



Ministry of Health and Family Welfare
Government of India

Mera Aspataal Department Wise Report

Facility : Safdarjung Hospital Delhi



From : 2023-11-26 To : 2024-01-06

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	2,69,726	1,67,812	62	8,094	5	2,814	35	2,997	37	2,283	28
1	Cardiology	10,311	6,200	60	286	5	111	39	120	42	55	19
2	Haematology	630	224	36	11	5	4	36	4	36	3	28
3	Medicine	26,843	14,437	54	544	4	181	33	208	38	155	29
4	Nephrology	3,274	1,977	60	84	4	26	31	43	51	15	18
5	Obstetrics and Gynaecology	10,388	6,290	61	251	4	65	26	95	38	91	36
6	Orthopaedics	19,568	13,615	70	814	6	286	35	311	38	217	27
7	Otorhinolaryngology	11,986	6,840	57	299	4	109	36	112	37	78	27
8	Paediatrics	8,988	4,944	55	278	6	86	31	116	42	76	27
9	Paediatric Surgery	2,470	1,573	64	85	5	34	40	30	35	21	25
10	Physical Medicine & Rehabilitation	11,032	6,063	55	243	4	93	38	93	38	57	24
11	Psychiatry	1,431	1,068	75	54	5	25	46	18	33	11	21

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	8,705	5,727	66	252	4	76	30	96	38	80	32
13	CTVS	1,990	1,160	58	48	4	12	25	25	52	11	23
14	Endocrinology	5,876	4,134	70	227	5	90	40	85	37	52	23
15	EYE	7,839	4,232	54	167	4	57	34	68	41	42	25
16	Skin	13,782	7,613	55	303	4	97	32	123	41	83	27
17	Apex Regional STD Centre	101	33	33	2	6	0	0	1	50	1	50
18	Neurology	6,341	4,332	68	169	4	73	43	57	34	39	23
19	Medical Oncology	1,834	980	53	51	5	13	25	21	41	17	34
20	Cancer Surgery	613	410	67	27	7	12	44	10	37	5	19
21	Dental Surgery	6,083	3,301	54	190	6	65	34	78	41	47	25
22	Neuro Surgery	4,350	2,609	60	185	7	78	42	57	31	50	27
23	Pulmonary Critical Case & Sleep	4,278	2,579	60	126	5	58	46	44	35	24	19
24	Burns Plastic & Maxillofacial Surgery	1,706	1,255	74	68	5	23	34	28	41	17	25
25	Palliative Pain Clinic	431	161	37	5	3	1	20	2	40	2	40
26	General Surgery	15,525	8,674	56	356	4	123	35	127	36	106	29
27	Radiotherapy	2,079	910	44	46	5	20	43	14	30	12	27
28	Main Casualty	40,054	30,400	76	1,659	5	525	32	522	31	612	37
29	Sports Injury Centre	15,356	9,764	64	496	5	208	42	191	39	97	19
30	DEPT OF COMMUNITY MEDICINE	1,074	620	58	32	5	15	47	8	25	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 (%)
31	Anaesthesiology	3,068	1,701	55	84	5	23	27	29	35	32	38
32	ANTINETAL CLINIC	14,110	8,946	63	394	4	139	35	169	43	86	22
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-65	22	4	18	0	0	0	0	0	0	0	0
36	Dept-90	2,456	1,882	77	101	5	38	38	41	41	22	21
37	Dept-91	1,778	1,067	60	44	4	13	30	21	48	10	22
38	Dept-93	1,861	1,247	67	65	5	23	35	18	28	24	37
39	Dept-94	1,493	840	56	48	6	12	25	12	25	24	50
40	Dept-60	0	0	0	0	0	0	0	0	0	0	0
41	Dept-46	0	0	0	0	0	0	0	0	0	0	0
42	Dept-92	0	0	0	0	0	0	0	0	0	0	0
43	Dept-95	0	0	0	0	0	0	0	0	0	0	0
44	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	1,863	760	41	206	11	376	20	9	0	512	28
1	Cardiology	47	14	30	3	6	16	34	0	0	14	30
2	Haematology	5	1	20	1	20	2	40	0	0	1	20
3	Medicine	136	50	37	13	10	32	24	2	1	39	28
4	Nephrology	12	2	17	2	17	3	25	1	8	4	33
5	Obstetrics and Gynaecology	73	32	44	9	12	16	22	0	0	16	22
6	Orthopaedics	172	72	42	17	10	30	17	1	1	52	30
7	Otorhinolaryngology	64	30	47	6	9	12	19	0	0	16	25
8	Paediatrics	62	26	42	6	10	12	19	0	0	18	29
9	Paediatric Surgery	14	5	36	0	0	4	29	1	7	4	28
10	Physical Medicine & Rehabilitation	50	17	34	8	16	15	30	0	0	10	20
11	Psychiatry	6	2	33	1	17	1	17	0	0	2	33
12	Urology	69	15	22	10	14	22	32	1	1	21	31
13	CTVS	6	4	67	0	0	2	33	0	0	0	0
14	Endocrinology	52	19	37	9	17	11	21	0	0	13	25
15	EYE	32	8	25	5	16	8	25	0	0	11	34
16	Skin	78	27	35	10	13	16	21	0	0	25	31
17	Apex Regional STD Centre	1	0	0	0	0	0	0	0	0	1	100
18	Neurology	30	11	37	3	10	5	17	0	0	11	36

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	13	7	54	0	0	5	38	0	0	1	8
20	Cancer Surgery	4	1	25	1	25	1	25	0	0	1	25
21	Dental Surgery	36	8	22	7	19	8	22	0	0	13	37
22	Neuro Surgery	44	18	41	5	11	12	27	1	2	8	19
23	Pulmonary Critical Case & Sleep	20	5	25	2	10	7	35	1	5	5	25
24	Burns Plastic & Maxillofacial Surgery	12	6	50	3	25	1	8	0	0	2	17
25	Palliative Pain Clinic	1	0	0	0	0	0	0	0	0	1	100
26	General Surgery	87	26	30	9	10	21	24	1	1	30	35
27	Radiotherapy	12	3	25	0	0	6	50	0	0	3	25
28	Main Casualty	471	241	51	47	10	63	13	0	0	120	26
29	Sports Injury Centre	80	31	39	9	11	16	20	0	0	24	30
30	DEPT OF COMMUNITY MEDICINE	7	3	43	1	14	1	14	0	0	2	29
31	Anaesthesiology	22	11	50	1	5	3	14	0	0	7	31
32	ANTINETAL CLINIC	81	42	52	8	10	15	19	0	0	16	19
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-65	0	0	0	0	0	0	0	0	0	0	0
36	Dept-90	22	6	27	6	27	4	18	0	0	6	28
37	Dept-91	8	2	25	2	25	2	25	0	0	2	25
38	Dept-93	14	7	50	0	0	2	14	0	0	5	36

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-94	20	8	40	2	10	2	10	0	0	8	40
40	Dept-60	0	0	0	0	0	0	0	0	0	0	0
41	Dept-46	0	0	0	0	0	0	0	0	0	0	0
42	Dept-92	0	0	0	0	0	0	0	0	0	0	0
43	Dept-95	0	0	0	0	0	0	0	0	0	0	0
44	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	1,434	575	40	194	14	232	16	96	7	4	0	333	23
1	Cardiology	34	10	29	2	6	6	18	4	12	0	0	12	35
2	Haematology	2	1	50	1	50	0	0	0	0	0	0	0	0
3	Medicine	89	32	36	6	7	14	16	7	8	3	3	27	30
4	Nephrology	10	4	40	1	10	0	0	2	20	0	0	3	30
5	Obstetrics and Gynaecology	57	21	37	8	14	10	18	3	5	0	0	15	26
6	Orthopaedics	135	57	42	15	11	23	17	7	5	1	1	32	24
7	Otorhinolaryngology	52	14	27	2	4	14	27	4	8	0	0	18	34
8	Paediatrics	48	16	33	5	10	7	15	4	8	0	0	16	34
9	Paediatric Surgery	14	7	50	1	7	2	14	1	7	0	0	3	22
10	Physical Medicine & Rehabilitation	34	11	32	3	9	11	32	2	6	0	0	7	21
11	Psychiatry	5	1	20	1	20	0	0	1	20	0	0	2	40
12	Urology	58	30	52	1	2	9	16	3	5	0	0	15	25
13	CTVS	7	3	43	1	14	1	14	0	0	0	0	2	29
14	Endocrinology	33	11	33	5	15	4	12	3	9	0	0	10	31
15	EYE	20	11	55	1	5	4	20	1	5	0	0	3	15
16	Skin	54	21	39	9	17	8	15	6	11	0	0	10	18

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	3	14	4	18	6	27	4	18	0	0	5	23
19	Medical Oncology	11	4	36	2	18	1	9	1	9	0	0	3	28
20	Cancer Surgery	2	2	100	0	0	0	0	0	0	0	0	0	0
21	Dental Surgery	24	14	58	4	17	3	13	0	0	0	0	3	12
22	Neuro Surgery	36	14	39	6	17	5	14	1	3	0	0	10	27
23	Pulmonary Critical Case & Sleep	17	10	59	1	6	4	24	2	11	0	0	0	0
24	Burns Plastic & Maxillofacial Surgery	12	5	42	3	25	0	0	0	0	0	0	4	33
25	Palliative Pain Clinic	1	1	100	0	0	0	0	0	0	0	0	0	0
26	General Surgery	76	29	38	11	14	15	20	3	4	0	0	18	24
27	Radiotherapy	12	6	50	3	25	2	17	0	0	0	0	1	8
28	Main Casualty	385	176	46	73	19	48	12	22	6	0	0	66	17
29	Sports Injury Centre	53	22	42	3	6	12	23	3	6	0	0	13	23
30	DEPT OF COMMUNITY MEDICINE	6	1	17	1	17	2	33	0	0	0	0	2	33
31	Anaesthesiology	21	7	33	5	24	5	24	3	14	0	0	1	5
32	ANTINETAL CLINIC	62	17	27	10	16	11	18	2	3	0	0	22	36
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-65	0	0	0	0	0	0	0	0	0	0	0	0	0
36	Dept-90	14	4	29	1	7	2	14	4	29	0	0	3	21
37	Dept-91	3	0	0	2	67	0	0	1	33	0	0	0	0
38	Dept-93	12	1	8	3	25	3	25	1	8	0	0	4	34
39	Dept-94	13	9	69	0	0	0	0	1	8	0	0	3	23
40	Dept-60	0	0	0	0	0	0	0	0	0	0	0	0	0
41	Dept-46	0	0	0	0	0	0	0	0	0	0	0	0	0
42	Dept-92	0	0	0	0	0	0	0	0	0	0	0	0	0
43	Dept-95	0	0	0	0	0	0	0	0	0	0	0	0	0
44	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	865	282	33	3	0	133	15	86	10	256	30	3	0	102	12
1	Cardiology	17	6	35	1	6	3	18	3	18	4	23	0	0	0	0
2	Haematology	1	1	100	0	0	0	0	0	0	0	0	0	0	0	0
3	Medicine	56	14	25	0	0	11	20	4	7	16	29	0	0	11	19
4	Nephrology	8	1	13	1	13	2	25	0	0	3	38	1	11	0	0
5	Obstetrics and Gynaecology	35	9	26	0	0	6	17	2	6	14	40	0	0	4	11
6	Orthopaedics	70	30	43	1	1	8	11	5	7	21	30	0	0	5	8
7	Otorhinolaryngology	34	9	26	0	0	7	21	3	9	12	35	0	0	3	9
8	Paediatrics	28	7	25	0	0	3	11	2	7	11	39	0	0	5	18
9	Paediatric Surgery	5	2	40	0	0	0	0	1	20	2	40	0	0	0	0
10	Physical Medicine & Rehabilitation	26	7	27	0	0	5	19	3	12	10	38	0	0	1	4
11	Psychiatry	5	2	40	0	0	0	0	0	0	1	20	0	0	2	40
12	Urology	33	11	33	0	0	2	6	3	9	14	42	0	0	3	10
13	CTVS	5	3	60	0	0	0	0	1	20	1	20	0	0	0	0
14	Endocrinology	16	4	25	0	0	3	19	0	0	7	44	0	0	2	12
15	EYE	12	6	50	0	0	1	8	1	8	3	25	0	0	1	9
16	Skin	38	15	39	0	0	6	16	5	13	7	18	0	0	5	14

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	13	3	23	0	0	2	15	1	8	5	38	0	0	2	16
19	Medical Oncology	6	1	17	0	0	2	33	0	0	3	50	0	0	0	0
20	Cancer Surgery	1	1	100	0	0	0	0	0	0	0	0	0	0	0	0
21	Dental Surgery	16	4	25	0	0	4	25	1	6	4	25	0	0	3	19
22	Neuro Surgery	22	6	27	0	0	4	18	0	0	6	27	0	0	6	28
23	Pulmonary Critical Case & Sleep	10	3	30	0	0	3	30	1	10	3	30	0	0	0	0
24	Burns Plastic & Maxillofacial Surgery	6	1	17	0	0	0	0	0	0	4	67	0	0	1	16
25	Palliative Pain Clinic	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
26	General Surgery	41	12	29	0	0	3	7	3	7	16	39	1	2	6	16
27	Radiotherapy	5	2	40	0	0	1	20	0	0	2	40	0	0	0	0
28	Main Casualty	249	93	37	0	0	42	17	34	14	50	20	0	0	30	12
29	Sports Injury Centre	32	9	28	0	0	3	9	6	19	13	41	0	0	1	3
30	DEPT OF COMMUNITY MEDICINE	2	0	0	0	0	1	50	0	0	1	50	0	0	0	0
31	Anaesthesiology	8	3	38	0	0	1	13	0	0	1	13	0	0	3	36
32	ANTINETAL CLINIC	41	12	29	0	0	8	20	5	12	11	27	1	2	4	10

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-65	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
36	Dept-90	10	2	20	0	0	1	10	0	0	6	60	0	0	1	10
37	Dept-91	3	0	0	0	0	0	0	1	33	2	67	0	0	0	0
38	Dept-93	3	0	0	0	0	1	33	0	0	1	33	0	0	1	34
39	Dept-94	8	3	38	0	0	0	0	1	13	2	25	0	0	2	24
40	Dept-60	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
41	Dept-46	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
42	Dept-92	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
43	Dept-95	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
44	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	607	288	47	178	29	141	24
1	Cardiology	14	8	57	2	14	4	29
2	Haematology	1	0	0	1	100	0	0
3	Medicine	40	14	35	16	40	10	25
4	Nephrology	4	1	25	2	50	1	25
5	Obstetrics and Gynaecology	27	11	41	10	37	6	22
6	Orthopaedics	48	21	44	14	29	13	27
7	Otorhinolaryngology	29	17	59	9	31	3	10
8	Paediatrics	16	6	38	4	25	6	37
9	Paediatric Surgery	3	2	67	1	33	0	0
10	Physical Medicine & Rehabilitation	19	13	68	3	16	3	16
11	Psychiatry	3	2	67	1	33	0	0
12	Urology	24	12	50	9	38	3	12
13	CTVS	4	2	50	0	0	2	50
14	Endocrinology	13	9	69	2	15	2	16
15	EYE	10	7	70	3	30	0	0
16	Skin	28	15	54	7	25	6	21
17	Apex Regional STD Centre	0	0	0	0	0	0	0
18	Neurology	7	5	71	2	29	0	0
19	Medical Oncology	5	3	60	1	20	1	20
20	Cancer Surgery	1	1	100	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	11	7	64	3	27	1	9
22	Neuro Surgery	15	9	60	3	20	3	20
23	Pulmonary Critical Case & Sleep	10	4	40	6	60	0	0
24	Burns Plastic & Maxillofacial Surgery	4	2	50	0	0	2	50
25	Palliative Pain Clinic	0	0	0	0	0	0	0
26	General Surgery	30	14	47	10	33	6	20
27	Radiotherapy	4	2	50	2	50	0	0
28	Main Casualty	154	69	45	31	20	54	35
29	Sports Injury Centre	23	8	35	12	52	3	13
30	DEPT OF COMMUNITY MEDICINE	2	1	50	1	50	0	0
31	Anaesthesiology	7	2	29	4	57	1	14
32	ANTINETAL CLINIC	30	11	37	13	43	6	20
33	Dept-0	0	0	0	0	0	0	0
34	Dept-41	0	0	0	0	0	0	0
35	Dept-65	0	0	0	0	0	0	0
36	Dept-90	9	4	44	2	22	3	34
37	Dept-91	3	1	33	2	67	0	0
38	Dept-93	3	1	33	1	33	1	34
39	Dept-94	6	4	67	1	17	1	16
40	Dept-60	0	0	0	0	0	0	0
41	Dept-46	0	0	0	0	0	0	0
42	Dept-92	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-95	0	0	0	0	0	0	0
44	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	16	6	38	3	19	6	38	1	5	0	0
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	2	2	100	0	0	0	0	0	0	0	0
4	Nephrology	1	1	100	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	1	1	100	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	2	0	0	0	0	2	100	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	3	0	0	1	33	2	67	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	6	1	17	2	33	2	33	1	17	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	0	0	0	0	0	0	0	0	0	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-65	0	0	0	0	0	0	0	0	0	0	0
36	Dept-90	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-91	0	0	0	0	0	0	0	0	0	0	0
38	Dept-93	0	0	0	0	0	0	0	0	0	0	0
39	Dept-94	0	0	0	0	0	0	0	0	0	0	0
40	Dept-60	0	0	0	0	0	0	0	0	0	0	0
41	Dept-46	0	0	0	0	0	0	0	0	0	0	0
42	Dept-92	0	0	0	0	0	0	0	0	0	0	0
43	Dept-95	0	0	0	0	0	0	0	0	0	0	0
44	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	586	283	48	69	12	87	15	3	1	82	14	62	10
1	Cardiology	11	5	45	3	27	2	18	0	0	1	10	0	0
2	Haematology	1	0	0	0	0	0	0	0	0	1	100	0	0
3	Medicine	36	18	50	5	14	3	8	0	0	6	17	4	11
4	Nephrology	3	3	100	0	0	0	0	0	0	0	0	0	0
5	Obstetrics and Gynaecology	29	16	55	3	10	6	21	0	0	2	7	2	7
6	Orthopaedics	46	25	54	6	13	4	9	0	0	7	15	4	9
7	Otorhinolaryngology	30	16	53	3	10	4	13	0	0	6	20	1	4
8	Paediatrics	17	7	41	3	18	2	12	0	0	3	18	2	11
9	Paediatric Surgery	2	0	0	0	0	1	50	0	0	0	0	1	50
10	Physical Medicine & Rehabilitation	21	11	52	3	14	3	14	0	0	3	14	1	6
11	Psychiatry	2	1	50	1	50	0	0	0	0	0	0	0	0
12	Urology	24	11	46	0	0	6	25	1	4	4	17	2	8
13	CTVS	3	2	67	0	0	0	0	0	0	0	0	1	33
14	Endocrinology	11	7	64	1	9	2	18	0	0	0	0	1	9
15	EYE	10	7	70	0	0	0	0	0	0	2	20	1	10
16	Skin	30	13	43	4	13	5	17	0	0	5	17	3	10
17	Apex Regional STD Centre	0	0	0	0	0	0	0	0	0	0	0	0	0
18	Neurology	7	4	57	1	14	1	14	0	0	0	0	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 (%)
19	Medical Oncology	5	3	60	0	0	0	0	0	0	1	20	1	20
20	Cancer Surgery	1	0	0	1	100	0	0	0	0	0	0	0	0
21	Dental Surgery	10	5	50	0	0	1	10	0	0	2	20	2	20
22	Neuro Surgery	14	10	71	0	0	0	0	1	7	1	7	2	15
23	Pulmonary Critical Case & Sleep	10	1	10	2	20	1	10	0	0	1	10	5	50
24	Burns Plastic & Maxillofacial Surgery	4	2	50	0	0	1	25	0	0	0	0	1	25
25	Palliative Pain Clinic	0	0	0	0	0	0	0	0	0	0	0	0	0
26	General Surgery	30	14	47	5	17	2	7	1	3	7	23	1	3
27	Radiotherapy	4	3	75	0	0	1	25	0	0	0	0	0	0
28	Main Casualty	155	68	44	23	15	27	17	0	0	17	11	20	13
29	Sports Injury Centre	17	7	41	0	0	6	35	0	0	1	6	3	18
30	DEPT OF COMMUNITY MEDICINE	2	2	100	0	0	0	0	0	0	0	0	0	0
31	Anaesthesiology	7	4	57	1	14	1	14	0	0	0	0	1	15
32	ANTINETAL CLINIC	26	13	50	2	8	3	12	0	0	8	30	0	0
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-65	0	0	0	0	0	0	0	0	0	0	0	0	0
36	Dept-90	12	3	25	1	8	3	25	0	0	4	33	1	9
37	Dept-91	1	1	100	0	0	0	0	0	0	0	0	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-93	3	0	0	1	33	1	33	0	0	0	0	1	34
39	Dept-94	2	1	50	0	0	1	50	0	0	0	0	0	0
40	Dept-60	0	0	0	0	0	0	0	0	0	0	0	0	0
41	Dept-46	0	0	0	0	0	0	0	0	0	0	0	0	0
42	Dept-92	0	0	0	0	0	0	0	0	0	0	0	0	0
43	Dept-95	0	0	0	0	0	0	0	0	0	0	0	0	0
44	Dept-43	0	0	0	0	0	0	0	0	0	0	0	0	0