



Ministry of Health and Family Welfare
Government of India

Mera Aspataal Department Wise Report

Facility : Safdarjung Hospital Delhi



From : 2023-10-01 To : 2023-11-04

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	2,26,773	1,32,764	59	5,503	4	1,810	33	2,183	40	1,510	27
1	Cardiology	8,695	5,342	61	212	4	89	42	82	39	41	19
2	Haematology	320	25	8	2	8	0	0	2	100	0	0
3	Medicine	28,430	13,516	48	508	4	160	31	204	40	144	29
4	Nephrology	2,955	1,790	61	58	3	19	33	28	48	11	19
5	Obstetrics and Gynaecology	8,332	4,671	56	163	3	48	29	64	39	51	32
6	Orthopaedics	18,077	12,222	68	637	5	200	31	258	41	179	28
7	Otorhinolaryngology	10,593	5,921	56	268	5	88	33	106	40	74	27
8	Paediatrics	9,057	4,457	49	172	4	62	36	61	35	49	29
9	Paediatric Surgery	2,103	1,367	65	52	4	19	37	24	46	9	17
10	Physical Medicine & Rehabilitation	10,183	5,151	51	175	3	62	35	76	43	37	22
11	Psychiatry	1,417	1,117	79	49	4	18	37	13	27	18	36

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	7,930	5,375	68	168	3	52	31	61	36	55	33
13	CTVS	1,627	1,010	62	46	5	17	37	19	41	10	22
14	Endocrinology	5,000	3,673	73	167	5	63	38	68	41	36	21
15	EYE	5,870	3,036	52	100	3	28	28	43	43	29	29
16	Skin	12,547	6,231	50	227	4	76	33	83	37	68	30
17	Apex Regional STD Centre	94	33	35	2	6	0	0	0	0	2	100
18	Neurology	5,630	3,841	68	118	3	42	36	41	35	35	29
19	Medical Oncology	1,550	841	54	30	4	12	40	13	43	5	17
20	Cancer Surgery	561	375	67	29	8	7	24	13	45	9	31
21	Dental Surgery	5,820	3,001	52	139	5	50	36	54	39	35	25
22	Neuro Surgery	3,770	2,130	56	120	6	41	34	49	41	30	25
23	Pulmonary Critical Case & Sleep	3,627	2,306	64	103	4	34	33	41	40	28	27
24	Burns Plastic & Maxillofacial Surgery	1,660	1,255	76	69	5	20	29	28	41	21	30
25	Palliative Pain Clinic	383	142	37	3	2	0	0	1	33	2	67
26	General Surgery	12,836	6,979	54	262	4	80	31	98	37	84	32
27	Radiotherapy	1,690	738	44	32	4	16	50	10	31	6	19
28	Main Casualty	17,158	11,779	69	596	5	170	29	217	36	209	35
29	Sports Injury Centre	15,242	9,900	65	433	4	157	36	183	42	93	22
30	DEPT OF COMMUNITY MEDICINE	922	443	48	16	4	6	38	9	56	1	6

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	2,688	1,463	54	72	5	27	38	30	42	15	20
32	ANTINETAL CLINIC	13,610	7,957	58	288	4	95	33	122	42	71	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	1,647	1,073	65	44	4	9	20	27	61	8	19
36	Dept-65	18	2	11	0	0	0	0	0	0	0	0
37	Dept-90	2,220	1,805	81	69	4	24	35	31	45	14	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
43	Dept-93	1,822	1,374	75	55	4	15	27	18	33	22	40
44	Dept-94	689	423	61	19	4	4	21	6	32	9	47

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	1,226	470	38	124	10	263	21	4	0	365	31
1	Cardiology	28	11	39	0	0	11	39	0	0	6	22
2	Haematology	0	0	0	0	0	0	0	0	0	0	0
3	Medicine	118	41	35	9	8	31	26	1	1	36	30
4	Nephrology	10	4	40	1	10	3	30	0	0	2	20
5	Obstetrics and Gynaecology	36	16	44	2	6	6	17	0	0	12	33
6	Orthopaedics	145	58	40	12	8	27	19	0	0	48	33
7	Otorhinolaryngology	58	27	47	4	7	5	9	0	0	22	37
8	Paediatrics	33	16	48	3	9	5	15	0	0	9	28
9	Paediatric Surgery	10	5	50	1	10	2	20	0	0	2	20
10	Physical Medicine & Rehabilitation	29	10	34	1	3	9	31	0	0	9	32
11	Psychiatry	13	4	31	2	15	3	23	0	0	4	31
12	Urology	35	8	23	2	6	10	29	0	0	15	42
13	CTVS	6	1	17	1	17	1	17	0	0	3	49
14	Endocrinology	33	14	42	6	18	6	18	0	0	7	22
15	EYE	27	11	41	3	11	1	4	0	0	12	44
16	Skin	66	21	32	16	24	13	20	0	0	16	24
17	Apex Regional STD Centre	1	0	0	0	0	0	0	0	0	1	100
18	Neurology	29	12	41	2	7	6	21	0	0	9	31

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	1	25	0	0	3	75	0	0	0	0
20	Cancer Surgery	9	2	22	1	11	1	11	0	0	5	56
21	Dental Surgery	27	11	41	2	7	4	15	0	0	10	37
22	Neuro Surgery	24	5	21	2	8	7	29	1	4	9	38
23	Pulmonary Critical Case & Sleep	25	8	32	1	4	10	40	0	0	6	24
24	Burns Plastic & Maxillofacial Surgery	12	6	50	1	8	0	0	0	0	5	42
25	Palliative Pain Clinic	2	1	50	0	0	1	50	0	0	0	0
26	General Surgery	65	27	42	9	14	12	18	0	0	17	26
27	Radiotherapy	5	4	80	0	0	0	0	0	0	1	20
28	Main Casualty	179	81	45	17	9	34	19	0	0	47	27
29	Sports Injury Centre	78	26	33	8	10	21	27	0	0	23	30
30	DEPT OF COMMUNITY MEDICINE	1	0	0	1	100	0	0	0	0	0	0
31	Anaesthesiology	10	3	30	0	0	5	50	0	0	2	20
32	ANTINETAL CLINIC	68	25	37	10	15	17	25	2	3	14	20
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	6	0	0	1	17	2	33	0	0	3	50
36	Dept-65	0	0	0	0	0	0	0	0	0	0	0
37	Dept-90	11	3	27	3	27	3	27	0	0	2	19
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	16	6	38	2	13	3	19	0	0	5	30
44	Dept-94	7	2	29	1	14	1	14	0	0	3	43

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	909	353	39	86	9	134	15	67	7	1	0	268	30
1	Cardiology	22	7	32	2	9	3	14	2	9	0	0	8	36
2	Haematology	0	0	0	0	0	0	0	0	0	0	0	0	0
3	Medicine	78	28	36	7	9	13	17	9	12	1	1	20	25
4	Nephrology	8	3	38	1	13	0	0	0	0	0	0	4	49
5	Obstetrics and Gynaecology	31	9	29	4	13	4	13	1	3	0	0	13	42
6	Orthopaedics	114	53	46	8	7	18	16	7	6	0	0	28	25
7	Otorhinolaryngology	40	15	38	2	5	5	13	2	5	0	0	16	39
8	Paediatrics	27	15	56	2	7	4	15	3	11	0	0	3	11
9	Paediatric Surgery	5	1	20	0	0	2	40	1	20	0	0	1	20
10	Physical Medicine & Rehabilitation	25	9	36	1	4	5	20	3	12	0	0	7	28
11	Psychiatry	10	3	30	1	10	2	20	1	10	0	0	3	30
12	Urology	25	5	20	3	12	4	16	1	4	0	0	12	48
13	CTVS	6	2	33	1	17	1	17	0	0	0	0	2	33
14	Endocrinology	23	9	39	7	30	2	9	1	4	0	0	4	18
15	EYE	19	11	58	2	11	3	16	0	0	0	0	3	15
16	Skin	43	14	33	3	7	6	14	5	12	0	0	15	34

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	1	0	0	0	0	0	0	1	100	0	0	0	0
18	Neurology	17	8	47	2	12	1	6	0	0	0	0	6	35
19	Medical Oncology	3	1	33	0	0	0	0	1	33	0	0	1	34
20	Cancer Surgery	4	3	75	0	0	0	0	1	25	0	0	0	0
21	Dental Surgery	24	8	33	2	8	3	13	0	0	0	0	11	46
22	Neuro Surgery	17	7	41	1	6	2	12	2	12	0	0	5	29
23	Pulmonary Critical Case & Sleep	19	12	63	0	0	4	21	0	0	0	0	3	16
24	Burns Plastic & Maxillofacial Surgery	8	4	50	0	0	2	25	0	0	0	0	2	25
25	Palliative Pain Clinic	2	0	0	0	0	1	50	0	0	0	0	1	50
26	General Surgery	47	17	36	5	11	9	19	2	4	0	0	14	30
27	Radiotherapy	5	2	40	0	0	0	0	0	0	0	0	3	60
28	Main Casualty	142	63	44	19	13	24	17	9	6	0	0	27	20
29	Sports Injury Centre	59	16	27	3	5	7	12	8	14	0	0	25	42
30	DEPT OF COMMUNITY MEDICINE	1	0	0	0	0	1	100	0	0	0	0	0	0
31	Anaesthesiology	7	2	29	1	14	1	14	0	0	0	0	3	43
32	ANTINETAL CLINIC	45	14	31	5	11	4	9	2	4	0	0	20	45
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	5	1	20	0	0	0	0	1	20	0	0	3	60
36	Dept-65	0	0	0	0	0	0	0	0	0	0	0	0	0
37	Dept-90	7	0	0	1	14	1	14	2	29	0	0	3	43
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	14	8	57	2	14	1	7	1	7	0	0	2	15
44	Dept-94	6	3	50	1	17	1	17	1	16	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	556	183	33	3	1	93	17	59	11	158	28	1	0	59	10
1	Cardiology	10	3	30	0	0	2	20	3	30	0	0	0	0	2	20
2	Haematology	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
3	Medicine	45	20	44	2	4	6	13	3	7	12	27	0	0	2	5
4	Nephrology	7	1	14	0	0	1	14	0	0	5	72	0	0	0	0
5	Obstetrics and Gynaecology	20	8	40	1	5	2	10	2	10	7	35	0	0	0	0
6	Orthopaedics	66	25	38	0	0	12	18	7	11	13	20	1	2	8	11
7	Otorhinolaryngology	30	8	27	0	0	5	17	4	13	11	37	0	0	2	6
8	Paediatrics	11	4	36	0	0	1	9	0	0	5	45	0	0	1	10
9	Paediatric Surgery	3	0	0	0	0	0	0	1	33	1	33	0	0	1	34
10	Physical Medicine & Rehabilitation	20	8	40	0	0	5	25	1	5	4	20	0	0	2	10
11	Psychiatry	7	3	43	0	0	1	14	2	29	1	14	0	0	0	0
12	Urology	11	5	45	0	0	3	27	0	0	2	18	0	0	1	10
13	CTVS	3	1	33	0	0	0	0	0	0	2	67	0	0	0	0
14	Endocrinology	13	7	54	0	0	0	0	0	0	5	38	0	0	1	8
15	EYE	12	4	33	0	0	2	17	4	33	1	8	0	0	1	9
16	Skin	36	12	33	0	0	8	22	4	11	7	19	0	0	5	15

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	1	0	0	0	0	0	0	0	0	0	0	0	0	1	100
18	Neurology	12	5	42	0	0	2	17	1	8	4	33	0	0	0	0
19	Medical Oncology	2	0	0	0	0	0	0	1	50	1	50	0	0	0	0
20	Cancer Surgery	3	1	33	0	0	1	33	0	0	1	34	0	0	0	0
21	Dental Surgery	11	1	9	0	0	2	18	1	9	4	36	0	0	3	28
22	Neuro Surgery	13	4	31	0	0	2	15	1	8	3	23	0	0	3	23
23	Pulmonary Critical Case & Sleep	9	0	0	0	0	2	22	1	11	3	33	0	0	3	34
24	Burns Plastic & Maxillofacial Surgery	3	2	67	0	0	0	0	0	0	1	33	0	0	0	0
25	Palliative Pain Clinic	1	0	0	0	0	0	0	0	0	1	100	0	0	0	0
26	General Surgery	29	9	31	0	0	7	24	0	0	9	31	0	0	4	14
27	Radiotherapy	4	1	25	0	0	2	50	0	0	1	25	0	0	0	0
28	Main Casualty	85	25	29	0	0	14	16	16	19	23	27	0	0	7	9
29	Sports Injury Centre	38	9	24	0	0	4	11	4	11	16	42	0	0	5	12
30	DEPT OF COMMUNITY MEDICINE	2	0	0	0	0	0	0	1	50	1	50	0	0	0	0
31	Anaesthesiology	4	3	75	0	0	1	25	0	0	0	0	0	0	0	0
32	ANTINETAL CLINIC	26	8	31	0	0	3	12	1	4	9	35	0	0	5	18

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	1	50	0	0	0	0	0	0	1	50	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	1	14	0	0	2	29	1	14	2	29	0	0	1	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	7	3	43	0	0	2	29	0	0	2	28	0	0	0	0
44	Dept-94	3	1	33	0	0	1	33	0	0	0	0	0	0	1	34

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	414	187	45	118	29	109	26
1	Cardiology	10	6	60	2	20	2	20
2	Haematology	0	0	0	0	0	0	0
3	Medicine	30	15	50	5	17	10	33
4	Nephrology	8	2	25	4	50	2	25
5	Obstetrics and Gynaecology	13	5	38	5	38	3	24
6	Orthopaedics	50	27	54	12	24	11	22
7	Otorhinolaryngology	21	10	48	6	29	5	23
8	Paediatrics	6	2	33	2	33	2	34
9	Paediatric Surgery	3	1	33	0	0	2	67
10	Physical Medicine & Rehabilitation	18	12	67	5	28	1	5
11	Psychiatry	4	2	50	1	25	1	25
12	Urology	8	5	63	1	13	2	24
13	CTVS	3	2	67	0	0	1	33
14	Endocrinology	10	6	60	2	20	2	20
15	EYE	10	6	60	2	20	2	20
16	Skin	25	9	36	6	24	10	40
17	Apex Regional STD Centre	1	0	0	1	100	0	0
18	Neurology	8	2	25	3	38	3	37
19	Medical Oncology	2	2	100	0	0	0	0
20	Cancer Surgery	2	0	0	2	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	3	50	0	0
22	Neuro Surgery	9	8	89	1	11	0	0
23	Pulmonary Critical Case & Sleep	9	3	33	3	33	3	34
24	Burns Plastic & Maxillofacial Surgery	3	1	33	1	33	1	34
25	Palliative Pain Clinic	1	1	100	0	0	0	0
26	General Surgery	27	13	48	10	37	4	15
27	Radiotherapy	2	1	50	0	0	1	50
28	Main Casualty	53	23	43	13	25	17	32
29	Sports Injury Centre	29	8	28	11	38	10	34
30	DEPT OF COMMUNITY MEDICINE	1	0	0	1	100	0	0
31	Anaesthesiology	2	0	0	2	100	0	0
32	ANTINETAL CLINIC	25	5	20	9	36	11	44
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	3	1	33	1	33	1	34
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	7	4	57	3	43	0	0
44	Dept-94	3	1	33	1	33	1	34

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	1	0	0	0	0	0	0	0	0	1	100
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	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	1	0	0	0	0	0	0	0	0	1	100
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	390	190	49	39	10	41	11	1	0	57	15	62	15
1	Cardiology	7	3	43	0	0	0	0	0	0	3	43	1	14
2	Haematology	0	0	0	0	0	0	0	0	0	0	0	0	0
3	Medicine	26	10	38	3	12	1	4	0	0	6	23	6	23
4	Nephrology	10	2	20	2	20	1	10	0	0	2	20	3	30
5	Obstetrics and Gynaecology	12	7	58	2	17	0	0	0	0	0	0	3	25
6	Orthopaedics	49	27	55	5	10	2	4	0	0	5	10	10	21
7	Otorhinolaryngology	17	10	59	1	6	1	6	0	0	2	12	3	17
8	Paediatrics	8	3	38	1	13	2	25	0	0	2	24	0	0
9	Paediatric Surgery	3	0	0	1	33	0	0	0	0	0	0	2	67
10	Physical Medicine & Rehabilitation	14	7	50	2	14	2	14	0	0	1	7	2	15
11	Psychiatry	3	2	67	0	0	0	0	0	0	0	0	1	33
12	Urology	7	6	86	0	0	0	0	0	0	0	0	1	14
13	CTVS	3	2	67	0	0	0	0	0	0	0	0	1	33
14	Endocrinology	10	7	70	0	0	1	10	0	0	0	0	2	20
15	EYE	12	6	50	2	17	1	8	0	0	1	8	2	17
16	Skin	27	15	56	2	7	3	11	0	0	3	11	4	15
17	Apex Regional STD Centre	1	1	100	0	0	0	0	0	0	0	0	0	0
18	Neurology	8	3	38	1	13	2	25	0	0	1	13	1	11

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	2	1	50	0	0	0	0	0	0	0	0	1	50
20	Cancer Surgery	1	1	100	0	0	0	0	0	0	0	0	0	0
21	Dental Surgery	5	2	40	0	0	2	40	0	0	1	20	0	0
22	Neuro Surgery	13	6	46	1	8	3	23	0	0	2	15	1	8
23	Pulmonary Critical Case & Sleep	7	2	29	0	0	0	0	0	0	2	29	3	42
24	Burns Plastic & Maxillofacial Surgery	3	2	67	0	0	0	0	0	0	1	33	0	0
25	Palliative Pain Clinic	1	0	0	0	0	1	100	0	0	0	0	0	0
26	General Surgery	22	13	59	3	14	1	5	0	0	4	18	1	4
27	Radiotherapy	2	2	100	0	0	0	0	0	0	0	0	0	0
28	Main Casualty	56	28	50	6	11	10	18	0	0	7	13	5	8
29	Sports Injury Centre	27	10	37	5	19	4	15	0	0	6	22	2	7
30	DEPT OF COMMUNITY MEDICINE	1	1	100	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
32	ANTINETAL CLINIC	19	4	21	1	5	4	21	1	5	5	26	4	22
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	2	0	0	1	50	0	0	0	0	0	0	1	50

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	6	3	50	0	0	0	0	0	0	2	33	1	17
44	Dept-94	3	1	33	0	0	0	0	0	0	1	33	1	34