surgery	1	0	0	1	100	0	0
10	Physical Medicine & Rehabilitation	4	3	75	0	0	1	25
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	2	0	0	0	0	2	100
15	EYE	1	0	0	0	0	1	100
16	Skin	3	3	100	0	0	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	0	0	1	100	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	4	2	50	2	50	0	0
23	Pulmonary Critical Case & Sleep	2	2	100	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	5	4	80	1	20	0	0
27	Radiotherapy	0	0	0	0	0	0	0
28	Main Casualty	17	4	24	6	35	7	41
29	Sports Injury Centre	3	3	100	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	4	0	0	2	50	2	50
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	4	2	50	0	0	1	25	1	25	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	1	100	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	1	1	100	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	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	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 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	83	41	49	9	11	7	8	1	1	13	16	12	15
1	Cardiology	1	0	0	0	0	0	0	0	0	1	100	0	0
2	Haematology	0	0	0	0	0	0	0	0	0	0	0	0	0
3	Medicine	18	9	50	2	11	1	6	0	0	2	11	4	22
4	Nephrology	0	0	0	0	0	0	0	0	0	0	0	0	0
5	Obstetrics and Gynaecology	4	1	25	0	0	0	0	1	25	2	50	0	0
6	Orthopaedics	3	2	67	0	0	0	0	0	0	1	33	0	0
7	Otorhinolaryngology	0	0	0	0	0	0	0	0	0	0	0	0	0
8	Paediatrics	7	2	29	3	43	1	14	0	0	1	14	0	0
9	Paediatric Surgery	1	1	100	0	0	0	0	0	0	0	0	0	0
10	Physical Medicine & Rehabilitation	4	3	75	0	0	0	0	0	0	1	25	0	0
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	2	2	100	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	2	100	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	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	0	0	0	0	0	0	0	0	0	0	0	0	0
21	Dental Surgery	1	0	0	0	0	0	0	0	0	1	100	0	0
22	Neuro Surgery	4	0	0	1	25	0	0	0	0	1	25	2	50
23	Pulmonary Critical Case & Sleep	2	2	100	0	0	0	0	0	0	0	0	0	0
24	Burns Plastic & Maxillofacial Surgery	1	0	0	0	0	1	100	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	5	2	40	0	0	0	0	0	0	1	20	2	40
27	Radiotherapy	0	0	0	0	0	0	0	0	0	0	0	0	0
28	Main Casualty	20	8	40	2	10	4	20	0	0	2	10	4	20
29	Sports Injury Centre	3	2	67	1	33	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	3	3	100	0	0	0	0	0	0	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