



Ministry of Health and Family Welfare
Government of India

Mera Aspataal Department Wise Report

Facility : Safdarjung Hospital Delhi



From : 2023-08-27 To : 2023-09-30

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	1,99,729	1,24,319	62	5,231	4	1,759	34	2,003	38	1,469	28
1	Cardiology	7,648	4,880	64	202	4	74	37	90	45	38	18
2	Haematology	227	5	2	1	20	1	100	0	0	0	0
3	Medicine	25,947	14,242	55	505	4	150	30	174	34	181	36
4	Nephrology	2,776	1,675	60	72	4	26	36	29	40	17	24
5	Obstetrics and Gynaecology	7,610	4,554	60	151	3	43	28	63	42	45	30
6	Orthopaedics	15,467	11,494	74	545	5	168	31	204	37	173	32
7	Otorhinolaryngology	9,397	5,800	62	238	4	69	29	94	39	75	32
8	Paediatrics	7,845	4,101	52	145	4	50	34	60	41	35	25
9	Paediatric Surgery	2,085	1,475	71	72	5	33	46	24	33	15	21
10	Physical Medicine & Rehabilitation	8,862	5,189	59	173	3	63	36	61	35	49	29
11	Psychiatry	1,373	1,055	77	54	5	21	39	16	30	17	31

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	6,996	4,888	70	201	4	63	31	74	37	64	32
13	CTVS	1,612	1,013	63	39	4	7	18	17	44	15	38
14	Endocrinology	4,503	3,381	75	150	4	60	40	60	40	30	20
15	EYE	5,048	2,900	57	101	3	38	38	34	34	29	28
16	Skin	10,888	6,191	57	242	4	81	33	94	39	67	28
17	Apex Regional STD Centre	89	45	51	0	0	0	0	0	0	0	0
18	Neurology	4,940	3,607	73	130	4	58	45	45	35	27	20
19	Medical Oncology	1,572	905	58	62	7	18	29	24	39	20	32
20	Cancer Surgery	458	301	66	11	4	5	45	1	9	5	46
21	Dental Surgery	5,782	3,145	54	186	6	58	31	75	40	53	29
22	Neuro Surgery	3,361	2,005	60	102	5	36	35	44	43	22	22
23	Pulmonary Critical Case & Sleep	3,258	2,072	64	101	5	32	32	42	42	27	26
24	Burns Plastic & Maxillofacial Surgery	2,076	1,626	78	97	6	42	43	32	33	23	24
25	Palliative Pain Clinic	352	131	37	9	7	5	56	2	22	2	22
26	General Surgery	11,710	7,146	61	272	4	75	28	104	38	93	34
27	Radiotherapy	1,815	803	44	50	6	20	40	19	38	11	22
28	Main Casualty	11,961	7,802	65	416	5	143	34	156	38	117	28
29	Sports Injury Centre	14,758	9,879	67	425	4	157	37	183	43	85	20
30	DEPT OF COMMUNITY MEDICINE	759	461	61	15	3	7	47	6	40	2	13

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	2,359	1,351	57	59	4	19	32	25	42	15	26
32	ANTINETAL CLINIC	12,859	7,688	60	288	4	86	30	110	38	92	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	1,390	931	67	36	4	21	58	10	28	5	14
36	Dept-65	20	1	5	0	0	0	0	0	0	0	0
37	Dept-90	1,926	1,577	82	81	5	30	37	31	38	20	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
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	1,214	480	40	147	12	230	19	1	0	356	29
1	Cardiology	37	13	35	3	8	10	27	0	0	11	30
2	Haematology	0	0	0	0	0	0	0	0	0	0	0
3	Medicine	131	53	40	11	8	34	26	0	0	33	26
4	Nephrology	13	6	46	1	8	4	31	0	0	2	15
5	Obstetrics and Gynaecology	41	19	46	7	17	3	7	0	0	12	30
6	Orthopaedics	133	51	38	17	13	26	20	0	0	39	29
7	Otorhinolaryngology	59	19	32	8	14	10	17	0	0	22	37
8	Paediatrics	26	11	42	2	8	2	8	0	0	11	42
9	Paediatric Surgery	14	5	36	1	7	3	21	0	0	5	36
10	Physical Medicine & Rehabilitation	46	14	30	4	9	15	33	0	0	13	28
11	Psychiatry	15	6	40	3	20	2	13	0	0	4	27
12	Urology	53	20	38	8	15	11	21	0	0	14	26
13	CTVS	9	3	33	0	0	2	22	0	0	4	45
14	Endocrinology	24	9	38	5	21	3	13	0	0	7	28
15	EYE	23	12	52	3	13	2	9	0	0	6	26
16	Skin	57	18	32	9	16	15	26	0	0	15	26
17	Apex Regional STD Centre	0	0	0	0	0	0	0	0	0	0	0
18	Neurology	22	5	23	5	23	3	14	0	0	9	40

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	20	8	40	1	5	5	25	0	0	6	30
20	Cancer Surgery	5	2	40	1	20	1	20	0	0	1	20
21	Dental Surgery	43	13	30	3	7	11	26	0	0	16	37
22	Neuro Surgery	18	5	28	3	17	3	17	1	6	6	32
23	Pulmonary Critical Case & Sleep	25	9	36	3	12	3	12	0	0	10	40
24	Burns Plastic & Maxillofacial Surgery	21	9	43	2	10	5	24	0	0	5	23
25	Palliative Pain Clinic	3	0	0	0	0	1	33	0	0	2	67
26	General Surgery	75	29	39	9	12	14	19	0	0	23	30
27	Radiotherapy	8	3	38	0	0	2	25	0	0	3	37
28	Main Casualty	99	51	52	14	14	11	11	0	0	23	23
29	Sports Injury Centre	71	26	37	8	11	17	24	0	0	20	28
30	DEPT OF COMMUNITY MEDICINE	2	1	50	1	50	0	0	0	0	0	0
31	Anaesthesiology	9	3	33	1	11	0	0	0	0	5	56
32	ANTINETAL CLINIC	89	47	53	9	10	8	9	0	0	25	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	4	2	50	1	25	1	25	0	0	0	0
36	Dept-65	0	0	0	0	0	0	0	0	0	0	0
37	Dept-90	19	8	42	4	21	3	16	0	0	4	21
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	940	356	38	94	10	145	15	76	8	1	0	268	29
1	Cardiology	28	8	29	2	7	4	14	3	11	0	0	11	39
2	Haematology	0	0	0	0	0	0	0	0	0	0	0	0	0
3	Medicine	108	38	35	4	4	23	21	8	7	1	1	34	32
4	Nephrology	13	6	46	0	0	0	0	3	23	0	0	4	31
5	Obstetrics and Gynaecology	32	9	28	5	16	8	25	1	3	0	0	9	28
6	Orthopaedics	101	47	47	9	9	17	17	9	9	0	0	19	18
7	Otorhinolaryngology	43	19	44	1	2	4	9	1	2	0	0	18	43
8	Paediatrics	26	10	38	4	15	2	8	2	8	0	0	8	31
9	Paediatric Surgery	8	3	38	1	13	1	13	0	0	0	0	3	36
10	Physical Medicine & Rehabilitation	39	16	41	5	13	6	15	5	13	0	0	7	18
11	Psychiatry	13	6	46	1	8	2	15	3	23	0	0	1	8
12	Urology	45	18	40	5	11	12	27	4	9	0	0	6	13
13	CTVS	9	6	67	1	11	1	11	0	0	0	0	1	11
14	Endocrinology	18	6	33	2	11	1	6	4	22	0	0	5	28
15	EYE	14	5	36	2	14	0	0	1	7	0	0	6	43
16	Skin	39	13	33	2	5	6	15	7	18	0	0	11	29

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	16	6	38	4	25	2	13	0	0	0	0	4	24
19	Medical Oncology	17	7	41	2	12	4	24	1	6	0	0	3	17
20	Cancer Surgery	4	1	25	1	25	2	50	0	0	0	0	0	0
21	Dental Surgery	32	12	38	2	6	5	16	2	6	0	0	11	34
22	Neuro Surgery	10	4	40	0	0	1	10	1	10	0	0	4	40
23	Pulmonary Critical Case & Sleep	18	5	28	2	11	3	17	1	6	0	0	7	38
24	Burns Plastic & Maxillofacial Surgery	17	8	47	3	18	1	6	0	0	0	0	5	29
25	Palliative Pain Clinic	2	2	100	0	0	0	0	0	0	0	0	0	0
26	General Surgery	56	20	36	6	11	8	14	5	9	0	0	17	30
27	Radiotherapy	7	2	29	1	14	2	29	1	14	0	0	1	14
28	Main Casualty	72	22	31	8	11	8	11	4	6	0	0	30	41
29	Sports Injury Centre	57	23	40	7	12	9	16	3	5	0	0	15	27
30	DEPT OF COMMUNITY MEDICINE	1	0	0	1	100	0	0	0	0	0	0	0	0
31	Anaesthesiology	8	5	63	0	0	1	13	1	13	0	0	1	11
32	ANTINETAL CLINIC	71	26	37	10	14	11	15	4	6	0	0	20	28
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	3	0	0	1	33	1	33	0	0	0	0	1	34
36	Dept-65	0	0	0	0	0	0	0	0	0	0	0	0	0
37	Dept-90	13	3	23	2	15	0	0	2	15	0	0	6	47
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	576	190	33	1	0	92	16	66	11	126	22	1	0	100	18
1	Cardiology	14	2	14	0	0	2	14	1	7	3	21	0	0	6	44
2	Haematology	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
3	Medicine	75	31	41	0	0	15	20	8	11	10	13	0	0	11	15
4	Nephrology	5	3	60	0	0	0	0	0	0	0	0	0	0	2	40
5	Obstetrics and Gynaecology	23	4	17	0	0	5	22	4	17	6	26	0	0	4	18
6	Orthopaedics	51	17	33	0	0	10	20	8	16	9	18	0	0	7	13
7	Otorhinolaryngology	28	10	36	0	0	2	7	2	7	7	25	0	0	7	25
8	Paediatrics	15	8	53	0	0	0	0	0	0	3	20	1	7	3	20
9	Paediatric Surgery	5	3	60	0	0	0	0	1	20	0	0	0	0	1	20
10	Physical Medicine & Rehabilitation	21	8	38	0	0	3	14	1	5	6	29	0	0	3	14
11	Psychiatry	10	0	0	0	0	2	20	2	20	4	40	0	0	2	20
12	Urology	27	7	26	0	0	6	22	3	11	7	26	0	0	4	15
13	CTVS	7	1	14	0	0	4	57	0	0	0	0	0	0	2	29
14	Endocrinology	10	3	30	0	0	1	10	0	0	3	30	0	0	3	30
15	EYE	10	6	60	0	0	2	20	1	10	1	10	0	0	0	0
16	Skin	22	9	41	0	0	4	18	4	18	1	5	0	0	4	18

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	11	3	27	0	0	0	0	1	9	4	36	0	0	3	28
19	Medical Oncology	11	3	27	0	0	1	9	1	9	3	27	0	0	3	28
20	Cancer Surgery	2	1	50	0	0	0	0	0	0	1	50	0	0	0	0
21	Dental Surgery	22	5	23	0	0	2	9	3	14	10	45	0	0	2	9
22	Neuro Surgery	8	2	25	0	0	1	13	0	0	2	25	0	0	3	37
23	Pulmonary Critical Case & Sleep	10	1	10	0	0	4	40	1	10	2	20	0	0	2	20
24	Burns Plastic & Maxillofacial Surgery	13	5	38	0	0	3	23	1	8	1	8	0	0	3	23
25	Palliative Pain Clinic	1	1	100	0	0	0	0	0	0	0	0	0	0	0	0
26	General Surgery	33	17	52	0	0	6	18	4	12	4	12	0	0	2	6
27	Radiotherapy	4	0	0	0	0	1	25	0	0	2	50	0	0	1	25
28	Main Casualty	46	11	24	0	0	8	17	11	24	13	28	0	0	3	7
29	Sports Injury Centre	28	7	25	0	0	2	7	3	11	5	18	0	0	11	39
30	DEPT OF COMMUNITY MEDICINE	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
31	Anaesthesiology	3	2	67	0	0	1	33	0	0	0	0	0	0	0	0
32	ANTINETAL CLINIC	46	15	33	1	2	3	7	4	9	17	37	0	0	6	12

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	1	1	100	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	14	4	29	0	0	4	29	2	14	2	14	0	0	2	14
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	399	183	46	123	31	93	23
1	Cardiology	9	4	44	5	56	0	0
2	Haematology	0	0	0	0	0	0	0
3	Medicine	61	24	39	24	39	13	22
4	Nephrology	4	4	100	0	0	0	0
5	Obstetrics and Gynaecology	12	5	42	3	25	4	33
6	Orthopaedics	39	18	46	14	36	7	18
7	Otorhinolaryngology	18	9	50	6	33	3	17
8	Paediatrics	5	1	20	3	60	1	20
9	Paediatric Surgery	5	2	40	2	40	1	20
10	Physical Medicine & Rehabilitation	13	4	31	8	62	1	7
11	Psychiatry	7	4	57	1	14	2	29
12	Urology	23	10	43	8	35	5	22
13	CTVS	4	1	25	1	25	2	50
14	Endocrinology	7	5	71	0	0	2	29
15	EYE	6	4	67	0	0	2	33
16	Skin	16	13	81	0	0	3	19
17	Apex Regional STD Centre	0	0	0	0	0	0	0
18	Neurology	8	3	38	4	50	1	12
19	Medical Oncology	10	4	40	4	40	2	20
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	12	9	75	0	0	3	25
22	Neuro Surgery	6	3	50	2	33	1	17
23	Pulmonary Critical Case & Sleep	4	1	25	2	50	1	25
24	Burns Plastic & Maxillofacial Surgery	8	6	75	1	13	1	12
25	Palliative Pain Clinic	1	1	100	0	0	0	0
26	General Surgery	22	10	45	7	32	5	23
27	Radiotherapy	4	1	25	1	25	2	50
28	Main Casualty	25	11	44	4	16	10	40
29	Sports Injury Centre	19	9	47	4	21	6	32
30	DEPT OF COMMUNITY MEDICINE	0	0	0	0	0	0	0
31	Anaesthesiology	3	0	0	3	100	0	0
32	ANTINETAL CLINIC	37	14	38	9	24	14	38
33	Dept-0	0	0	0	0	0	0	0
34	Dept-41	0	0	0	0	0	0	0
35	Dept-91	1	0	0	1	100	0	0
36	Dept-65	0	0	0	0	0	0	0
37	Dept-90	7	2	29	4	57	1	14
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	5	1	20	0	0	3	60	0	0	1	20
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	1	0	0	0	0	1	100	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	2	1	50	0	0	1	50	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	0	0	1	50	0	0	1	50
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	391	204	52	35	9	51	13	2	1	54	14	45	11
1	Cardiology	9	2	22	2	22	3	33	0	0	2	23	0	0
2	Haematology	0	0	0	0	0	0	0	0	0	0	0	0	0
3	Medicine	55	32	58	3	5	4	7	0	0	6	11	10	19
4	Nephrology	3	3	100	0	0	0	0	0	0	0	0	0	0
5	Obstetrics and Gynaecology	10	5	50	2	20	0	0	0	0	1	10	2	20
6	Orthopaedics	34	18	53	1	3	8	24	0	0	5	15	2	5
7	Otorhinolaryngology	19	8	42	1	5	3	16	0	0	4	21	3	16
8	Paediatrics	8	4	50	1	13	1	13	1	13	0	0	1	11
9	Paediatric Surgery	6	3	50	1	17	0	0	0	0	1	17	1	16
10	Physical Medicine & Rehabilitation	14	7	50	4	29	2	14	0	0	1	7	0	0
11	Psychiatry	3	0	0	0	0	2	67	0	0	0	0	1	33
12	Urology	25	10	40	1	4	4	16	0	0	5	20	5	20
13	CTVS	4	4	100	0	0	0	0	0	0	0	0	0	0
14	Endocrinology	7	3	43	1	14	0	0	0	0	2	29	1	14
15	EYE	5	2	40	2	40	1	20	0	0	0	0	0	0
16	Skin	14	6	43	2	14	0	0	0	0	3	21	3	22
17	Apex Regional STD Centre	0	0	0	0	0	0	0	0	0	0	0	0	0
18	Neurology	10	5	50	1	10	1	10	0	0	2	20	1	10

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	11	6	55	2	18	0	0	0	0	1	9	2	18
20	Cancer Surgery	3	1	33	1	33	0	0	0	0	1	34	0	0
21	Dental Surgery	11	6	55	1	9	2	18	0	0	1	9	1	9
22	Neuro Surgery	5	4	80	0	0	0	0	0	0	1	20	0	0
23	Pulmonary Critical Case & Sleep	5	2	40	1	20	1	20	0	0	0	0	1	20
24	Burns Plastic & Maxillofacial Surgery	7	6	86	1	14	0	0	0	0	0	0	0	0
25	Palliative Pain Clinic	1	0	0	0	0	1	100	0	0	0	0	0	0
26	General Surgery	24	12	50	2	8	4	17	0	0	4	17	2	8
27	Radiotherapy	4	3	75	1	25	0	0	0	0	0	0	0	0
28	Main Casualty	23	14	61	0	0	7	30	0	0	1	4	1	5
29	Sports Injury Centre	22	12	55	1	5	2	9	0	0	3	14	4	17
30	DEPT OF COMMUNITY MEDICINE	0	0	0	0	0	0	0	0	0	0	0	0	0
31	Anaesthesiology	3	1	33	0	0	0	0	0	0	0	0	2	67
32	ANTINETAL CLINIC	38	21	55	2	5	4	11	1	3	9	24	1	2
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	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	7	4	57	0	0	1	14	0	0	1	14	1	15

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