



Ministry of Health and Family Welfare  
Government of India

## Mera Aspataal Department Wise Report

Facility : Safdarjung Hospital Delhi



From : 2023-02-26 To : 2023-04-01

### 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	<b>Total</b>	1,64,024	1,04,563	64	1,392	1	493	35	516	37	383	28
1	<b>Cardiology</b>	5,784	3,646	63	47	1	22	47	18	38	7	15
2	<b>Haematology</b>	52	1	2	0	0	0	0	0	0	0	0
3	<b>Medicine</b>	22,632	13,614	60	168	1	66	39	57	34	45	27
4	<b>Nephrology</b>	1,730	1,002	58	15	1	4	27	6	40	5	33
5	<b>Obstetrics and Gynaecology</b>	6,538	4,196	64	59	1	16	27	21	36	22	37
6	<b>Orthopaedics</b>	13,027	9,937	76	154	2	45	29	60	39	49	32
7	<b>Otorhinolaryngology</b>	8,723	5,577	64	70	1	27	39	21	30	22	31
8	<b>Paediatrics</b>	7,057	3,750	53	46	1	14	30	16	35	16	35
9	<b>Paediatric Surgery</b>	1,617	1,119	69	17	2	7	41	6	35	4	24
10	<b>Physical Medicine &amp; Rehabilitation</b>	8,028	4,908	61	57	1	21	37	25	44	11	19
11	<b>Psychiatry</b>	817	626	77	5	1	0	0	4	80	1	20

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	4,601	3,196	69	40	1	13	33	10	25	17	42
13	CTVS	1,031	627	61	3	0	0	0	2	67	1	33
14	Endocrinology	3,077	2,345	76	33	1	14	42	14	42	5	16
15	EYE	5,332	3,081	58	26	1	6	23	14	54	6	23
16	Skin	10,135	6,288	62	69	1	21	30	31	45	17	25
17	Apex Regional STD Centre	73	44	60	2	5	1	50	1	50	0	0
18	Neurology	2,923	2,139	73	36	2	12	33	16	44	8	23
19	Medical Oncology	1,080	585	54	10	2	2	20	4	40	4	40
20	Cancer Surgery	319	223	70	6	3	2	33	1	17	3	50
21	Dental Surgery	4,534	2,545	56	30	1	8	27	12	40	10	33
22	Neuro Surgery	2,572	1,478	57	26	2	17	65	3	12	6	23
23	Pulmonary Critical Case & Sleep	2,966	1,851	62	19	1	7	37	8	42	4	21
24	Burns Plastic & Maxillofacial Surgery	2,898	2,352	81	42	2	21	50	12	29	9	21
25	Palliative Pain Clinic	248	75	30	2	3	0	0	0	0	2	100
26	General Surgery	9,367	5,980	64	91	2	33	36	33	36	25	28
27	Radiotherapy	1,321	679	51	12	2	6	50	4	33	2	17
28	Main Casualty	8,811	5,888	67	122	2	45	37	42	34	35	29
29	Sports Injury Centre	12,816	8,398	66	95	1	33	35	41	43	21	22
30	DEPT OF COMMUNITY MEDICINE	355	166	47	2	1	1	50	1	50	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	2,050	1,082	53	10	1	3	30	4	40	3	30
32	ANTINETAL CLINIC	9,708	5,786	60	65	1	25	38	19	29	21	33
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	9	1	11	0	0	0	0	0	0	0	0
37	Dept-90	1,793	1,378	77	13	1	1	8	10	77	2	15
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	<b>Total</b>	318	116	36	40	13	76	24	0	0	86	27
1	<b>Cardiology</b>	5	1	20	0	0	2	40	0	0	2	40
2	<b>Haematology</b>	0	0	0	0	0	0	0	0	0	0	0
3	<b>Medicine</b>	29	13	45	6	21	4	14	0	0	6	20
4	<b>Nephrology</b>	5	3	60	1	20	1	20	0	0	0	0
5	<b>Obstetrics and Gynaecology</b>	13	6	46	1	8	3	23	0	0	3	23
6	<b>Orthopaedics</b>	49	17	35	5	10	13	27	0	0	14	28
7	<b>Otorhinolaryngology</b>	20	7	35	2	10	3	15	0	0	8	40
8	<b>Paediatrics</b>	13	6	46	4	31	0	0	0	0	3	23
9	<b>Paediatric Surgery</b>	3	2	67	0	0	0	0	0	0	1	33
10	<b>Physical Medicine &amp; Rehabilitation</b>	7	5	71	0	0	1	14	0	0	1	15
11	<b>Psychiatry</b>	2	0	0	1	50	0	0	0	0	1	50
12	<b>Urology</b>	13	4	31	3	23	3	23	0	0	3	23
13	<b>CTVS</b>	2	1	50	0	0	0	0	0	0	1	50
14	<b>Endocrinology</b>	4	1	25	0	0	1	25	0	0	2	50
15	<b>EYE</b>	6	3	50	0	0	2	33	0	0	1	17
16	<b>Skin</b>	16	4	25	2	13	4	25	0	0	6	37
17	<b>Apex Regional STD Centre</b>	0	0	0	0	0	0	0	0	0	0	0
18	<b>Neurology</b>	6	0	0	1	17	1	17	0	0	4	66

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	3	50	0	0	1	16
20	Cancer Surgery	3	1	33	0	0	1	33	0	0	1	34
21	Dental Surgery	10	4	40	3	30	3	30	0	0	0	0
22	Neuro Surgery	4	0	0	1	25	3	75	0	0	0	0
23	Pulmonary Critical Case & Sleep	2	0	0	1	50	1	50	0	0	0	0
24	Burns Plastic & Maxillofacial Surgery	6	0	0	0	0	3	50	0	0	3	50
25	Palliative Pain Clinic	4	1	25	1	25	1	25	0	0	1	25
26	General Surgery	19	8	42	0	0	5	26	0	0	6	32
27	Radiotherapy	2	1	50	0	0	1	50	0	0	0	0
28	Main Casualty	30	15	50	1	3	7	23	0	0	7	24
29	Sports Injury Centre	20	3	15	4	20	7	35	0	0	6	30
30	DEPT OF COMMUNITY MEDICINE	0	0	0	0	0	0	0	0	0	0	0
31	Anaesthesiology	1	0	0	0	0	1	100	0	0	0	0
32	ANTINETAL CLINIC	16	9	56	2	13	1	6	0	0	4	25
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	2	0	0	0	0	1	50	0	0	1	50
38	Dept-60	0	0	0	0	0	0	0	0	0	0	0

<b>Sr. No</b>	<b>Departments</b>	<b>Total responses for dissatisfaction</b>	<b>Staff behaviour</b>	<b>Staff behaviour (%)</b>	<b>Cleanliness</b>	<b>Cleanliness (%)</b>	<b>Cost of treatment</b>	<b>Cost of treatment (%)</b>	<b>Quality of treatment</b>	<b>Quality of treatment (%)</b>	<b>Other reasons</b>	<b>Other reasons (%)</b>
<b>39</b>	<b>Dept-46</b>	0	0	0	0	0	0	0	0	0	0	0
<b>40</b>	<b>Dept-92</b>	0	0	0	0	0	0	0	0	0	0	0
<b>41</b>	<b>Dept-95</b>	0	0	0	0	0	0	0	0	0	0	0
<b>42</b>	<b>Dept-43</b>	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	<b>Total</b>	240	84	35	34	14	42	18	23	10	0	0	57	23
1	<b>Cardiology</b>	3	1	33	1	33	0	0	0	0	0	0	1	34
2	<b>Haematology</b>	0	0	0	0	0	0	0	0	0	0	0	0	0
3	<b>Medicine</b>	23	8	35	4	17	4	17	4	17	0	0	3	14
4	<b>Nephrology</b>	3	2	67	0	0	0	0	0	0	0	0	1	33
5	<b>Obstetrics and Gynaecology</b>	12	4	33	2	17	2	17	1	8	0	0	3	25
6	<b>Orthopaedics</b>	37	12	32	4	11	5	14	6	16	0	0	10	27
7	<b>Otorhinolaryngology</b>	13	2	15	0	0	4	31	0	0	0	0	7	54
8	<b>Paediatrics</b>	12	4	33	1	8	4	33	0	0	0	0	3	26
9	<b>Paediatric Surgery</b>	4	2	50	1	25	1	25	0	0	0	0	0	0
10	<b>Physical Medicine &amp; Rehabilitation</b>	5	1	20	0	0	1	20	1	20	0	0	2	40
11	<b>Psychiatry</b>	1	0	0	1	100	0	0	0	0	0	0	0	0
12	<b>Urology</b>	10	6	60	2	20	2	20	0	0	0	0	0	0
13	<b>CTVS</b>	1	1	100	0	0	0	0	0	0	0	0	0	0
14	<b>Endocrinology</b>	3	1	33	0	0	1	33	0	0	0	0	1	34
15	<b>EYE</b>	4	1	25	1	25	0	0	0	0	0	0	2	50
16	<b>Skin</b>	13	2	15	2	15	4	31	1	8	0	0	4	31

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	2	40	0	0	1	20	1	20	0	0	1	20
19	Medical Oncology	4	2	50	0	0	1	25	1	25	0	0	0	0
20	Cancer Surgery	2	1	50	1	50	0	0	0	0	0	0	0	0
21	Dental Surgery	9	3	33	2	22	2	22	2	23	0	0	0	0
22	Neuro Surgery	4	3	75	0	0	1	25	0	0	0	0	0	0
23	Pulmonary Critical Case & Sleep	1	0	0	0	0	1	100	0	0	0	0	0	0
24	Burns Plastic & Maxillofacial Surgery	4	3	75	1	25	0	0	0	0	0	0	0	0
25	Palliative Pain Clinic	1	0	0	0	0	0	0	0	0	0	0	1	100
26	General Surgery	15	1	7	2	13	3	20	2	13	0	0	7	47
27	Radiotherapy	1	1	100	0	0	0	0	0	0	0	0	0	0
28	Main Casualty	21	10	48	4	19	3	14	1	5	0	0	3	14
29	Sports Injury Centre	11	3	27	2	18	1	9	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	1	0	0	0	0	0	0	0	0	0	0	1	100
32	ANTINETAL CLINIC	15	7	47	3	20	1	7	1	7	0	0	3	19
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	1	50	0	0	0	0
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	<b>Total</b>	154	51	33	0	0	21	14	13	8	47	31	0	0	22	14
1	<b>Cardiology</b>	2	0	0	0	0	1	50	0	0	1	50	0	0	0	0
2	<b>Haematology</b>	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
3	<b>Medicine</b>	14	5	36	0	0	3	21	3	21	1	7	0	0	2	15
4	<b>Nephrology</b>	2	1	50	0	0	0	0	0	0	1	50	0	0	0	0
5	<b>Obstetrics and Gynaecology</b>	8	3	38	0	0	2	25	1	13	2	24	0	0	0	0
6	<b>Orthopaedics</b>	23	10	43	0	0	2	9	1	4	7	30	0	0	3	14
7	<b>Otorhinolaryngology</b>	6	2	33	0	0	0	0	1	17	1	17	0	0	2	33
8	<b>Paediatrics</b>	8	5	63	0	0	0	0	0	0	3	37	0	0	0	0
9	<b>Paediatric Surgery</b>	2	1	50	0	0	0	0	0	0	0	0	0	0	1	50
10	<b>Physical Medicine &amp; Rehabilitation</b>	4	0	0	0	0	0	0	0	0	4	100	0	0	0	0
11	<b>Psychiatry</b>	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
12	<b>Urology</b>	3	1	33	0	0	0	0	0	0	2	67	0	0	0	0
13	<b>CTVS</b>	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
14	<b>Endocrinology</b>	2	0	0	0	0	0	0	0	0	2	100	0	0	0	0
15	<b>EYE</b>	3	0	0	0	0	0	0	0	0	2	67	0	0	1	33
16	<b>Skin</b>	10	1	10	0	0	4	40	1	10	2	20	0	0	2	20

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	2	1	50	0	0	1	50	0	0	0	0	0	0	0	0
19	Medical Oncology	3	2	67	0	0	0	0	0	0	0	0	0	0	1	33
20	Cancer Surgery	1	0	0	0	0	1	100	0	0	0	0	0	0	0	0
21	Dental Surgery	6	2	33	0	0	2	33	1	17	1	17	0	0	0	0
22	Neuro Surgery	4	2	50	0	0	0	0	0	0	1	25	0	0	1	25
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	2	1	50	0	0	0	0	0	0	0	0	0	0	1	50
25	Palliative Pain Clinic	1	0	0	0	0	0	0	0	0	0	0	0	0	1	100
26	General Surgery	5	4	80	0	0	0	0	0	0	1	20	0	0	0	0
27	Radiotherapy	1	0	0	0	0	1	100	0	0	0	0	0	0	0	0
28	Main Casualty	15	4	27	0	0	2	13	0	0	6	40	0	0	3	20
29	Sports Injury Centre	17	3	18	0	0	2	12	5	29	5	29	0	0	2	12
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	8	2	25	0	0	0	0	0	0	4	50	0	0	2	25

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	1	0	0	0	0	0	0	0	0	1	100	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	<b>Total</b>	97	40	41	32	33	25	26
1	<b>Cardiology</b>	2	1	50	1	50	0	0
2	<b>Haematology</b>	0	0	0	0	0	0	0
3	<b>Medicine</b>	12	4	33	5	42	3	25
4	<b>Nephrology</b>	1	0	0	1	100	0	0
5	<b>Obstetrics and Gynaecology</b>	5	1	20	2	40	2	40
6	<b>Orthopaedics</b>	13	6	46	5	38	2	16
7	<b>Otorhinolaryngology</b>	5	2	40	1	20	2	40
8	<b>Paediatrics</b>	4	0	0	1	25	3	75
9	<b>Paediatric Surgery</b>	2	1	50	0	0	1	50
10	<b>Physical Medicine &amp; Rehabilitation</b>	2	2	100	0	0	0	0
11	<b>Psychiatry</b>	0	0	0	0	0	0	0
12	<b>Urology</b>	2	0	0	2	100	0	0
13	<b>CTVS</b>	0	0	0	0	0	0	0
14	<b>Endocrinology</b>	1	0	0	1	100	0	0
15	<b>EYE</b>	3	1	33	1	33	1	34
16	<b>Skin</b>	6	3	50	2	33	1	17
17	<b>Apex Regional STD Centre</b>	0	0	0	0	0	0	0
18	<b>Neurology</b>	1	1	100	0	0	0	0
19	<b>Medical Oncology</b>	3	0	0	2	67	1	33
20	<b>Cancer Surgery</b>	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	2	100	0	0	0	0
22	Neuro Surgery	4	2	50	2	50	0	0
23	Pulmonary Critical Case & Sleep	1	1	100	0	0	0	0
24	Burns Plastic & Maxillofacial Surgery	1	1	100	0	0	0	0
25	Palliative Pain Clinic	1	0	0	1	100	0	0
26	General Surgery	3	2	67	0	0	1	33
27	Radiotherapy	1	1	100	0	0	0	0
28	Main Casualty	7	4	57	0	0	3	43
29	Sports Injury Centre	8	4	50	1	13	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	5	1	20	2	40	2	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	1	0	0	1	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	2	1	50	0	0	0	0	0	0	1	50
1	Cardiology	1	0	0	0	0	0	0	0	0	1	100
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	1	1	100	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-65	0	0	0	0	0	0	0	0	0	0	0



<b>Sr. No</b>	<b>Departments</b>	<b>Total responses for dissatisfaction with quality of treatment</b>	<b>No relief in symptoms</b>	<b>No relief in symptoms (%)</b>	<b>Health condition worsened</b>	<b>Health condition worsened (%)</b>	<b>Doctor did not listen carefully</b>	<b>Doctor did not listen carefully (%)</b>	<b>Inadequately skilled nurses</b>	<b>Inadequately skilled nurses (%)</b>	<b>Poor quality of food</b>	<b>Poor quality of food (%)</b>
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	<b>Total</b>	92	45	49	11	12	9	10	0	0	16	17	11	12
1	<b>Cardiology</b>	2	0	0	1	50	0	0	0	0	1	50	0	0
2	<b>Haematology</b>	0	0	0	0	0	0	0	0	0	0	0	0	0
3	<b>Medicine</b>	11	5	45	2	18	0	0	0	0	3	27	1	10
4	<b>Nephrology</b>	1	1	100	0	0	0	0	0	0	0	0	0	0
5	<b>Obstetrics and Gynaecology</b>	5	4	80	0	0	1	20	0	0	0	0	0	0
6	<b>Orthopaedics</b>	9	7	78	0	0	2	22	0	0	0	0	0	0
7	<b>Otorhinolaryngology</b>	6	2	33	2	33	0	0	0	0	2	34	0	0
8	<b>Paediatrics</b>	3	1	33	0	0	1	33	0	0	1	34	0	0
9	<b>Paediatric Surgery</b>	1	0	0	0	0	0	0	0	0	0	0	1	100
10	<b>Physical Medicine &amp; Rehabilitation</b>	2	0	0	0	0	1	50	0	0	0	0	1	50
11	<b>Psychiatry</b>	0	0	0	0	0	0	0	0	0	0	0	0	0
12	<b>Urology</b>	2	2	100	0	0	0	0	0	0	0	0	0	0
13	<b>CTVS</b>	0	0	0	0	0	0	0	0	0	0	0	0	0
14	<b>Endocrinology</b>	1	1	100	0	0	0	0	0	0	0	0	0	0
15	<b>EYE</b>	3	0	0	1	33	0	0	0	0	2	67	0	0
16	<b>Skin</b>	6	4	67	1	17	0	0	0	0	0	0	1	16
17	<b>Apex Regional STD Centre</b>	0	0	0	0	0	0	0	0	0	0	0	0	0
18	<b>Neurology</b>	1	1	100	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	3	1	33	1	33	1	34	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	2	1	50	0	0	0	0	0	0	1	50	0	0
22	Neuro Surgery	3	1	33	0	0	0	0	0	0	0	0	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	1	0	0	0	0	0	0	0	0	0	0	1	100
25	Palliative Pain Clinic	3	1	33	1	33	0	0	0	0	1	34	0	0
26	General Surgery	2	2	100	0	0	0	0	0	0	0	0	0	0
27	Radiotherapy	1	0	0	1	100	0	0	0	0	0	0	0	0
28	Main Casualty	7	2	29	1	14	2	29	0	0	0	0	2	28
29	Sports Injury Centre	8	4	50	0	0	0	0	0	0	3	38	1	12
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	6	4	67	0	0	1	17	0	0	1	16	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	1	0	0	0	0	0	0	0	0	1	100	0	0

<b>Sr. No</b>	<b>Departments</b>	<b>Total responses for dis-satisfaction with other reasons</b>	<b>Long waiting time</b>	<b>Long waiting time (%)</b>	<b>Inadequate information</b>	<b>Inadequate information (%)</b>	<b>Lack of amenities</b>	<b>Lack of amenities (%)</b>	<b>Lack of support</b>	<b>Lack of support (%)</b>	<b>Over crowding</b>	<b>Over crowding (%)</b>	<b>Any other</b>	<b>Any other (%)</b>
<b>38</b>	<b>Dept-60</b>	0	0	0	0	0	0	0	0	0	0	0	0	0
<b>39</b>	<b>Dept-46</b>	0	0	0	0	0	0	0	0	0	0	0	0	0
<b>40</b>	<b>Dept-92</b>	0	0	0	0	0	0	0	0	0	0	0	0	0
<b>41</b>	<b>Dept-95</b>	0	0	0	0	0	0	0	0	0	0	0	0	0
<b>42</b>	<b>Dept-43</b>	0	0	0	0	0	0	0	0	0	0	0	0	0