



Ministry of Health and Family Welfare
Government of India

Mera Aspataal Department Wise Report

Facility : Safdarjung Hospital Delhi



From : 2023-10-29 To : 2023-12-02

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	2,22,333	1,38,460	62	6,750	5	2,264	34	2,516	37	1,970	29
1	Cardiology	8,037	4,963	62	255	5	97	38	102	40	56	22
2	Haematology	480	171	36	8	5	2	25	5	63	1	12
3	Medicine	23,653	12,063	51	478	4	159	33	177	37	142	30
4	Nephrology	2,592	1,566	60	53	3	22	42	20	38	11	20
5	Obstetrics and Gynaecology	8,858	4,940	56	196	4	58	30	83	42	55	28
6	Orthopaedics	14,688	10,741	73	674	6	225	33	258	38	191	29
7	Otorhinolaryngology	9,769	5,445	56	254	5	93	37	96	38	65	25
8	Paediatrics	7,717	3,987	52	186	5	66	35	74	40	46	25
9	Paediatric Surgery	1,898	1,226	65	69	6	26	38	24	35	19	27
10	Physical Medicine & Rehabilitation	8,992	4,740	53	193	4	73	38	74	38	46	24
11	Psychiatry	1,200	927	77	42	5	15	36	16	38	11	26

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	6,886	4,741	69	215	5	74	34	73	34	68	32
13	CTVS	1,568	911	58	46	5	16	35	23	50	7	15
14	Endocrinology	4,365	3,178	73	137	4	55	40	57	42	25	18
15	EYE	5,467	2,882	53	92	3	34	37	38	41	20	22
16	Skin	11,677	5,970	51	228	4	71	31	95	42	62	27
17	Apex Regional STD Centre	70	23	33	1	4	0	0	1	100	0	0
18	Neurology	5,038	3,495	69	142	4	52	37	55	39	35	24
19	Medical Oncology	1,498	786	52	59	8	16	27	28	47	15	26
20	Cancer Surgery	594	369	62	18	5	8	44	6	33	4	23
21	Dental Surgery	4,925	2,649	54	144	5	59	41	51	35	34	24
22	Neuro Surgery	3,485	2,153	62	170	8	56	33	57	34	57	33
23	Pulmonary Critical Case & Sleep	3,637	2,243	62	124	6	43	35	44	35	37	30
24	Burns Plastic & Maxillofacial Surgery	1,442	1,031	71	61	6	20	33	30	49	11	18
25	Palliative Pain Clinic	366	131	36	3	2	0	0	3	100	0	0
26	General Surgery	12,334	6,640	54	290	4	92	32	114	39	84	29
27	Radiotherapy	1,484	621	42	31	5	16	52	7	23	8	25
28	Main Casualty	35,807	28,277	79	1,536	5	449	29	490	32	597	39
29	Sports Injury Centre	13,256	8,579	65	426	5	182	43	159	37	85	20
30	DEPT OF COMMUNITY MEDICINE	844	459	54	18	4	6	33	8	44	4	23

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	2,383	1,335	56	82	6	20	24	38	46	24	30
32	ANTINETAL CLINIC	11,269	6,997	62	319	5	102	32	130	41	87	27
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	1,369	866	63	46	5	13	28	23	50	10	22
36	Dept-65	15	6	40	0	0	0	0	0	0	0	0
37	Dept-90	1,714	1,366	80	70	5	18	26	34	49	18	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	1,517	1,072	71	44	4	13	30	11	25	20	45
44	Dept-94	1,439	911	63	40	4	13	33	12	30	15	37

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	1,629	637	39	174	11	333	20	5	0	480	30
1	Cardiology	45	18	40	4	9	11	24	0	0	12	27
2	Haematology	1	0	0	0	0	1	100	0	0	0	0
3	Medicine	126	41	33	13	10	31	25	2	2	39	30
4	Nephrology	8	2	25	0	0	4	50	0	0	2	25
5	Obstetrics and Gynaecology	41	21	51	4	10	8	20	0	0	8	19
6	Orthopaedics	152	54	36	14	9	28	18	0	0	56	37
7	Otorhinolaryngology	59	25	42	3	5	11	19	0	0	20	34
8	Paediatrics	34	16	47	3	9	5	15	0	0	10	29
9	Paediatric Surgery	16	6	38	1	6	3	19	0	0	6	37
10	Physical Medicine & Rehabilitation	37	12	32	4	11	9	24	0	0	12	33
11	Psychiatry	7	2	29	3	43	2	28	0	0	0	0
12	Urology	52	20	38	5	10	13	25	0	0	14	27
13	CTVS	5	1	20	0	0	1	20	0	0	3	60
14	Endocrinology	25	10	40	5	20	3	12	0	0	7	28
15	EYE	23	7	30	4	17	5	22	0	0	7	31
16	Skin	51	16	31	11	22	11	22	0	0	13	25
17	Apex Regional STD Centre	0	0	0	0	0	0	0	0	0	0	0
18	Neurology	32	8	25	5	16	10	31	0	0	9	28

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	11	4	36	0	0	5	45	0	0	2	19
20	Cancer Surgery	3	1	33	1	33	0	0	0	0	1	34
21	Dental Surgery	28	10	36	2	7	4	14	0	0	12	43
22	Neuro Surgery	48	13	27	8	17	11	23	2	4	14	29
23	Pulmonary Critical Case & Sleep	32	8	25	3	9	12	38	0	0	9	28
24	Burns Plastic & Maxillofacial Surgery	7	2	29	1	14	1	14	0	0	3	43
25	Palliative Pain Clinic	0	0	0	0	0	0	0	0	0	0	0
26	General Surgery	66	26	39	5	8	13	20	0	0	22	33
27	Radiotherapy	5	2	40	0	0	2	40	0	0	1	20
28	Main Casualty	497	234	47	50	10	79	16	0	0	134	27
29	Sports Injury Centre	74	21	28	13	18	18	24	0	0	22	30
30	DEPT OF COMMUNITY MEDICINE	2	1	50	0	0	0	0	0	0	1	50
31	Anaesthesiology	15	6	40	1	7	5	33	0	0	3	20
32	ANTINETAL CLINIC	72	34	47	5	7	15	21	1	1	17	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	8	3	38	0	0	2	25	0	0	3	37
36	Dept-65	0	0	0	0	0	0	0	0	0	0	0
37	Dept-90	20	6	30	5	25	5	25	0	0	4	20
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	13	5	38	0	0	3	23	0	0	5	39
44	Dept-94	14	2	14	1	7	2	14	0	0	9	65

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	1,239	501	40	125	10	201	16	90	7	6	0	316	27
1	Cardiology	30	8	27	2	7	5	17	6	20	0	0	9	29
2	Haematology	1	0	0	1	100	0	0	0	0	0	0	0	0
3	Medicine	75	31	41	4	5	14	19	5	7	3	4	18	24
4	Nephrology	8	3	38	3	38	0	0	0	0	0	0	2	24
5	Obstetrics and Gynaecology	32	11	34	6	19	4	13	2	6	1	3	8	25
6	Orthopaedics	122	57	47	3	2	16	13	8	7	0	0	38	31
7	Otorhinolaryngology	48	15	31	4	8	8	17	6	13	0	0	15	31
8	Paediatrics	25	6	24	4	16	6	24	2	8	0	0	7	28
9	Paediatric Surgery	11	4	36	1	9	1	9	0	0	0	0	5	46
10	Physical Medicine & Rehabilitation	29	6	21	0	0	10	34	2	7	0	0	11	38
11	Psychiatry	3	1	33	0	0	1	33	0	0	0	0	1	34
12	Urology	48	19	40	2	4	9	19	2	4	0	0	16	33
13	CTVS	5	3	60	0	0	2	40	0	0	0	0	0	0
14	Endocrinology	12	6	50	2	17	2	17	0	0	0	0	2	16
15	EYE	17	8	47	1	6	2	12	2	12	0	0	4	23
16	Skin	38	15	39	5	13	6	16	5	13	0	0	7	19

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	22	12	55	2	9	2	9	3	14	0	0	3	13
19	Medical Oncology	9	5	56	1	11	1	11	1	11	0	0	1	11
20	Cancer Surgery	1	1	100	0	0	0	0	0	0	0	0	0	0
21	Dental Surgery	21	8	38	3	14	3	14	0	0	0	0	7	34
22	Neuro Surgery	39	14	36	4	10	5	13	6	15	1	3	9	23
23	Pulmonary Critical Case & Sleep	27	12	44	5	19	5	19	2	7	0	0	3	11
24	Burns Plastic & Maxillofacial Surgery	6	3	50	0	0	1	17	0	0	0	0	2	33
25	Palliative Pain Clinic	0	0	0	0	0	0	0	0	0	0	0	0	0
26	General Surgery	52	19	37	6	12	8	15	4	8	1	2	14	26
27	Radiotherapy	5	3	60	0	0	1	20	0	0	0	0	1	20
28	Main Casualty	386	181	47	44	11	56	15	22	6	0	0	83	21
29	Sports Injury Centre	51	12	24	6	12	13	25	4	8	0	0	16	31
30	DEPT OF COMMUNITY MEDICINE	2	1	50	0	0	0	0	0	0	0	0	1	50
31	Anaesthesiology	12	3	25	2	17	4	33	0	0	0	0	3	25
32	ANTINETAL CLINIC	59	15	25	10	17	12	20	2	3	0	0	20	35
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	6	3	50	1	17	0	0	0	0	0	0	2	33
36	Dept-65	0	0	0	0	0	0	0	0	0	0	0	0	0
37	Dept-90	14	4	29	1	7	2	14	4	29	0	0	3	21
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	12	5	42	2	17	1	8	1	8	0	0	3	25
44	Dept-94	11	7	64	0	0	1	9	1	9	0	0	2	18

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	748	239	32	5	1	118	16	85	11	194	26	2	0	105	14
1	Cardiology	15	5	33	1	7	2	13	1	7	3	20	0	0	3	20
2	Haematology	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
3	Medicine	48	11	23	2	4	7	15	4	8	13	27	2	4	9	19
4	Nephrology	6	1	17	0	0	1	17	1	17	2	33	0	0	1	16
5	Obstetrics and Gynaecology	23	2	9	1	4	6	26	2	9	7	30	0	0	5	22
6	Orthopaedics	62	28	45	0	0	12	19	7	11	6	10	0	0	9	15
7	Otorhinolaryngology	32	9	28	0	0	5	16	5	16	11	34	0	0	2	6
8	Paediatrics	13	4	31	0	0	1	8	0	0	7	54	0	0	1	7
9	Paediatric Surgery	7	5	71	0	0	0	0	0	0	1	14	0	0	1	15
10	Physical Medicine & Rehabilitation	17	8	47	0	0	2	12	1	6	5	29	0	0	1	6
11	Psychiatry	4	0	0	0	0	0	0	2	50	2	50	0	0	0	0
12	Urology	24	8	33	0	0	5	21	0	0	8	33	0	0	3	13
13	CTVS	1	1	100	0	0	0	0	0	0	0	0	0	0	0	0
14	Endocrinology	7	1	14	0	0	0	0	0	0	3	43	0	0	3	43
15	EYE	7	1	14	0	0	1	14	1	14	2	29	0	0	2	29
16	Skin	26	9	35	0	0	3	12	2	8	7	27	0	0	5	18

Sr. No	Departments	Total responses for dis-satisfaction 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	14	1	7	0	0	1	7	3	21	6	43	0	0	3	22
19	Medical Oncology	2	0	0	0	0	0	0	0	0	2	100	0	0	0	0
20	Cancer Surgery	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
21	Dental Surgery	14	5	36	0	0	4	29	0	0	2	14	0	0	3	21
22	Neuro Surgery	19	5	26	0	0	4	21	1	5	6	32	0	0	3	16
23	Pulmonary Critical Case & Sleep	16	2	13	0	0	2	13	1	6	5	31	0	0	6	37
24	Burns Plastic & Maxillofacial Surgery	4	2	50	0	0	1	25	0	0	0	0	0	0	1	25
25	Palliative Pain Clinic	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
26	General Surgery	37	12	32	0	0	8	22	1	3	12	32	0	0	4	11
27	Radiotherapy	3	2	67	0	0	0	0	0	0	1	33	0	0	0	0
28	Main Casualty	239	88	37	0	0	38	16	39	16	51	21	0	0	23	10
29	Sports Injury Centre	37	8	22	0	0	5	14	8	22	10	27	0	0	6	15
30	DEPT OF COMMUNITY MEDICINE	1	0	0	0	0	1	100	0	0	0	0	0	0	0	0
31	Anaesthesiology	8	2	25	0	0	2	25	1	13	0	0	0	0	3	37
32	ANTINETAL CLINIC	35	10	29	1	3	6	17	3	9	12	34	0	0	3	8

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	6	1	17	0	0	0	0	1	17	3	50	0	0	1	16
36	Dept-65	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
37	Dept-90	10	2	20	0	0	0	0	1	10	5	50	0	0	2	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
43	Dept-93	5	3	60	0	0	1	20	0	0	1	20	0	0	0	0
44	Dept-94	6	3	50	0	0	0	0	0	0	1	17	0	0	2	33

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	537	255	47	152	28	130	25
1	Cardiology	12	9	75	1	8	2	17
2	Haematology	0	0	0	0	0	0	0
3	Medicine	33	15	45	8	24	10	31
4	Nephrology	5	2	40	2	40	1	20
5	Obstetrics and Gynaecology	16	7	44	5	31	4	25
6	Orthopaedics	48	23	48	14	29	11	23
7	Otorhinolaryngology	30	14	47	10	33	6	20
8	Paediatrics	4	1	25	2	50	1	25
9	Paediatric Surgery	5	2	40	1	20	2	40
10	Physical Medicine & Rehabilitation	15	9	60	5	33	1	7
11	Psychiatry	1	1	100	0	0	0	0
12	Urology	19	8	42	8	42	3	16
13	CTVS	0	0	0	0	0	0	0
14	Endocrinology	7	1	14	3	43	3	43
15	EYE	5	4	80	1	20	0	0
16	Skin	21	11	52	3	14	7	34
17	Apex Regional STD Centre	0	0	0	0	0	0	0
18	Neurology	6	3	50	1	17	2	33
19	Medical Oncology	2	1	50	1	50	0	0
20	Cancer Surgery	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 (%)
21	Dental Surgery	9	5	56	4	44	0	0
22	Neuro Surgery	10	6	60	2	20	2	20
23	Pulmonary Critical Case & Sleep	13	6	46	6	46	1	8
24	Burns Plastic & Maxillofacial Surgery	3	2	67	0	0	1	33
25	Palliative Pain Clinic	0	0	0	0	0	0	0
26	General Surgery	34	15	44	11	32	8	24
27	Radiotherapy	1	1	100	0	0	0	0
28	Main Casualty	152	73	48	31	20	48	32
29	Sports Injury Centre	29	13	45	10	34	6	21
30	DEPT OF COMMUNITY MEDICINE	1	1	100	0	0	0	0
31	Anaesthesiology	7	3	43	2	29	2	28
32	ANTINETAL CLINIC	28	9	32	14	50	5	18
33	Dept-0	0	0	0	0	0	0	0
34	Dept-41	0	0	0	0	0	0	0
35	Dept-91	4	2	50	1	25	1	25
36	Dept-65	0	0	0	0	0	0	0
37	Dept-90	7	3	43	3	43	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	5	3	60	2	40	0	0
44	Dept-94	5	2	40	1	20	2	40

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	11	5	45	1	9	3	27	0	0	2	19
1	Cardiology	1	1	100	0	0	0	0	0	0	0	0
2	Haematology	0	0	0	0	0	0	0	0	0	0	0
3	Medicine	4	3	75	1	25	0	0	0	0	0	0
4	Nephrology	0	0	0	0	0	0	0	0	0	0	0
5	Obstetrics and Gynaecology	1	1	100	0	0	0	0	0	0	0	0
6	Orthopaedics	1	0	0	0	0	1	100	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	1	0	0	0	0	0	0	0	0	1	100
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	1	0	0	0	0	1	100	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	1	0	0	0	0	1	100	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	524	245	47	59	11	73	14	0	0	81	15	66	13
1	Cardiology	9	3	33	2	22	2	22	0	0	1	11	1	12
2	Haematology	0	0	0	0	0	0	0	0	0	0	0	0	0
3	Medicine	28	15	54	0	0	3	11	0	0	5	18	5	17
4	Nephrology	5	2	40	1	20	1	20	0	0	0	0	1	20
5	Obstetrics and Gynaecology	14	7	50	3	21	1	7	0	0	1	7	2	15
6	Orthopaedics	47	22	47	8	17	3	6	0	0	8	17	6	13
7	Otorhinolaryngology	34	13	38	6	18	3	9	0	0	7	21	5	14
8	Paediatrics	3	0	0	0	0	1	33	0	0	0	0	2	67
9	Paediatric Surgery	4	0	0	0	0	2	50	0	0	0	0	2	50
10	Physical Medicine & Rehabilitation	14	8	57	3	21	1	7	0	0	1	7	1	8
11	Psychiatry	1	1	100	0	0	0	0	0	0	0	0	0	0
12	Urology	17	7	41	1	6	4	24	0	0	3	18	2	11
13	CTVS	0	0	0	0	0	0	0	0	0	0	0	0	0
14	Endocrinology	6	3	50	1	17	0	0	0	0	1	17	1	16
15	EYE	8	3	38	1	13	1	13	0	0	1	13	2	23
16	Skin	24	10	42	3	13	7	29	0	0	4	16	0	0
17	Apex Regional STD Centre	0	0	0	0	0	0	0	0	0	0	0	0	0
18	Neurology	6	3	50	0	0	0	0	0	0	1	17	2	33

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	1	50	0	0
20	Cancer Surgery	0	0	0	0	0	0	0	0	0	0	0	0	0
21	Dental Surgery	6	3	50	0	0	1	17	0	0	1	17	1	16
22	Neuro Surgery	10	7	70	0	0	1	10	0	0	1	10	1	10
23	Pulmonary Critical Case & Sleep	10	4	40	0	0	1	10	0	0	2	20	3	30
24	Burns Plastic & Maxillofacial Surgery	3	1	33	0	0	0	0	0	0	0	0	2	67
25	Palliative Pain Clinic	0	0	0	0	0	0	0	0	0	0	0	0	0
26	General Surgery	29	20	69	1	3	1	3	0	0	2	7	5	18
27	Radiotherapy	1	1	100	0	0	0	0	0	0	0	0	0	0
28	Main Casualty	156	74	47	20	13	27	17	0	0	21	13	14	10
29	Sports Injury Centre	29	12	41	5	17	3	10	0	0	6	21	3	11
30	DEPT OF COMMUNITY MEDICINE	1	1	100	0	0	0	0	0	0	0	0	0	0
31	Anaesthesiology	6	5	83	0	0	1	17	0	0	0	0	0	0
32	ANTINETAL CLINIC	24	11	46	0	0	4	17	0	0	6	25	3	12
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	5	2	40	1	20	1	20	0	0	1	20	0	0
36	Dept-65	0	0	0	0	0	0	0	0	0	0	0	0	0
37	Dept-90	11	2	18	2	18	3	27	0	0	3	27	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 (%)
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	2	33	1	17	0	0	0	0	3	50	0	0
44	Dept-94	5	2	40	0	0	1	20	0	0	1	20	1	20