



Ministry of Health and Family Welfare
Government of India

Mera Aspataal Department Wise Report

Facility : Safdarjung Hospital Delhi



From : 2023-07-30 To : 2023-09-02

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	1,82,649	1,13,727	62	4,552	4	1,527	34	1,770	39	1,255	27
1	Cardiology	7,180	4,678	65	173	4	55	32	79	46	39	22
2	Haematology	224	2	1	0	0	0	0	0	0	0	0
3	Medicine	23,916	12,833	54	443	3	137	31	164	37	142	32
4	Nephrology	2,583	1,552	60	69	4	28	41	27	39	14	20
5	Obstetrics and Gynaecology	7,012	4,232	60	156	4	44	28	64	41	48	31
6	Orthopaedics	13,426	10,185	76	483	5	171	35	170	35	142	30
7	Otorhinolaryngology	8,485	5,211	61	233	4	81	35	84	36	68	29
8	Paediatrics	7,233	3,636	50	150	4	44	29	62	41	44	30
9	Paediatric Surgery	1,968	1,361	69	43	3	23	53	7	16	13	31
10	Physical Medicine & Rehabilitation	7,980	4,501	56	149	3	57	38	45	30	47	32
11	Psychiatry	866	671	77	21	3	6	29	7	33	8	38

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	6,709	4,788	71	151	3	43	28	60	40	48	32
13	CTVS	1,444	871	60	33	4	7	21	15	45	11	34
14	Endocrinology	4,084	3,048	75	132	4	45	34	53	40	34	26
15	EYE	4,868	2,708	56	81	3	22	27	37	46	22	27
16	Skin	9,810	5,635	57	202	4	71	35	84	42	47	23
17	Apex Regional STD Centre	75	31	41	0	0	0	0	0	0	0	0
18	Neurology	4,536	3,409	75	94	3	36	38	40	43	18	19
19	Medical Oncology	1,337	790	59	29	4	5	17	15	52	9	31
20	Cancer Surgery	420	272	65	14	5	7	50	4	29	3	21
21	Dental Surgery	4,939	2,877	58	151	5	44	29	65	43	42	28
22	Neuro Surgery	2,977	1,792	60	85	5	32	38	35	41	18	21
23	Pulmonary Critical Case & Sleep	3,053	1,964	64	75	4	32	43	28	37	15	20
24	Burns Plastic & Maxillofacial Surgery	2,660	2,164	81	114	5	47	41	41	36	26	23
25	Palliative Pain Clinic	349	108	31	3	3	3	100	0	0	0	0
26	General Surgery	10,982	6,584	60	264	4	79	30	113	43	72	27
27	Radiotherapy	1,462	611	42	33	5	15	45	12	36	6	19
28	Main Casualty	10,399	7,208	69	360	5	116	32	125	35	119	33
29	Sports Injury Centre	13,848	8,986	65	365	4	137	38	151	41	77	21
30	DEPT OF COMMUNITY MEDICINE	653	322	49	14	4	6	43	4	29	4	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	2,087	1,186	57	61	5	23	38	21	34	17	28
32	ANTINETAL CLINIC	11,980	7,197	60	267	4	78	29	112	42	77	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	1,167	769	66	29	4	14	48	10	34	5	18
36	Dept-65	14	1	7	0	0	0	0	0	0	0	0
37	Dept-90	1,923	1,544	80	75	5	19	25	36	48	20	27
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
43	Dept-93	0	0	0	0	0	0	0	0	0	0	0
44	Dept-94	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	1,032	399	39	128	12	179	17	2	0	324	32
1	Cardiology	37	11	30	5	14	12	32	0	0	9	24
2	Haematology	0	0	0	0	0	0	0	0	0	0	0
3	Medicine	110	47	43	7	6	23	21	0	0	33	30
4	Nephrology	10	4	40	2	20	2	20	0	0	2	20
5	Obstetrics and Gynaecology	44	22	50	6	14	6	14	0	0	10	22
6	Orthopaedics	111	44	40	15	14	16	14	0	0	36	32
7	Otorhinolaryngology	62	19	31	10	16	11	18	0	0	22	35
8	Paediatrics	31	8	26	5	16	5	16	0	0	13	42
9	Paediatric Surgery	10	3	30	0	0	3	30	0	0	4	40
10	Physical Medicine & Rehabilitation	41	11	27	8	20	10	24	0	0	12	29
11	Psychiatry	4	1	25	0	0	2	50	0	0	1	25
12	Urology	33	10	30	4	12	8	24	0	0	11	34
13	CTVS	8	4	50	0	0	2	25	0	0	2	25
14	Endocrinology	28	10	36	3	11	4	14	0	0	11	39
15	EYE	17	6	35	3	18	3	18	0	0	5	29
16	Skin	40	8	20	10	25	8	20	0	0	14	35
17	Apex Regional STD Centre	0	0	0	0	0	0	0	0	0	0	0
18	Neurology	17	6	35	3	18	2	12	0	0	6	35

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	4	67	1	17	0	0	0	0	1	16
20	Cancer Surgery	3	2	67	1	33	0	0	0	0	0	0
21	Dental Surgery	37	14	38	4	11	7	19	0	0	12	32
22	Neuro Surgery	17	6	35	2	12	2	12	0	0	7	41
23	Pulmonary Critical Case & Sleep	9	0	0	1	11	3	33	0	0	5	56
24	Burns Plastic & Maxillofacial Surgery	22	7	32	2	9	7	32	0	0	6	27
25	Palliative Pain Clinic	0	0	0	0	0	0	0	0	0	0	0
26	General Surgery	65	32	49	9	14	7	11	1	2	16	24
27	Radiotherapy	5	2	40	0	0	2	40	0	0	1	20
28	Main Casualty	102	51	50	10	10	14	14	0	0	27	26
29	Sports Injury Centre	63	21	33	6	10	9	14	0	0	27	43
30	DEPT OF COMMUNITY MEDICINE	3	2	67	0	0	0	0	0	0	1	33
31	Anaesthesiology	13	4	31	1	8	3	23	0	0	5	38
32	ANTINETAL CLINIC	65	35	54	7	11	6	9	1	2	16	24
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	1	50	0	0	0	0	0	0	1	50
36	Dept-65	0	0	0	0	0	0	0	0	0	0	0
37	Dept-90	17	4	24	3	18	2	12	0	0	8	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
43	Dept-93	0	0	0	0	0	0	0	0	0	0	0
44	Dept-94	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	791	316	40	71	9	129	16	62	8	1	0	212	27
1	Cardiology	22	10	45	1	5	4	18	2	9	0	0	5	23
2	Haematology	0	0	0	0	0	0	0	0	0	0	0	0	0
3	Medicine	87	24	28	3	3	26	30	8	9	0	0	26	30
4	Nephrology	7	4	57	2	29	1	14	0	0	0	0	0	0
5	Obstetrics and Gynaecology	38	13	34	6	16	5	13	3	8	1	3	10	26
6	Orthopaedics	76	36	47	3	4	13	17	6	8	0	0	18	24
7	Otorhinolaryngology	45	17	38	3	7	3	7	1	2	0	0	21	46
8	Paediatrics	22	8	36	0	0	3	14	3	14	0	0	8	36
9	Paediatric Surgery	11	5	45	0	0	4	36	1	9	0	0	1	10
10	Physical Medicine & Rehabilitation	28	13	46	1	4	5	18	1	4	0	0	8	28
11	Psychiatry	3	2	67	0	0	0	0	0	0	0	0	1	33
12	Urology	25	8	32	1	4	8	32	1	4	0	0	7	28
13	CTVS	7	4	57	0	0	1	14	1	14	0	0	1	15
14	Endocrinology	25	6	24	4	16	7	28	5	20	0	0	3	12
15	EYE	10	2	20	1	10	2	20	1	10	0	0	4	40
16	Skin	31	13	42	3	10	4	13	6	19	0	0	5	16

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	10	7	70	0	0	0	0	1	10	0	0	2	20
19	Medical Oncology	5	2	40	1	20	1	20	0	0	0	0	1	20
20	Cancer Surgery	2	1	50	1	50	0	0	0	0	0	0	0	0
21	Dental Surgery	28	12	43	1	4	4	14	4	14	0	0	7	25
22	Neuro Surgery	12	6	50	1	8	1	8	1	8	0	0	3	26
23	Pulmonary Critical Case & Sleep	7	4	57	0	0	2	29	1	14	0	0	0	0
24	Burns Plastic & Maxillofacial Surgery	19	9	47	1	5	3	16	1	5	0	0	5	27
25	Palliative Pain Clinic	0	0	0	0	0	0	0	0	0	0	0	0	0
26	General Surgery	45	22	49	6	13	6	13	1	2	0	0	10	23
27	Radiotherapy	5	3	60	0	0	1	20	0	0	0	0	1	20
28	Main Casualty	87	35	40	14	16	6	7	4	5	0	0	28	32
29	Sports Injury Centre	51	23	45	4	8	4	8	3	6	0	0	17	33
30	DEPT OF COMMUNITY MEDICINE	4	0	0	0	0	2	50	1	25	0	0	1	25
31	Anaesthesiology	13	4	31	1	8	5	38	1	8	0	0	2	15
32	ANTINETAL CLINIC	54	20	37	10	19	6	11	3	6	0	0	15	27
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	1	0	0	1	100	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	11	3	27	2	18	2	18	2	18	0	0	2	19
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
43	Dept-93	0	0	0	0	0	0	0	0	0	0	0	0	0
44	Dept-94	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	496	152	31	4	1	95	19	51	10	115	23	0	0	79	16
1	Cardiology	12	1	8	0	0	2	17	2	17	3	25	0	0	4	33
2	Haematology	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
3	Medicine	57	25	44	0	0	12	21	7	12	8	14	0	0	5	9
4	Nephrology	3	0	0	0	0	1	33	0	0	1	33	0	0	1	34
5	Obstetrics and Gynaecology	27	6	22	1	4	3	11	3	11	8	30	0	0	6	22
6	Orthopaedics	45	16	36	0	0	6	13	6	13	7	16	0	0	10	22
7	Otorhinolaryngology	35	10	29	0	0	9	26	4	11	11	31	0	0	1	3
8	Paediatrics	16	6	38	0	0	3	19	0	0	4	25	0	0	3	18
9	Paediatric Surgery	7	4	57	0	0	0	0	1	14	0	0	0	0	2	29
10	Physical Medicine & Rehabilitation	18	2	11	0	0	3	17	1	6	8	44	0	0	4	22
11	Psychiatry	1	0	0	0	0	0	0	0	0	1	100	0	0	0	0
12	Urology	13	5	38	0	0	3	23	0	0	3	23	0	0	2	16
13	CTVS	3	0	0	0	0	1	33	0	0	1	33	0	0	1	34
14	Endocrinology	12	4	33	0	0	3	25	2	17	1	8	0	0	2	17
15	EYE	6	3	50	0	0	2	33	0	0	0	0	0	0	1	17
16	Skin	26	8	31	0	0	7	27	4	15	6	23	0	0	1	4

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	8	2	25	0	0	2	25	0	0	3	38	0	0	1	12
19	Medical Oncology	4	3	75	0	0	0	0	0	0	1	25	0	0	0	0
20	Cancer Surgery	2	1	50	0	0	0	0	0	0	1	50	0	0	0	0
21	Dental Surgery	19	3	16	0	0	4	21	2	11	4	21	0	0	6	31
22	Neuro Surgery	8	3	38	0	0	2	25	1	13	0	0	0	0	2	24
23	Pulmonary Critical Case & Sleep	3	1	33	0	0	1	33	0	0	1	34	0	0	0	0
24	Burns Plastic & Maxillofacial Surgery	13	3	23	0	0	3	23	2	15	2	15	0	0	3	24
25	Palliative Pain Clinic	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
26	General Surgery	20	11	55	0	0	4	20	1	5	3	15	0	0	1	5
27	Radiotherapy	3	1	33	0	0	0	0	0	0	1	33	0	0	1	34
28	Main Casualty	59	15	25	0	0	11	19	12	20	15	25	0	0	6	11
29	Sports Injury Centre	19	6	32	0	0	3	16	1	5	4	21	0	0	5	26
30	DEPT OF COMMUNITY MEDICINE	2	0	0	0	0	1	50	1	50	0	0	0	0	0	0
31	Anaesthesiology	7	1	14	0	0	3	43	0	0	3	43	0	0	0	0
32	ANTINETAL CLINIC	41	10	24	3	7	6	15	1	2	13	32	0	0	8	20

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	7	2	29	0	0	0	0	0	0	2	29	0	0	3	42
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
43	Dept-93	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
44	Dept-94	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	337	153	45	92	27	92	28
1	Cardiology	8	1	13	6	75	1	12
2	Haematology	0	0	0	0	0	0	0
3	Medicine	41	19	46	8	20	14	34
4	Nephrology	3	1	33	1	33	1	34
5	Obstetrics and Gynaecology	16	5	31	6	38	5	31
6	Orthopaedics	32	15	47	11	34	6	19
7	Otorhinolaryngology	23	17	74	4	17	2	9
8	Paediatrics	13	4	31	5	38	4	31
9	Paediatric Surgery	4	0	0	2	50	2	50
10	Physical Medicine & Rehabilitation	13	5	38	5	38	3	24
11	Psychiatry	1	1	100	0	0	0	0
12	Urology	10	4	40	5	50	1	10
13	CTVS	3	1	33	0	0	2	67
14	Endocrinology	11	7	64	1	9	3	27
15	EYE	3	2	67	0	0	1	33
16	Skin	19	11	58	3	16	5	26
17	Apex Regional STD Centre	0	0	0	0	0	0	0
18	Neurology	5	2	40	2	40	1	20
19	Medical Oncology	3	2	67	1	33	0	0
20	Cancer Surgery	3	1	33	2	67	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	11	6	55	1	9	4	36
22	Neuro Surgery	5	1	20	3	60	1	20
23	Pulmonary Critical Case & Sleep	3	1	33	1	33	1	34
24	Burns Plastic & Maxillofacial Surgery	8	4	50	1	13	3	37
25	Palliative Pain Clinic	0	0	0	0	0	0	0
26	General Surgery	14	6	43	5	36	3	21
27	Radiotherapy	2	1	50	1	50	0	0
28	Main Casualty	29	13	45	4	14	12	41
29	Sports Injury Centre	11	5	45	3	27	3	28
30	DEPT OF COMMUNITY MEDICINE	0	0	0	0	0	0	0
31	Anaesthesiology	5	1	20	3	60	1	20
32	ANTINETAL CLINIC	32	12	38	7	22	13	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	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

Sr. No	Departments	Total responses for dissatisfaction with cost of treatment	Medicines and Supplies	Medicines and Supplies (%)	Investigations	Investigations (%)	Informal payment	Informal payment (%)
43	Dept-93	0	0	0	0	0	0	0
44	Dept-94	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	0	0	1	25	1	25	0	0	2	50
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	1	100	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	3	0	0	0	0	1	33	0	0	2	67
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
43	Dept-93	0	0	0	0	0	0	0	0	0	0	0
44	Dept-94	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	328	178	54	28	9	35	11	2	1	45	14	40	11
1	Cardiology	6	3	50	0	0	2	33	0	0	1	17	0	0
2	Haematology	0	0	0	0	0	0	0	0	0	0	0	0	0
3	Medicine	45	22	49	1	2	4	9	0	0	8	18	10	22
4	Nephrology	3	1	33	0	0	1	33	0	0	0	0	1	34
5	Obstetrics and Gynaecology	18	11	61	3	17	0	0	1	6	2	11	1	5
6	Orthopaedics	29	19	66	3	10	3	10	0	0	1	3	3	11
7	Otorhinolaryngology	21	15	71	1	5	4	19	0	0	0	0	1	5
8	Paediatrics	13	5	38	0	0	1	8	0	0	3	23	4	31
9	Paediatric Surgery	5	3	60	1	20	0	0	0	0	1	20	0	0
10	Physical Medicine & Rehabilitation	11	6	55	2	18	2	18	0	0	0	0	1	9
11	Psychiatry	1	0	0	0	0	0	0	0	0	1	100	0	0
12	Urology	11	8	73	0	0	0	0	0	0	1	9	2	18
13	CTVS	3	3	100	0	0	0	0	0	0	0	0	0	0
14	Endocrinology	10	3	30	2	20	2	20	0	0	2	20	1	10
15	EYE	3	2	67	1	33	0	0	0	0	0	0	0	0
16	Skin	16	3	19	1	6	3	19	0	0	6	38	3	18
17	Apex Regional STD Centre	0	0	0	0	0	0	0	0	0	0	0	0	0
18	Neurology	7	5	71	0	0	1	14	0	0	1	15	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	2	67	0	0	1	33	0	0	0	0	0	0
20	Cancer Surgery	3	1	33	1	33	0	0	0	0	1	34	0	0
21	Dental Surgery	10	6	60	2	20	1	10	0	0	1	10	0	0
22	Neuro Surgery	5	4	80	0	0	0	0	0	0	1	20	0	0
23	Pulmonary Critical Case & Sleep	1	0	0	1	100	0	0	0	0	0	0	0	0
24	Burns Plastic & Maxillofacial Surgery	7	4	57	0	0	1	14	0	0	0	0	2	29
25	Palliative Pain Clinic	0	0	0	0	0	0	0	0	0	0	0	0	0
26	General Surgery	14	9	64	1	7	1	7	0	0	2	14	1	8
27	Radiotherapy	2	2	100	0	0	0	0	0	0	0	0	0	0
28	Main Casualty	24	15	63	0	0	5	21	0	0	2	8	2	8
29	Sports Injury Centre	11	5	45	3	27	0	0	0	0	1	9	2	19
30	DEPT OF COMMUNITY MEDICINE	0	0	0	0	0	0	0	0	0	0	0	0	0
31	Anaesthesiology	5	3	60	0	0	1	20	0	0	0	0	1	20
32	ANTINETAL CLINIC	36	17	47	5	14	2	6	1	3	9	25	2	5
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	5	1	20	0	0	0	0	0	0	1	20	3	60

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
43	Dept-93	0	0	0	0	0	0	0	0	0	0	0	0	0
44	Dept-94	0	0	0	0	0	0	0	0	0	0	0	0	0