



Ministry of Health and Family Welfare
Government of India

Mera Aspataal Department Wise Report

Facility : Safdarjung Hospital Delhi



From : 2023-04-30 To : 2023-06-03

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	2,02,925	1,31,816	65	6,142	5	2,130	35	2,395	39	1,617	26
1	Cardiology	7,960	4,912	62	224	5	93	42	80	36	51	22
2	Haematology	84	3	4	0	0	0	0	0	0	0	0
3	Medicine	26,146	16,370	63	643	4	215	33	244	38	184	29
4	Nephrology	2,705	1,577	58	75	5	29	39	28	37	18	24
5	Obstetrics and Gynaecology	8,141	5,426	67	250	5	72	29	89	36	89	35
6	Orthopaedics	16,408	12,275	75	661	5	212	32	265	40	184	28
7	Otorhinolaryngology	10,001	6,846	68	295	4	93	32	124	42	78	26
8	Paediatrics	8,190	4,613	56	241	5	95	39	90	37	56	24
9	Paediatric Surgery	2,085	1,489	71	85	6	35	41	34	40	16	19
10	Physical Medicine & Rehabilitation	10,443	6,613	63	283	4	104	37	100	35	79	28
11	Psychiatry	1,187	922	78	28	3	13	46	6	21	9	33

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	6,856	4,885	71	196	4	69	35	72	37	55	28
13	CTVS	1,465	871	59	39	4	17	44	13	33	9	23
14	Endocrinology	4,418	3,255	74	148	5	46	31	65	44	37	25
15	EYE	6,586	3,894	59	157	4	52	33	59	38	46	29
16	Skin	11,644	7,293	63	316	4	99	31	136	43	81	26
17	Apex Regional STD Centre	89	60	67	2	3	0	0	1	50	1	50
18	Neurology	4,495	3,240	72	135	4	46	34	50	37	39	29
19	Medical Oncology	1,462	858	59	65	8	33	51	26	40	6	9
20	Cancer Surgery	474	335	71	19	6	5	26	6	32	8	42
21	Dental Surgery	5,226	2,967	57	162	5	47	29	76	47	39	24
22	Neuro Surgery	3,139	1,830	58	108	6	37	34	43	40	28	26
23	Pulmonary Critical Case & Sleep	3,308	2,050	62	100	5	34	34	41	41	25	25
24	Burns Plastic & Maxillofacial Surgery	2,882	2,371	82	118	5	34	29	52	44	32	27
25	Palliative Pain Clinic	444	153	34	9	6	2	22	5	56	2	22
26	General Surgery	11,947	7,990	67	350	4	120	34	123	35	107	31
27	Radiotherapy	1,653	651	39	41	6	13	32	15	37	13	31
28	Main Casualty	9,826	5,906	60	383	6	128	33	159	42	96	25
29	Sports Injury Centre	15,252	10,171	67	427	4	180	42	160	37	87	21
30	DEPT OF COMMUNITY MEDICINE	505	256	51	11	4	4	36	4	36	3	28

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	2,478	1,425	58	81	6	29	36	36	44	16	20
32	ANTINETAL CLINIC	12,346	8,074	65	366	5	117	32	148	40	101	28
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	1,072	745	69	31	4	21	68	7	23	3	9
36	Dept-65	14	2	14	0	0	0	0	0	0	0	0
37	Dept-90	1,994	1,488	75	93	6	36	39	38	41	19	20
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	1,375	529	38	138	10	275	20	2	0	431	32
1	Cardiology	33	19	58	1	3	6	18	0	0	7	21
2	Haematology	0	0	0	0	0	0	0	0	0	0	0
3	Medicine	149	58	39	18	12	28	19	2	1	43	29
4	Nephrology	16	7	44	1	6	3	19	0	0	5	31
5	Obstetrics and Gynaecology	76	32	42	5	7	12	16	0	0	27	35
6	Orthopaedics	157	61	39	15	10	29	18	0	0	52	33
7	Otorhinolaryngology	69	27	39	10	14	11	16	0	0	21	31
8	Paediatrics	50	19	38	7	14	12	24	0	0	12	24
9	Paediatric Surgery	11	2	18	0	0	2	18	0	0	7	64
10	Physical Medicine & Rehabilitation	69	29	42	9	13	15	22	0	0	16	23
11	Psychiatry	6	2	33	1	17	2	33	0	0	1	17
12	Urology	41	13	32	1	2	9	22	0	0	18	44
13	CTVS	8	2	25	0	0	3	38	0	0	3	37
14	Endocrinology	32	9	28	4	13	8	25	0	0	11	34
15	EYE	31	11	35	3	10	6	19	0	0	11	36
16	Skin	63	22	35	5	8	19	30	0	0	17	27
17	Apex Regional STD Centre	0	0	0	0	0	0	0	0	0	0	0
18	Neurology	39	15	38	6	15	6	15	0	0	12	32

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	4	0	0	0	0	2	50	0	0	2	50
20	Cancer Surgery	4	2	50	0	0	1	25	0	0	1	25
21	Dental Surgery	30	8	27	4	13	5	17	0	0	13	43
22	Neuro Surgery	23	7	30	0	0	8	35	0	0	8	35
23	Pulmonary Critical Case & Sleep	22	7	32	1	5	9	41	0	0	5	22
24	Burns Plastic & Maxillofacial Surgery	27	14	52	1	4	2	7	0	0	10	37
25	Palliative Pain Clinic	1	0	0	0	0	0	0	0	0	1	100
26	General Surgery	100	37	37	9	9	14	14	0	0	40	40
27	Radiotherapy	16	5	31	3	19	4	25	0	0	4	25
28	Main Casualty	91	41	45	11	12	15	16	0	0	24	27
29	Sports Injury Centre	86	32	37	12	14	20	23	0	0	22	26
30	DEPT OF COMMUNITY MEDICINE	3	0	0	0	0	2	67	0	0	1	33
31	Anaesthesiology	9	2	22	0	0	3	33	0	0	4	45
32	ANTINETAL CLINIC	90	40	44	9	10	14	16	0	0	27	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	2	0	0	0	0	0	0	0	0	2	100
36	Dept-65	0	0	0	0	0	0	0	0	0	0	0
37	Dept-90	17	6	35	2	12	5	29	0	0	4	24
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	1,038	383	37	105	10	160	15	81	8	2	0	307	30
1	Cardiology	23	9	39	1	4	3	13	1	4	0	0	9	40
2	Haematology	0	0	0	0	0	0	0	0	0	0	0	0	0
3	Medicine	114	37	32	6	5	21	18	18	16	0	0	32	29
4	Nephrology	8	4	50	0	0	2	25	0	0	0	0	2	25
5	Obstetrics and Gynaecology	61	27	44	6	10	7	11	2	3	0	0	19	32
6	Orthopaedics	122	52	43	9	7	18	15	7	6	0	0	36	29
7	Otorhinolaryngology	48	17	35	5	10	7	15	6	13	0	0	13	27
8	Paediatrics	37	12	32	5	14	6	16	1	3	0	0	13	35
9	Paediatric Surgery	8	4	50	1	13	2	25	0	0	0	0	1	12
10	Physical Medicine & Rehabilitation	52	15	29	3	6	9	17	3	6	0	0	22	42
11	Psychiatry	5	0	0	1	20	1	20	0	0	0	0	3	60
12	Urology	31	13	42	4	13	2	6	3	10	0	0	9	29
13	CTVS	9	2	22	1	11	4	44	1	11	0	0	1	12
14	Endocrinology	18	6	33	2	11	4	22	2	11	0	0	4	23
15	EYE	25	6	24	2	8	6	24	2	8	0	0	9	36
16	Skin	49	10	20	5	10	8	16	8	16	0	0	18	38

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	34	12	35	4	12	8	24	3	9	0	0	7	20
19	Medical Oncology	2	0	0	0	0	1	50	0	0	0	0	1	50
20	Cancer Surgery	4	3	75	1	25	0	0	0	0	0	0	0	0
21	Dental Surgery	20	10	50	2	10	1	5	1	5	0	0	6	30
22	Neuro Surgery	19	9	47	4	21	2	11	0	0	0	0	4	21
23	Pulmonary Critical Case & Sleep	13	5	38	0	0	3	23	0	0	0	0	5	39
24	Burns Plastic & Maxillofacial Surgery	22	8	36	4	18	1	5	0	0	0	0	9	41
25	Palliative Pain Clinic	1	0	0	0	0	0	0	0	0	0	0	1	100
26	General Surgery	79	28	35	5	6	17	22	8	10	0	0	21	27
27	Radiotherapy	13	8	62	0	0	3	23	0	0	0	0	2	15
28	Main Casualty	70	31	44	11	16	3	4	4	6	0	0	21	30
29	Sports Injury Centre	57	25	44	4	7	4	7	5	9	0	0	19	33
30	DEPT OF COMMUNITY MEDICINE	2	0	0	1	50	1	50	0	0	0	0	0	0
31	Anaesthesiology	7	5	71	1	14	1	15	0	0	0	0	0	0
32	ANTINETAL CLINIC	75	23	31	16	21	13	17	5	7	2	3	16	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	2	1	50	1	50	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	8	1	13	0	0	2	25	1	13	0	0	4	49
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	631	220	35	3	0	103	16	66	10	150	24	2	0	87	15
1	Cardiology	17	6	35	0	0	2	12	1	6	4	24	0	0	4	23
2	Haematology	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
3	Medicine	72	27	38	1	1	14	19	8	11	14	19	0	0	8	12
4	Nephrology	5	3	60	0	0	0	0	0	0	2	40	0	0	0	0
5	Obstetrics and Gynaecology	34	10	29	0	0	3	9	5	15	12	35	0	0	4	12
6	Orthopaedics	72	30	42	0	0	17	24	5	7	8	11	0	0	12	16
7	Otorhinolaryngology	29	10	34	0	0	5	17	1	3	6	21	1	3	6	22
8	Paediatrics	20	7	35	0	0	4	20	1	5	4	20	0	0	4	20
9	Paediatric Surgery	3	1	33	0	0	1	33	0	0	1	34	0	0	0	0
10	Physical Medicine & Rehabilitation	36	15	42	0	0	4	11	4	11	9	25	0	0	4	11
11	Psychiatry	3	2	67	0	0	0	0	0	0	1	33	0	0	0	0
12	Urology	13	3	23	0	0	3	23	2	15	3	23	0	0	2	16
13	CTVS	7	1	14	0	0	1	14	3	43	2	29	0	0	0	0
14	Endocrinology	13	3	23	0	0	2	15	1	8	5	38	0	0	2	16
15	EYE	20	3	15	0	0	4	20	3	15	7	35	0	0	3	15
16	Skin	31	8	26	0	0	2	6	5	16	12	39	0	0	4	13

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	24	11	46	0	0	2	8	4	17	5	21	0	0	2	8
19	Medical Oncology	2	0	0	0	0	1	50	0	0	0	0	0	0	1	50
20	Cancer Surgery	3	1	33	0	0	0	0	1	33	0	0	0	0	1	34
21	Dental Surgery	12	5	42	0	0	3	25	2	17	2	16	0	0	0	0
22	Neuro Surgery	12	6	50	0	0	2	17	0	0	4	33	0	0	0	0
23	Pulmonary Critical Case & Sleep	6	1	17	0	0	0	0	2	33	0	0	0	0	3	50
24	Burns Plastic & Maxillofacial Surgery	12	5	42	0	0	4	33	0	0	1	8	0	0	2	17
25	Palliative Pain Clinic	1	1	100	0	0	0	0	0	0	0	0	0	0	0	0
26	General Surgery	42	16	38	0	0	10	24	2	5	9	21	0	0	5	12
27	Radiotherapy	7	4	57	0	0	1	14	1	14	0	0	0	0	1	15
28	Main Casualty	41	18	44	0	0	3	7	3	7	12	29	0	0	5	13
29	Sports Injury Centre	34	8	24	0	0	6	18	5	15	10	29	0	0	5	14
30	DEPT OF COMMUNITY MEDICINE	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
31	Anaesthesiology	2	2	100	0	0	0	0	0	0	0	0	0	0	0	0
32	ANTINETAL CLINIC	50	10	20	2	4	8	16	6	12	16	32	1	2	7	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	2	0	0	0	0	0	0	0	0	1	50	0	0	1	50
36	Dept-65	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
37	Dept-90	6	3	50	0	0	1	17	1	17	0	0	0	0	1	16
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	438	223	51	101	23	114	26
1	Cardiology	12	2	17	2	17	8	66
2	Haematology	0	0	0	0	0	0	0
3	Medicine	50	31	62	7	14	12	24
4	Nephrology	5	1	20	2	40	2	40
5	Obstetrics and Gynaecology	24	12	50	4	17	8	33
6	Orthopaedics	53	25	47	11	21	17	32
7	Otorhinolaryngology	23	14	61	3	13	6	26
8	Paediatrics	14	7	50	5	36	2	14
9	Paediatric Surgery	2	2	100	0	0	0	0
10	Physical Medicine & Rehabilitation	26	17	65	6	23	3	12
11	Psychiatry	3	2	67	0	0	1	33
12	Urology	11	5	45	4	36	2	19
13	CTVS	6	4	67	1	17	1	16
14	Endocrinology	14	7	50	6	43	1	7
15	EYE	13	4	31	3	23	6	46
16	Skin	19	12	63	1	5	6	32
17	Apex Regional STD Centre	0	0	0	0	0	0	0
18	Neurology	14	10	71	2	14	2	15
19	Medical Oncology	0	0	0	0	0	0	0
20	Cancer Surgery	2	1	50	0	0	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	8	4	50	3	38	1	12
22	Neuro Surgery	6	5	83	0	0	1	17
23	Pulmonary Critical Case & Sleep	5	4	80	1	20	0	0
24	Burns Plastic & Maxillofacial Surgery	9	5	56	2	22	2	22
25	Palliative Pain Clinic	1	0	0	1	100	0	0
26	General Surgery	25	12	48	6	24	7	28
27	Radiotherapy	6	2	33	3	50	1	17
28	Main Casualty	24	9	38	5	21	10	41
29	Sports Injury Centre	22	11	50	9	41	2	9
30	DEPT OF COMMUNITY MEDICINE	0	0	0	0	0	0	0
31	Anaesthesiology	2	0	0	1	50	1	50
32	ANTINETAL CLINIC	30	9	30	11	37	10	33
33	Dept-0	0	0	0	0	0	0	0
34	Dept-41	0	0	0	0	0	0	0
35	Dept-91	3	1	33	1	33	1	34
36	Dept-65	0	0	0	0	0	0	0
37	Dept-90	6	5	83	1	17	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	4	1	25	1	25	2	50	0	0	0	0
1	Cardiology	1	0	0	0	0	1	100	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	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	2	0	0	1	50	1	50	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 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	429	204	48	39	9	49	11	1	0	78	18	58	14
1	Cardiology	11	6	55	2	18	1	9	0	0	1	9	1	9
2	Haematology	0	0	0	0	0	0	0	0	0	0	0	0	0
3	Medicine	54	24	44	5	9	4	7	0	0	14	26	7	14
4	Nephrology	3	3	100	0	0	0	0	0	0	0	0	0	0
5	Obstetrics and Gynaecology	24	8	33	3	13	2	8	0	0	6	25	5	21
6	Orthopaedics	54	30	56	4	7	5	9	0	0	8	15	7	13
7	Otorhinolaryngology	20	13	65	0	0	0	0	0	0	4	20	3	15
8	Paediatrics	15	6	40	1	7	2	13	0	0	5	33	1	7
9	Paediatric Surgery	2	0	0	0	0	0	0	0	0	0	0	2	100
10	Physical Medicine & Rehabilitation	25	14	56	1	4	5	20	0	0	3	12	2	8
11	Psychiatry	2	2	100	0	0	0	0	0	0	0	0	0	0
12	Urology	10	3	30	0	0	4	40	0	0	1	10	2	20
13	CTVS	8	3	38	2	25	2	25	0	0	1	12	0	0
14	Endocrinology	12	5	42	2	17	1	8	0	0	3	25	1	8
15	EYE	12	9	75	0	0	1	8	0	0	1	8	1	9
16	Skin	21	8	38	1	5	6	29	0	0	4	19	2	9
17	Apex Regional STD Centre	0	0	0	0	0	0	0	0	0	0	0	0	0
18	Neurology	17	6	35	3	18	2	12	0	0	3	18	3	17

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	0	0	0	0	0	0	0	0	0	0	0	0	0
20	Cancer Surgery	1	1	100	0	0	0	0	0	0	0	0	0	0
21	Dental Surgery	7	2	29	1	14	1	14	0	0	1	14	2	29
22	Neuro Surgery	6	2	33	0	0	2	33	0	0	0	0	2	34
23	Pulmonary Critical Case & Sleep	5	1	20	2	40	0	0	0	0	1	20	1	20
24	Burns Plastic & Maxillofacial Surgery	8	5	63	0	0	0	0	0	0	2	25	1	12
25	Palliative Pain Clinic	1	1	100	0	0	0	0	0	0	0	0	0	0
26	General Surgery	22	11	50	3	14	1	5	0	0	5	23	2	8
27	Radiotherapy	7	3	43	0	0	2	29	0	0	1	14	1	14
28	Main Casualty	23	10	43	3	13	3	13	0	0	3	13	4	18
29	Sports Injury Centre	21	11	52	2	10	2	10	0	0	3	14	3	14
30	DEPT OF COMMUNITY MEDICINE	0	0	0	0	0	0	0	0	0	0	0	0	0
31	Anaesthesiology	2	1	50	1	50	0	0	0	0	0	0	0	0
32	ANTINETAL CLINIC	29	13	45	3	10	3	10	1	3	6	21	3	11
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	1	1	100	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	6	2	33	0	0	0	0	0	0	2	33	2	34

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