



Ministry of Health and Family Welfare
Government of India

Mera Aspataal Department Wise Report

Facility : Safdarjung Hospital Delhi



From : 2023-01-29 To : 2023-03-04

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	1,81,530	1,16,463	64	2,409	2	838	35	919	38	652	27
1	Cardiology	6,773	4,325	64	98	2	40	41	41	42	17	17
2	Haematology	63	1	2	0	0	0	0	0	0	0	0
3	Medicine	24,293	14,569	60	267	2	97	36	95	36	75	28
4	Nephrology	1,839	1,104	60	33	3	11	33	11	33	11	34
5	Obstetrics and Gynaecology	7,950	5,172	65	96	2	36	38	26	27	34	35
6	Orthopaedics	15,328	11,353	74	280	2	95	34	108	39	77	27
7	Otorhinolaryngology	9,540	6,330	66	121	2	35	29	43	36	43	35
8	Paediatrics	7,740	4,061	52	81	2	25	31	33	41	23	28
9	Paediatric Surgery	1,779	1,229	69	28	2	13	46	10	36	5	18
10	Physical Medicine & Rehabilitation	8,668	5,326	61	100	2	36	36	40	40	24	24
11	Psychiatry	801	615	77	16	3	6	38	8	50	2	12

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	5,127	3,608	70	63	2	17	27	27	43	19	30
13	CTVS	1,141	719	63	10	1	1	10	6	60	3	30
14	Endocrinology	3,569	2,705	76	63	2	28	44	18	29	17	27
15	EYE	6,023	3,532	59	54	2	16	30	20	37	18	33
16	Skin	10,391	6,655	64	115	2	35	30	53	46	27	24
17	Apex Regional STD Centre	90	53	59	0	0	0	0	0	0	0	0
18	Neurology	3,596	2,699	75	64	2	27	42	25	39	12	19
19	Medical Oncology	1,183	659	56	19	3	5	26	9	47	5	27
20	Cancer Surgery	390	267	68	11	4	4	36	4	36	3	28
21	Dental Surgery	5,139	2,520	49	66	3	15	23	37	56	14	21
22	Neuro Surgery	2,747	1,678	61	40	2	14	35	8	20	18	45
23	Pulmonary Critical Case & Sleep	3,225	2,054	64	33	2	10	30	19	58	4	12
24	Burns Plastic & Maxillofacial Surgery	2,769	2,204	80	61	3	24	39	18	30	19	31
25	Palliative Pain Clinic	299	101	34	4	4	0	0	1	25	3	75
26	General Surgery	10,569	6,768	64	149	2	52	35	57	38	40	27
27	Radiotherapy	1,403	734	52	28	4	12	43	8	29	8	28
28	Main Casualty	9,692	6,862	71	153	2	54	35	51	33	48	32
29	Sports Injury Centre	14,048	9,237	66	183	2	75	41	78	43	30	16
30	DEPT OF COMMUNITY MEDICINE	427	226	53	3	1	1	33	2	67	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	2,333	1,252	54	27	2	8	30	10	37	9	33
32	ANTINETAL CLINIC	11,099	6,791	61	123	2	41	33	43	35	39	32
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-65	6	0	0	0	0	0	0	0	0	0	0
37	Dept-90	1,490	1,054	71	20	2	5	25	10	50	5	25
38	Dept-60	0	0	0	0	0	0	0	0	0	0	0
39	Dept-46	0	0	0	0	0	0	0	0	0	0	0
40	Dept-92	0	0	0	0	0	0	0	0	0	0	0
41	Dept-95	0	0	0	0	0	0	0	0	0	0	0
42	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	529	204	39	66	12	109	21	2	0	148	28
1	Cardiology	14	5	36	1	7	3	21	0	0	5	36
2	Haematology	0	0	0	0	0	0	0	0	0	0	0
3	Medicine	50	24	48	9	18	9	18	0	0	8	16
4	Nephrology	8	5	63	0	0	2	25	0	0	1	12
5	Obstetrics and Gynaecology	25	14	56	2	8	5	20	0	0	4	16
6	Orthopaedics	70	23	33	11	16	16	23	0	0	20	28
7	Otorhinolaryngology	40	11	28	8	20	6	15	0	0	15	37
8	Paediatrics	18	8	44	3	17	2	11	0	0	5	28
9	Paediatric Surgery	4	1	25	0	0	1	25	0	0	2	50
10	Physical Medicine & Rehabilitation	18	12	67	0	0	2	11	0	0	4	22
11	Psychiatry	2	0	0	1	50	0	0	0	0	1	50
12	Urology	18	5	28	3	17	3	17	0	0	7	38
13	CTVS	3	2	67	1	33	0	0	0	0	0	0
14	Endocrinology	13	3	23	0	0	4	31	0	0	6	46
15	EYE	15	8	53	2	13	4	27	0	0	1	7
16	Skin	20	9	45	2	10	2	10	0	0	7	35
17	Apex Regional STD Centre	0	0	0	0	0	0	0	0	0	0	0
18	Neurology	8	2	25	0	0	1	13	0	0	5	62

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	6	1	17	1	17	2	33	0	0	2	33
20	Cancer Surgery	3	1	33	0	0	1	33	0	0	1	34
21	Dental Surgery	10	5	50	1	10	1	10	0	0	3	30
22	Neuro Surgery	16	5	31	2	13	5	31	0	0	4	25
23	Pulmonary Critical Case & Sleep	3	1	33	2	67	0	0	0	0	0	0
24	Burns Plastic & Maxillofacial Surgery	15	4	27	0	0	6	40	0	0	5	33
25	Palliative Pain Clinic	5	2	40	1	20	1	20	0	0	1	20
26	General Surgery	23	11	48	0	0	6	26	1	4	5	22
27	Radiotherapy	8	0	0	0	0	4	50	0	0	4	50
28	Main Casualty	43	19	44	6	14	8	19	0	0	10	23
29	Sports Injury Centre	29	4	14	4	14	8	28	0	0	13	44
30	DEPT OF COMMUNITY MEDICINE	0	0	0	0	0	0	0	0	0	0	0
31	Anaesthesiology	6	1	17	1	17	2	33	0	0	2	33
32	ANTINETAL CLINIC	33	16	48	5	15	4	12	1	3	7	22
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-65	0	0	0	0	0	0	0	0	0	0	0
37	Dept-90	3	2	67	0	0	1	33	0	0	0	0
38	Dept-60	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-46	0	0	0	0	0	0	0	0	0	0	0
40	Dept-92	0	0	0	0	0	0	0	0	0	0	0
41	Dept-95	0	0	0	0	0	0	0	0	0	0	0
42	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	392	147	38	49	13	68	17	33	8	1	0	94	24
1	Cardiology	6	2	33	1	17	1	17	2	33	0	0	0	0
2	Haematology	0	0	0	0	0	0	0	0	0	0	0	0	0
3	Medicine	37	12	32	3	8	5	14	2	5	0	0	15	41
4	Nephrology	6	3	50	0	0	1	17	0	0	0	0	2	33
5	Obstetrics and Gynaecology	23	7	30	3	13	6	26	0	0	0	0	7	31
6	Orthopaedics	55	20	36	6	11	9	16	9	16	0	0	11	21
7	Otorhinolaryngology	26	6	23	3	12	7	27	1	4	0	0	9	34
8	Paediatrics	17	7	41	4	24	5	29	0	0	0	0	1	6
9	Paediatric Surgery	4	2	50	1	25	1	25	0	0	0	0	0	0
10	Physical Medicine & Rehabilitation	15	4	27	0	0	3	20	4	27	0	0	4	26
11	Psychiatry	1	0	0	1	100	0	0	0	0	0	0	0	0
12	Urology	11	7	64	1	9	2	18	0	0	0	0	1	9
13	CTVS	3	1	33	0	0	0	0	0	0	0	0	2	67
14	Endocrinology	8	2	25	0	0	2	25	1	13	0	0	3	37
15	EYE	8	2	25	2	25	2	25	0	0	0	0	2	25
16	Skin	20	5	25	3	15	2	10	3	15	0	0	7	35

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	6	4	67	0	0	0	0	2	33	0	0	0	0
19	Medical Oncology	5	2	40	0	0	2	40	0	0	0	0	1	20
20	Cancer Surgery	3	2	67	1	33	0	0	0	0	0	0	0	0
21	Dental Surgery	8	5	63	1	13	0	0	0	0	0	0	2	24
22	Neuro Surgery	11	5	45	0	0	4	36	0	0	0	0	2	19
23	Pulmonary Critical Case & Sleep	2	0	0	0	0	2	100	0	0	0	0	0	0
24	Burns Plastic & Maxillofacial Surgery	11	8	73	2	18	0	0	0	0	0	0	1	9
25	Palliative Pain Clinic	2	1	50	0	0	0	0	0	0	0	0	1	50
26	General Surgery	19	7	37	2	11	2	11	3	16	1	5	4	20
27	Radiotherapy	5	2	40	0	0	1	20	1	20	0	0	1	20
28	Main Casualty	31	14	45	5	16	5	16	3	10	0	0	4	13
29	Sports Injury Centre	15	5	33	2	13	2	13	1	7	0	0	5	34
30	DEPT OF COMMUNITY MEDICINE	0	0	0	0	0	0	0	0	0	0	0	0	0
31	Anaesthesiology	4	0	0	1	25	1	25	0	0	0	0	2	50
32	ANTINETAL CLINIC	28	11	39	7	25	3	11	1	4	0	0	6	21
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-65	0	0	0	0	0	0	0	0	0	0	0	0	0
37	Dept-90	2	1	50	0	0	0	0	0	0	0	0	1	50
38	Dept-60	0	0	0	0	0	0	0	0	0	0	0	0	0
39	Dept-46	0	0	0	0	0	0	0	0	0	0	0	0	0
40	Dept-92	0	0	0	0	0	0	0	0	0	0	0	0	0
41	Dept-95	0	0	0	0	0	0	0	0	0	0	0	0	0
42	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	243	75	31	1	0	33	14	26	11	72	30	1	0	35	14
1	Cardiology	5	4	80	0	0	0	0	1	20	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	19	8	42	0	0	5	26	3	16	2	11	0	0	1	5
4	Nephrology	2	1	50	0	0	0	0	0	0	1	50	0	0	0	0
5	Obstetrics and Gynaecology	16	4	25	0	0	2	13	2	13	5	31	0	0	3	18
6	Orthopaedics	36	10	28	0	0	1	3	5	14	12	33	0	0	8	22
7	Otorhinolaryngology	12	5	42	0	0	0	0	2	17	4	33	0	0	1	8
8	Paediatrics	10	4	40	0	0	2	20	0	0	4	40	0	0	0	0
9	Paediatric Surgery	2	1	50	0	0	0	0	0	0	0	0	0	0	1	50
10	Physical Medicine & Rehabilitation	12	4	33	0	0	1	8	1	8	5	42	0	0	1	9
11	Psychiatry	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
12	Urology	4	2	50	0	0	1	25	0	0	1	25	0	0	0	0
13	CTVS	2	1	50	0	0	0	0	0	0	0	0	0	0	1	50
14	Endocrinology	4	0	0	0	0	0	0	0	0	4	100	0	0	0	0
15	EYE	7	1	14	0	0	1	14	2	29	2	29	0	0	1	14
16	Skin	11	2	18	0	0	3	27	2	18	4	37	0	0	0	0

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 (%)
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	0	0	0	0	0	0	1	100
19	Medical Oncology	3	1	33	0	0	0	0	0	0	1	33	0	0	1	34
20	Cancer Surgery	2	1	50	0	0	1	50	0	0	0	0	0	0	0	0
21	Dental Surgery	4	1	25	0	0	2	50	0	0	0	0	0	0	1	25
22	Neuro Surgery	5	2	40	0	0	0	0	1	20	1	20	0	0	1	20
23	Pulmonary Critical Case & Sleep	1	1	100	0	0	0	0	0	0	0	0	0	0	0	0
24	Burns Plastic & Maxillofacial Surgery	6	2	33	0	0	1	17	1	17	1	17	0	0	1	16
25	Palliative Pain Clinic	2	1	50	0	0	0	0	0	0	0	0	0	0	1	50
26	General Surgery	11	2	18	1	9	3	27	0	0	3	27	1	9	1	10
27	Radiotherapy	3	0	0	0	0	1	33	1	33	1	34	0	0	0	0
28	Main Casualty	24	7	29	0	0	6	25	1	4	6	25	0	0	4	17
29	Sports Injury Centre	11	2	18	0	0	1	9	2	18	4	36	0	0	2	19
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	0	0	0	0	1	100
32	ANTINETAL CLINIC	25	7	28	0	0	2	8	2	8	10	40	0	0	4	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-65	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
37	Dept-90	2	1	50	0	0	0	0	0	0	1	50	0	0	0	0
38	Dept-60	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
39	Dept-46	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
40	Dept-92	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
41	Dept-95	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
42	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	165	74	45	48	29	43	26
1	Cardiology	4	2	50	2	50	0	0
2	Haematology	0	0	0	0	0	0	0
3	Medicine	19	11	58	5	26	3	16
4	Nephrology	2	1	50	1	50	0	0
5	Obstetrics and Gynaecology	10	4	40	3	30	3	30
6	Orthopaedics	22	9	41	8	36	5	23
7	Otorhinolaryngology	8	6	75	2	25	0	0
8	Paediatrics	8	4	50	1	13	3	37
9	Paediatric Surgery	2	1	50	0	0	1	50
10	Physical Medicine & Rehabilitation	7	4	57	3	43	0	0
11	Psychiatry	0	0	0	0	0	0	0
12	Urology	4	2	50	2	50	0	0
13	CTVS	2	0	0	1	50	1	50
14	Endocrinology	3	0	0	1	33	2	67
15	EYE	3	1	33	2	67	0	0
16	Skin	7	2	29	2	29	3	42
17	Apex Regional STD Centre	0	0	0	0	0	0	0
18	Neurology	1	0	0	0	0	1	100
19	Medical Oncology	2	0	0	2	100	0	0
20	Cancer Surgery	2	0	0	1	50	1	50

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	3	1	33	0	0	2	67
22	Neuro Surgery	4	1	25	2	50	1	25
23	Pulmonary Critical Case & Sleep	1	1	100	0	0	0	0
24	Burns Plastic & Maxillofacial Surgery	2	2	100	0	0	0	0
25	Palliative Pain Clinic	1	0	0	1	100	0	0
26	General Surgery	7	4	57	0	0	3	43
27	Radiotherapy	2	2	100	0	0	0	0
28	Main Casualty	14	8	57	1	7	5	36
29	Sports Injury Centre	8	3	38	2	25	3	37
30	DEPT OF COMMUNITY MEDICINE	0	0	0	0	0	0	0
31	Anaesthesiology	0	0	0	0	0	0	0
32	ANTINETAL CLINIC	15	5	33	4	27	6	40
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-65	0	0	0	0	0	0	0
37	Dept-90	2	0	0	2	100	0	0
38	Dept-60	0	0	0	0	0	0	0
39	Dept-46	0	0	0	0	0	0	0
40	Dept-92	0	0	0	0	0	0	0
41	Dept-95	0	0	0	0	0	0	0
42	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	1	100	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	1	1	100	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-65	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-90	0	0	0	0	0	0	0	0	0	0	0
38	Dept-60	0	0	0	0	0	0	0	0	0	0	0
39	Dept-46	0	0	0	0	0	0	0	0	0	0	0
40	Dept-92	0	0	0	0	0	0	0	0	0	0	0
41	Dept-95	0	0	0	0	0	0	0	0	0	0	0
42	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	169	86	51	18	11	18	11	0	0	27	16	20	11
1	Cardiology	4	3	75	0	0	0	0	0	0	0	0	1	25
2	Haematology	0	0	0	0	0	0	0	0	0	0	0	0	0
3	Medicine	18	9	50	3	17	1	6	0	0	2	11	3	16
4	Nephrology	2	2	100	0	0	0	0	0	0	0	0	0	0
5	Obstetrics and Gynaecology	9	7	78	1	11	0	0	0	0	0	0	1	11
6	Orthopaedics	18	12	67	0	0	2	11	0	0	1	6	3	16
7	Otorhinolaryngology	15	5	33	4	27	1	7	0	0	5	33	0	0
8	Paediatrics	6	1	17	1	17	1	17	0	0	1	17	2	32
9	Paediatric Surgery	2	1	50	0	0	0	0	0	0	0	0	1	50
10	Physical Medicine & Rehabilitation	8	4	50	0	0	1	13	0	0	2	25	1	12
11	Psychiatry	0	0	0	0	0	0	0	0	0	0	0	0	0
12	Urology	4	4	100	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	3	1	33	0	0	1	33	0	0	0	0	1	34
15	EYE	3	1	33	0	0	0	0	0	0	2	67	0	0
16	Skin	6	4	67	0	0	2	33	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	0	0	0	0	1	100	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	2	1	50	1	50	0	0	0	0	0	0	0	0
20	Cancer Surgery	2	0	0	0	0	0	0	0	0	1	50	1	50
21	Dental Surgery	3	1	33	1	33	0	0	0	0	1	34	0	0
22	Neuro Surgery	3	0	0	0	0	0	0	0	0	1	33	2	67
23	Pulmonary Critical Case & Sleep	1	1	100	0	0	0	0	0	0	0	0	0	0
24	Burns Plastic & Maxillofacial Surgery	2	1	50	0	0	0	0	0	0	0	0	1	50
25	Palliative Pain Clinic	3	1	33	1	33	0	0	0	0	1	34	0	0
26	General Surgery	7	4	57	0	0	1	14	0	0	1	14	1	15
27	Radiotherapy	2	1	50	1	50	0	0	0	0	0	0	0	0
28	Main Casualty	15	8	53	3	20	4	27	0	0	0	0	0	0
29	Sports Injury Centre	12	5	42	1	8	1	8	0	0	4	33	1	9
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	16	9	56	1	6	3	19	0	0	3	19	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-65	0	0	0	0	0	0	0	0	0	0	0	0	0
37	Dept-90	2	0	0	0	0	0	0	0	0	1	50	1	50

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-60	0	0	0	0	0	0	0	0	0	0	0	0	0
39	Dept-46	0	0	0	0	0	0	0	0	0	0	0	0	0
40	Dept-92	0	0	0	0	0	0	0	0	0	0	0	0	0
41	Dept-95	0	0	0	0	0	0	0	0	0	0	0	0	0
42	Dept-43	0	0	0	0	0	0	0	0	0	0	0	0	0