



Mera Aspataal Department Wise Report

Facility : Safdarjung Hospital Delhi



From : 2023-01-01 To : 2023-02-04

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	Total	2,01,051	1,27,669	64	1,471	1	494	34	574	39	403	27
1	Cardiology	7,004	4,335	62	39	1	18	46	12	31	9	23
2	Haematology	64	1	2	0	0	0	0	0	0	0	0
3	Medicine	26,613	15,817	59	194	1	58	30	73	38	63	32
4	Nephrology	1,986	1,160	58	13	1	5	38	5	38	3	24
5	Obstetrics and Gynaecology	9,935	6,273	63	59	1	20	34	22	37	17	29
6	Orthopaedics	16,110	11,788	73	162	1	51	31	72	44	39	25
7	Otorhinolaryngology	10,518	7,063	67	81	1	27	33	25	31	29	36
8	Paediatrics	8,024	4,201	52	57	1	20	35	19	33	18	32
9	Paediatric Surgery	1,699	1,176	69	13	1	7	54	6	46	0	0
10	Physical Medicine & Rehabilitation	9,420	5,837	62	55	1	18	33	22	40	15	27
11	Psychiatry	1,423	1,016	71	16	2	2	13	13	81	1	6

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	5,865	4,005	68	31	1	7	23	17	55	7	22
13	CTVS	1,210	785	65	4	1	2	50	1	25	1	25
14	Endocrinology	3,878	2,803	72	30	1	10	33	11	37	9	30
15	EYE	6,759	4,065	60	41	1	12	29	16	39	13	32
16	Skin	12,001	7,746	65	70	1	23	33	26	37	21	30
17	Apex Regional STD Centre	110	73	66	0	0	0	0	0	0	0	0
18	Neurology	3,519	2,649	75	41	2	12	29	21	51	8	20
19	Medical Oncology	1,602	906	57	10	1	4	40	3	30	3	30
20	Cancer Surgery	516	366	71	5	1	1	20	3	60	1	20
21	Dental Surgery	5,791	2,720	47	27	1	9	33	12	44	6	23
22	Neuro Surgery	3,102	1,778	57	26	1	9	35	6	23	11	42
23	Pulmonary Critical Case & Sleep	3,421	2,091	61	20	1	3	15	13	65	4	20
24	Burns Plastic & Maxillofacial Surgery	4,546	3,708	82	46	1	20	43	17	37	9	20
25	Palliative Pain Clinic	156	59	38	2	3	0	0	1	50	1	50
26	General Surgery	12,035	7,740	64	92	1	28	30	39	42	25	28
27	Radiotherapy	1,038	378	36	10	3	2	20	3	30	5	50
28	Main Casualty	12,066	8,728	72	119	1	44	37	37	31	38	32
29	Sports Injury Centre	13,612	8,874	65	109	1	49	45	42	39	18	16
30	DEPT OF COMMUNITY MEDICINE	437	231	53	5	2	1	20	2	40	2	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 (%)
31	Anaesthesiology	2,738	1,375	50	12	1	3	25	6	50	3	25
32	ANTINETAL CLINIC	13,853	7,922	57	82	1	29	35	29	35	24	30
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	329	116	35	35	11	75	23	2	1	101	30
1	Cardiology	5	1	20	1	20	0	0	0	0	3	60
2	Haematology	0	0	0	0	0	0	0	0	0	0	0
3	Medicine	52	25	48	4	8	10	19	0	0	13	25
4	Nephrology	3	0	0	0	0	2	67	0	0	1	33
5	Obstetrics and Gynaecology	19	7	37	3	16	5	26	0	0	4	21
6	Orthopaedics	32	13	41	7	22	5	16	1	3	6	18
7	Otorhinolaryngology	29	8	28	4	14	6	21	0	0	11	37
8	Paediatrics	18	5	28	5	28	4	22	0	0	4	22
9	Paediatric Surgery	0	0	0	0	0	0	0	0	0	0	0
10	Physical Medicine & Rehabilitation	9	2	22	0	0	5	56	0	0	2	22
11	Psychiatry	0	0	0	0	0	0	0	0	0	0	0
12	Urology	5	3	60	0	0	0	0	0	0	2	40
13	CTVS	1	0	0	0	0	1	100	0	0	0	0
14	Endocrinology	9	4	44	1	11	3	33	0	0	1	12
15	EYE	11	5	45	0	0	1	9	0	0	5	46
16	Skin	15	3	20	1	7	3	20	0	0	8	53
17	Apex Regional STD Centre	0	0	0	0	0	0	0	0	0	0	0
18	Neurology	6	3	50	0	0	0	0	0	0	3	50

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	3	1	33	0	0	0	0	0	0	2	67
20	Cancer Surgery	0	0	0	0	0	0	0	0	0	0	0
21	Dental Surgery	6	0	0	0	0	2	33	0	0	4	67
22	Neuro Surgery	11	3	27	1	9	4	36	0	0	3	28
23	Pulmonary Critical Case & Sleep	4	1	25	0	0	2	50	0	0	1	25
24	Burns Plastic & Maxillofacial Surgery	6	3	50	0	0	2	33	0	0	1	17
25	Palliative Pain Clinic	1	1	100	0	0	0	0	0	0	0	0
26	General Surgery	12	4	33	1	8	3	25	0	0	4	34
27	Radiotherapy	5	1	20	0	0	2	40	0	0	2	40
28	Main Casualty	29	12	41	2	7	7	24	0	0	8	28
29	Sports Injury Centre	14	4	29	2	14	4	29	0	0	4	28
30	DEPT OF COMMUNITY MEDICINE	2	0	0	0	0	1	50	0	0	1	50
31	Anaesthesiology	2	0	0	0	0	1	50	0	0	1	50
32	ANTINETAL CLINIC	20	7	35	3	15	2	10	1	5	7	35
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	242	98	40	25	10	35	14	19	8	0	0	65	28
1	Cardiology	1	0	0	0	0	0	0	0	0	0	0	1	100
2	Haematology	0	0	0	0	0	0	0	0	0	0	0	0	0
3	Medicine	41	16	39	3	7	6	15	3	7	0	0	13	32
4	Nephrology	2	2	100	0	0	0	0	0	0	0	0	0	0
5	Obstetrics and Gynaecology	14	3	21	1	7	2	14	1	7	0	0	7	51
6	Orthopaedics	21	10	48	1	5	2	10	1	5	0	0	7	32
7	Otorhinolaryngology	23	9	39	3	13	3	13	0	0	0	0	8	35
8	Paediatrics	15	6	40	4	27	3	20	2	13	0	0	0	0
9	Paediatric Surgery	0	0	0	0	0	0	0	0	0	0	0	0	0
10	Physical Medicine & Rehabilitation	5	2	40	0	0	0	0	1	20	0	0	2	40
11	Psychiatry	0	0	0	0	0	0	0	0	0	0	0	0	0
12	Urology	5	2	40	1	20	1	20	0	0	0	0	1	20
13	CTVS	1	0	0	0	0	0	0	1	100	0	0	0	0
14	Endocrinology	6	0	0	0	0	1	17	2	33	0	0	3	50
15	EYE	9	3	33	1	11	2	22	1	11	0	0	2	23
16	Skin	11	5	45	0	0	1	9	2	18	0	0	3	28

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	5	3	60	0	0	0	0	1	20	0	0	1	20
19	Medical Oncology	3	1	33	0	0	2	67	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	5	3	60	0	0	0	0	0	0	0	0	2	40
22	Neuro Surgery	5	1	20	0	0	2	40	0	0	0	0	2	40
23	Pulmonary Critical Case & Sleep	3	1	33	0	0	2	67	0	0	0	0	0	0
24	Burns Plastic & Maxillofacial Surgery	5	3	60	1	20	0	0	0	0	0	0	1	20
25	Palliative Pain Clinic	1	1	100	0	0	0	0	0	0	0	0	0	0
26	General Surgery	11	5	45	1	9	3	27	2	19	0	0	0	0
27	Radiotherapy	3	1	33	0	0	1	33	1	34	0	0	0	0
28	Main Casualty	20	8	40	3	15	1	5	1	5	0	0	7	35
29	Sports Injury Centre	8	6	75	1	13	0	0	0	0	0	0	1	12
30	DEPT OF COMMUNITY MEDICINE	2	0	0	0	0	2	100	0	0	0	0	0	0
31	Anaesthesiology	2	0	0	0	0	0	0	0	0	0	0	2	100
32	ANTINETAL CLINIC	15	7	47	5	33	1	7	0	0	0	0	2	13
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	148	48	32	0	0	21	14	17	11	45	30	0	0	17	13
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	26	8	31	0	0	4	15	2	8	9	35	0	0	3	11
4	Nephrology	1	0	0	0	0	0	0	0	0	1	100	0	0	0	0
5	Obstetrics and Gynaecology	8	2	25	0	0	1	13	2	25	2	25	0	0	1	12
6	Orthopaedics	15	3	20	0	0	2	13	4	27	5	33	0	0	1	7
7	Otorhinolaryngology	10	3	30	0	0	0	0	1	10	3	30	0	0	3	30
8	Paediatrics	10	1	10	0	0	2	20	1	10	4	40	0	0	2	20
9	Paediatric Surgery	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
10	Physical Medicine & Rehabilitation	3	2	67	0	0	1	33	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	3	0	0	0	0	0	0	0	0	2	67	0	0	1	33
13	CTVS	1	1	100	0	0	0	0	0	0	0	0	0	0	0	0
14	Endocrinology	4	2	50	0	0	0	0	0	0	2	50	0	0	0	0
15	EYE	5	2	40	0	0	0	0	1	20	2	40	0	0	0	0
16	Skin	5	2	40	0	0	0	0	0	0	3	60	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	1	0	0	0	0	0	0	1	100	0	0	0	0	0	0
19	Medical Oncology	3	1	33	0	0	0	0	1	33	1	34	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	3	1	33	0	0	0	0	0	0	1	33	0	0	1	34
22	Neuro Surgery	1	1	100	0	0	0	0	0	0	0	0	0	0	0	0
23	Pulmonary Critical Case & Sleep	1	0	0	0	0	0	0	0	0	1	100	0	0	0	0
24	Burns Plastic & Maxillofacial Surgery	2	0	0	0	0	1	50	0	0	1	50	0	0	0	0
25	Palliative Pain Clinic	1	1	100	0	0	0	0	0	0	0	0	0	0	0	0
26	General Surgery	10	3	30	0	0	4	40	1	10	2	20	0	0	0	0
27	Radiotherapy	1	0	0	0	0	0	0	1	100	0	0	0	0	0	0
28	Main Casualty	10	5	50	0	0	3	30	0	0	1	10	0	0	1	10
29	Sports Injury Centre	6	2	33	0	0	1	17	2	33	1	17	0	0	0	0
30	DEPT OF COMMUNITY MEDICINE	2	2	100	0	0	0	0	0	0	0	0	0	0	0	0
31	Anaesthesiology	2	0	0	0	0	0	0	0	0	0	0	0	0	2	100
32	ANTINETAL CLINIC	14	6	43	0	0	2	14	0	0	4	29	0	0	2	14

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	102	47	46	27	26	28	28
1	Cardiology	0	0	0	0	0	0	0
2	Haematology	0	0	0	0	0	0	0
3	Medicine	18	11	61	3	17	4	22
4	Nephrology	1	1	100	0	0	0	0
5	Obstetrics and Gynaecology	6	3	50	2	33	1	17
6	Orthopaedics	8	4	50	1	13	3	37
7	Otorhinolaryngology	6	3	50	1	17	2	33
8	Paediatrics	7	3	43	2	29	2	28
9	Paediatric Surgery	0	0	0	0	0	0	0
10	Physical Medicine & Rehabilitation	3	1	33	1	33	1	34
11	Psychiatry	0	0	0	0	0	0	0
12	Urology	3	1	33	1	33	1	34
13	CTVS	1	0	0	1	100	0	0
14	Endocrinology	4	1	25	1	25	2	50
15	EYE	3	2	67	1	33	0	0
16	Skin	4	3	75	0	0	1	25
17	Apex Regional STD Centre	0	0	0	0	0	0	0
18	Neurology	1	0	0	1	100	0	0
19	Medical Oncology	1	0	0	0	0	1	100
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	0	0	0	0	0	0	0
25	Palliative Pain Clinic	0	0	0	0	0	0	0
26	General Surgery	8	2	25	3	38	3	37
27	Radiotherapy	1	1	100	0	0	0	0
28	Main Casualty	10	5	50	3	30	2	20
29	Sports Injury Centre	5	2	40	2	40	1	20
30	DEPT OF COMMUNITY MEDICINE	2	0	0	2	100	0	0
31	Anaesthesiology	1	0	0	0	0	1	100
32	ANTINETAL CLINIC	8	3	38	2	25	3	37
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	0	0	0	0	0	0	0	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	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	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	103	61	59	4	4	14	14	0	0	13	13	11	10
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	22	12	55	1	5	3	14	0	0	3	14	3	12
4	Nephrology	1	1	100	0	0	0	0	0	0	0	0	0	0
5	Obstetrics and Gynaecology	6	4	67	0	0	0	0	0	0	1	17	1	16
6	Orthopaedics	7	5	71	0	0	1	14	0	0	1	15	0	0
7	Otorhinolaryngology	9	5	56	1	11	1	11	0	0	1	11	1	11
8	Paediatrics	6	3	50	0	0	1	17	0	0	0	0	2	33
9	Paediatric Surgery	0	0	0	0	0	0	0	0	0	0	0	0	0
10	Physical Medicine & Rehabilitation	3	2	67	0	0	0	0	0	0	1	33	0	0
11	Psychiatry	0	0	0	0	0	0	0	0	0	0	0	0	0
12	Urology	3	3	100	0	0	0	0	0	0	0	0	0	0
13	CTVS	1	0	0	0	0	0	0	0	0	0	0	1	100
14	Endocrinology	4	2	50	0	0	1	25	0	0	0	0	1	25
15	EYE	3	2	67	0	0	0	0	0	0	1	33	0	0
16	Skin	4	4	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	1	0	0	0	0	1	100	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	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	0	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
26	General Surgery	6	5	83	0	0	0	0	0	0	1	17	0	0
27	Radiotherapy	1	1	100	0	0	0	0	0	0	0	0	0	0
28	Main Casualty	6	2	33	0	0	3	50	0	0	0	0	1	17
29	Sports Injury Centre	7	2	29	1	14	1	14	0	0	2	29	1	14
30	DEPT OF COMMUNITY MEDICINE	2	2	100	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	8	4	50	1	13	2	25	0	0	1	12	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