



Ministry of Health and Family Welfare
Government of India

Mera Aspataal Department Wise Report

Facility : Safdarjung Hospital Delhi



From : 2023-05-28 To : 2023-07-01

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	Total	2,09,578	1,31,706	63	4,753	4	1,614	34	1,865	39	1,274	27
1	Cardiology	7,485	4,836	65	168	3	62	37	67	40	39	23
2	Haematology	94	3	3	0	0	0	0	0	0	0	0
3	Medicine	26,442	15,638	59	491	3	155	32	182	37	154	31
4	Nephrology	2,673	1,597	60	62	4	16	26	34	55	12	19
5	Obstetrics and Gynaecology	8,602	5,367	62	197	4	45	23	80	41	72	36
6	Orthopaedics	17,126	12,514	73	528	4	180	34	186	35	162	31
7	Otorhinolaryngology	10,662	7,086	66	229	3	73	32	92	40	64	28
8	Paediatrics	7,901	4,264	54	135	3	44	33	58	43	33	24
9	Paediatric Surgery	2,193	1,499	68	52	3	23	44	17	33	12	23
10	Physical Medicine & Rehabilitation	10,846	6,596	61	207	3	78	38	84	41	45	21
11	Psychiatry	1,472	1,084	74	32	3	13	41	10	31	9	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 (%)
12	Urology	6,900	5,070	73	201	4	51	25	91	45	59	30
13	CTVS	1,534	934	61	30	3	7	23	9	30	14	47
14	Endocrinology	4,258	3,194	75	78	2	25	32	38	49	15	19
15	EYE	6,298	3,585	57	113	3	43	38	39	35	31	27
16	Skin	12,456	7,613	61	232	3	77	33	96	41	59	26
17	Apex Regional STD Centre	87	51	59	2	4	1	50	0	0	1	50
18	Neurology	4,649	3,423	74	104	3	38	37	34	33	32	30
19	Medical Oncology	1,665	967	58	44	5	19	43	19	43	6	14
20	Cancer Surgery	438	307	70	17	6	6	35	7	41	4	24
21	Dental Surgery	5,769	2,948	51	127	4	37	29	54	43	36	28
22	Neuro Surgery	3,363	1,924	57	84	4	31	37	26	31	27	32
23	Pulmonary Critical Case & Sleep	3,242	2,044	63	74	4	33	45	24	32	17	23
24	Burns Plastic & Maxillofacial Surgery	2,765	2,158	78	106	5	49	46	35	33	22	21
25	Palliative Pain Clinic	455	131	29	5	4	2	40	1	20	2	40
26	General Surgery	12,682	8,023	63	266	3	87	33	109	41	70	26
27	Radiotherapy	1,539	502	33	31	6	4	13	17	55	10	32
28	Main Casualty	9,969	5,724	57	323	6	112	35	127	39	84	26
29	Sports Injury Centre	16,680	10,505	63	360	3	149	41	141	39	70	20
30	DEPT OF COMMUNITY MEDICINE	457	212	46	7	3	4	57	1	14	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 (%)
31	Anaesthesiology	2,551	1,450	57	65	4	23	35	28	43	14	22
32	ANTINETAL CLINIC	13,028	8,222	63	287	3	103	36	108	38	76	26
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	1,164	735	63	28	4	9	32	14	50	5	18
36	Dept-65	8	1	13	0	0	0	0	0	0	0	0
37	Dept-90	2,125	1,499	71	68	5	15	22	37	54	16	24
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	1,045	398	38	101	10	205	20	2	0	339	32
1	Cardiology	35	11	31	4	11	10	29	0	0	10	29
2	Haematology	0	0	0	0	0	0	0	0	0	0	0
3	Medicine	130	44	34	13	10	27	21	0	0	46	35
4	Nephrology	10	4	40	0	0	2	20	0	0	4	40
5	Obstetrics and Gynaecology	61	32	52	4	7	7	11	0	0	18	30
6	Orthopaedics	120	47	39	11	9	26	22	0	0	36	30
7	Otorhinolaryngology	51	21	41	3	6	7	14	1	2	19	37
8	Paediatrics	27	12	44	4	15	3	11	0	0	8	30
9	Paediatric Surgery	5	2	40	0	0	1	20	0	0	2	40
10	Physical Medicine & Rehabilitation	37	11	30	4	11	12	32	0	0	10	27
11	Psychiatry	7	4	57	1	14	0	0	0	0	2	29
12	Urology	47	13	28	3	6	11	23	0	0	20	43
13	CTVS	11	5	45	0	0	1	9	0	0	5	46
14	Endocrinology	15	7	47	1	7	3	20	0	0	4	26
15	EYE	31	11	35	5	16	7	23	0	0	8	26
16	Skin	47	15	32	5	11	11	23	0	0	16	34
17	Apex Regional STD Centre	0	0	0	0	0	0	0	0	0	0	0
18	Neurology	25	7	28	2	8	3	12	0	0	13	52

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	5	1	20	0	0	2	40	0	0	2	40
20	Cancer Surgery	3	1	33	0	0	1	33	0	0	1	34
21	Dental Surgery	23	7	30	3	13	4	17	0	0	9	40
22	Neuro Surgery	18	8	44	0	0	6	33	0	0	4	23
23	Pulmonary Critical Case & Sleep	15	6	40	0	0	8	53	0	0	1	7
24	Burns Plastic & Maxillofacial Surgery	16	7	44	1	6	4	25	0	0	4	25
25	Palliative Pain Clinic	2	1	50	0	0	1	50	0	0	0	0
26	General Surgery	55	22	40	3	5	8	15	0	0	22	40
27	Radiotherapy	9	6	67	1	11	2	22	0	0	0	0
28	Main Casualty	77	32	42	11	14	12	16	0	0	22	28
29	Sports Injury Centre	65	21	32	11	17	11	17	0	0	22	34
30	DEPT OF COMMUNITY MEDICINE	1	0	0	1	100	0	0	0	0	0	0
31	Anaesthesiology	10	4	40	1	10	2	20	0	0	3	30
32	ANTINETAL CLINIC	70	32	46	8	11	9	13	1	1	20	29
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	4	1	25	0	0	1	25	0	0	2	50
36	Dept-65	0	0	0	0	0	0	0	0	0	0	0
37	Dept-90	13	3	23	1	8	3	23	0	0	6	46
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	769	263	34	73	9	132	17	62	8	0	0	239	32
1	Cardiology	19	9	47	2	11	0	0	1	5	0	0	7	37
2	Haematology	0	0	0	0	0	0	0	0	0	0	0	0	0
3	Medicine	104	30	29	12	12	24	23	11	11	0	0	27	25
4	Nephrology	5	2	40	0	0	1	20	0	0	0	0	2	40
5	Obstetrics and Gynaecology	54	22	41	6	11	5	9	2	4	0	0	19	35
6	Orthopaedics	86	29	34	5	6	15	17	8	9	0	0	29	34
7	Otorhinolaryngology	39	12	31	3	8	6	15	6	15	0	0	12	31
8	Paediatrics	22	8	36	1	5	4	18	0	0	0	0	9	41
9	Paediatric Surgery	3	2	67	0	0	0	0	0	0	0	0	1	33
10	Physical Medicine & Rehabilitation	22	5	23	1	5	4	18	2	9	0	0	10	45
11	Psychiatry	7	3	43	1	14	0	0	0	0	0	0	3	43
12	Urology	36	15	42	2	6	7	19	3	8	0	0	9	25
13	CTVS	7	6	86	0	0	1	14	0	0	0	0	0	0
14	Endocrinology	8	5	63	0	0	1	13	0	0	0	0	2	24
15	EYE	22	5	23	3	14	5	23	1	5	0	0	8	35
16	Skin	38	10	26	3	8	8	21	5	13	0	0	12	32

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	17	7	41	0	0	4	24	0	0	0	0	6	35
19	Medical Oncology	4	3	75	0	0	0	0	0	0	0	0	1	25
20	Cancer Surgery	1	0	0	0	0	1	100	0	0	0	0	0	0
21	Dental Surgery	16	5	31	1	6	1	6	2	13	0	0	7	44
22	Neuro Surgery	15	5	33	0	0	2	13	1	7	0	0	7	47
23	Pulmonary Critical Case & Sleep	10	4	40	1	10	4	40	1	10	0	0	0	0
24	Burns Plastic & Maxillofacial Surgery	9	2	22	1	11	1	11	1	11	0	0	4	45
25	Palliative Pain Clinic	1	0	0	1	100	0	0	0	0	0	0	0	0
26	General Surgery	46	12	26	2	4	16	35	7	15	0	0	9	20
27	Radiotherapy	7	1	14	0	0	2	29	1	14	0	0	3	43
28	Main Casualty	55	22	40	11	20	5	9	2	4	0	0	15	27
29	Sports Injury Centre	37	13	35	3	8	6	16	2	5	0	0	13	36
30	DEPT OF COMMUNITY MEDICINE	1	1	100	0	0	0	0	0	0	0	0	0	0
31	Anaesthesiology	10	4	40	2	20	3	30	0	0	0	0	1	10
32	ANTINETAL CLINIC	52	16	31	12	23	4	8	2	4	0	0	18	34
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	4	2	50	0	0	0	0	1	25	0	0	1	25
36	Dept-65	0	0	0	0	0	0	0	0	0	0	0	0	0
37	Dept-90	12	3	25	0	0	2	17	3	25	0	0	4	33
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	492	155	32	1	0	94	19	42	9	120	24	0	0	80	16
1	Cardiology	14	4	29	0	0	2	14	2	14	3	21	0	0	3	22
2	Haematology	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
3	Medicine	70	23	33	0	0	18	26	7	10	11	16	0	0	11	15
4	Nephrology	5	1	20	0	0	2	40	0	0	1	20	0	0	1	20
5	Obstetrics and Gynaecology	33	14	42	0	0	7	21	1	3	7	21	0	0	4	13
6	Orthopaedics	54	15	28	0	0	14	26	5	9	12	22	0	0	8	15
7	Otorhinolaryngology	21	5	24	0	0	4	19	3	14	3	14	0	0	6	29
8	Paediatrics	16	8	50	0	0	2	13	0	0	3	19	0	0	3	18
9	Paediatric Surgery	2	0	0	0	0	2	100	0	0	0	0	0	0	0	0
10	Physical Medicine & Rehabilitation	16	5	31	0	0	2	13	1	6	5	31	0	0	3	19
11	Psychiatry	4	0	0	0	0	0	0	1	25	3	75	0	0	0	0
12	Urology	17	3	18	0	0	3	18	3	18	5	29	0	0	3	17
13	CTVS	4	3	75	0	0	0	0	0	0	1	25	0	0	0	0
14	Endocrinology	6	2	33	0	0	0	0	0	0	4	67	0	0	0	0
15	EYE	16	4	25	0	0	5	31	3	19	1	6	0	0	3	19
16	Skin	29	12	41	0	0	1	3	2	7	8	28	0	0	6	21

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	11	5	45	0	0	0	0	1	9	3	27	0	0	2	19
19	Medical Oncology	2	1	50	0	0	0	0	0	0	0	0	0	0	1	50
20	Cancer Surgery	1	0	0	0	0	0	0	0	0	0	0	0	0	1	100
21	Dental Surgery	7	2	29	0	0	3	43	0	0	1	14	0	0	1	14
22	Neuro Surgery	7	2	29	0	0	1	14	0	0	2	29	0	0	2	28
23	Pulmonary Critical Case & Sleep	3	2	67	0	0	0	0	0	0	0	0	0	0	1	33
24	Burns Plastic & Maxillofacial Surgery	6	2	33	0	0	1	17	1	17	0	0	0	0	2	33
25	Palliative Pain Clinic	1	0	0	0	0	0	0	0	0	1	100	0	0	0	0
26	General Surgery	28	6	21	0	0	4	14	4	14	10	36	0	0	4	15
27	Radiotherapy	5	1	20	0	0	2	40	0	0	1	20	0	0	1	20
28	Main Casualty	40	11	28	0	0	7	18	3	8	12	30	0	0	7	16
29	Sports Injury Centre	25	8	32	0	0	4	16	0	0	10	40	0	0	3	12
30	DEPT OF COMMUNITY MEDICINE	1	0	0	0	0	0	0	1	100	0	0	0	0	0	0
31	Anaesthesiology	6	3	50	0	0	1	17	0	0	1	17	0	0	1	16
32	ANTINETAL CLINIC	34	7	21	1	3	9	26	4	12	11	32	0	0	2	6

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	3	2	67	0	0	0	0	0	0	1	33	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	5	4	80	0	0	0	0	0	0	0	0	0	0	1	20
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	346	153	44	113	33	80	23
1	Cardiology	8	6	75	2	25	0	0
2	Haematology	0	0	0	0	0	0	0
3	Medicine	47	25	53	15	32	7	15
4	Nephrology	5	3	60	1	20	1	20
5	Obstetrics and Gynaecology	24	6	25	12	50	6	25
6	Orthopaedics	35	17	49	12	34	6	17
7	Otorhinolaryngology	18	10	56	4	22	4	22
8	Paediatrics	9	6	67	1	11	2	22
9	Paediatric Surgery	2	2	100	0	0	0	0
10	Physical Medicine & Rehabilitation	10	5	50	4	40	1	10
11	Psychiatry	3	3	100	0	0	0	0
12	Urology	14	4	29	8	57	2	14
13	CTVS	4	2	50	1	25	1	25
14	Endocrinology	4	3	75	0	0	1	25
15	EYE	8	3	38	1	13	4	49
16	Skin	23	16	70	4	17	3	13
17	Apex Regional STD Centre	0	0	0	0	0	0	0
18	Neurology	10	6	60	3	30	1	10
19	Medical Oncology	1	0	0	1	100	0	0
20	Cancer Surgery	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	6	3	50	2	33	1	17
22	Neuro Surgery	4	2	50	1	25	1	25
23	Pulmonary Critical Case & Sleep	4	3	75	0	0	1	25
24	Burns Plastic & Maxillofacial Surgery	5	1	20	3	60	1	20
25	Palliative Pain Clinic	1	1	100	0	0	0	0
26	General Surgery	24	4	17	10	42	10	41
27	Radiotherapy	4	2	50	1	25	1	25
28	Main Casualty	25	7	28	12	48	6	24
29	Sports Injury Centre	16	5	31	8	50	3	19
30	DEPT OF COMMUNITY MEDICINE	0	0	0	0	0	0	0
31	Anaesthesiology	3	1	33	0	0	2	67
32	ANTINETAL CLINIC	24	5	21	5	21	14	58
33	Dept-0	0	0	0	0	0	0	0
34	Dept-41	0	0	0	0	0	0	0
35	Dept-91	2	1	50	0	0	1	50
36	Dept-65	0	0	0	0	0	0	0
37	Dept-90	2	1	50	1	50	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	3	1	33	0	0	0	0	1	33	1	34
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	1	0	0	0	0	0	0	0	0	1	100
6	Orthopaedics	0	0	0	0	0	0	0	0	0	0	0
7	Otorhinolaryngology	1	1	100	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	1	0	0	0	0	0	0	1	100	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	348	171	49	35	10	36	10	1	0	60	17	45	14
1	Cardiology	10	2	20	1	10	3	30	0	0	2	20	2	20
2	Haematology	0	0	0	0	0	0	0	0	0	0	0	0	0
3	Medicine	47	25	53	2	4	4	9	0	0	10	21	6	13
4	Nephrology	5	2	40	1	20	1	20	0	0	0	0	1	20
5	Obstetrics and Gynaecology	29	14	48	5	17	5	17	0	0	4	14	1	4
6	Orthopaedics	37	15	41	6	16	2	5	0	0	7	19	7	19
7	Otorhinolaryngology	19	10	53	1	5	2	11	0	0	5	26	1	5
8	Paediatrics	9	5	56	0	0	1	11	0	0	1	11	2	22
9	Paediatric Surgery	2	0	0	0	0	1	50	0	0	1	50	0	0
10	Physical Medicine & Rehabilitation	7	4	57	0	0	0	0	0	0	1	14	2	29
11	Psychiatry	3	1	33	1	33	0	0	0	0	1	34	0	0
12	Urology	15	9	60	1	7	4	27	0	0	1	6	0	0
13	CTVS	4	2	50	0	0	0	0	0	0	1	25	1	25
14	Endocrinology	4	3	75	0	0	0	0	0	0	1	25	0	0
15	EYE	9	6	67	2	22	0	0	0	0	1	11	0	0
16	Skin	22	11	50	1	5	2	9	0	0	4	18	4	18
17	Apex Regional STD Centre	0	0	0	0	0	0	0	0	0	0	0	0	0
18	Neurology	15	5	33	2	13	1	7	0	0	2	13	5	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 (%)
19	Medical Oncology	1	0	0	0	0	0	0	0	0	1	100	0	0
20	Cancer Surgery	2	1	50	1	50	0	0	0	0	0	0	0	0
21	Dental Surgery	6	4	67	0	0	0	0	0	0	2	33	0	0
22	Neuro Surgery	4	3	75	0	0	0	0	0	0	1	25	0	0
23	Pulmonary Critical Case & Sleep	3	1	33	0	0	0	0	0	0	0	0	2	67
24	Burns Plastic & Maxillofacial Surgery	2	1	50	0	0	1	50	0	0	0	0	0	0
25	Palliative Pain Clinic	1	1	100	0	0	0	0	0	0	0	0	0	0
26	General Surgery	18	14	78	2	11	0	0	0	0	1	6	1	5
27	Radiotherapy	5	1	20	1	20	2	40	0	0	1	20	0	0
28	Main Casualty	27	11	41	4	15	4	15	0	0	5	19	3	10
29	Sports Injury Centre	15	10	67	1	7	0	0	0	0	4	26	0	0
30	DEPT OF COMMUNITY MEDICINE	0	0	0	0	0	0	0	0	0	0	0	0	0
31	Anaesthesiology	2	0	0	1	50	0	0	0	0	0	0	1	50
32	ANTINETAL CLINIC	21	8	38	2	10	3	14	1	5	2	10	5	23
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	2	1	50	0	0	0	0	0	0	0	0	1	50
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	1	50	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-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