



Ministry of Health and Family Welfare
Government of India

Mera Aspataal Department Wise Report

Facility : Safdarjung Hospital Delhi



From : 2023-12-31 To : 2024-02-03

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	1,77,817	1,12,112	63	5,699	5	2,159	38	2,101	37	1,439	25
1	Cardiology	6,449	3,721	58	198	5	82	41	85	43	31	16
2	Haematology	352	129	37	7	5	2	29	4	57	1	14
3	Medicine	18,219	10,175	56	479	5	191	40	159	33	129	27
4	Nephrology	1,957	1,197	61	53	4	16	30	22	42	15	28
5	Obstetrics and Gynaecology	6,279	4,015	64	153	4	48	31	54	35	51	34
6	Orthopaedics	12,389	8,683	70	486	6	195	40	179	37	112	23
7	Otorhinolaryngology	7,925	4,878	62	245	5	90	37	91	37	64	26
8	Paediatrics	5,676	3,125	55	170	5	76	45	59	35	35	20
9	Paediatric Surgery	1,231	778	63	53	7	21	40	18	34	14	26
10	Physical Medicine & Rehabilitation	6,832	4,098	60	209	5	98	47	74	35	37	18
11	Psychiatry	928	595	64	35	6	18	51	13	37	4	12

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	4,775	3,156	66	165	5	54	33	59	36	52	31
13	CTVS	1,236	705	57	40	6	10	25	19	48	11	27
14	Endocrinology	3,289	2,371	72	141	6	51	36	59	42	31	22
15	EYE	4,702	2,721	58	136	5	53	39	52	38	31	23
16	Skin	9,241	5,266	57	216	4	78	36	86	40	52	24
17	Apex Regional STD Centre	82	48	59	4	8	0	0	2	50	2	50
18	Neurology	3,726	2,580	69	114	4	53	46	31	27	30	27
19	Medical Oncology	1,097	583	53	33	6	11	33	14	42	8	25
20	Cancer Surgery	400	258	65	11	4	3	27	4	36	4	37
21	Dental Surgery	3,728	1,761	47	114	6	37	32	47	41	30	27
22	Neuro Surgery	2,620	1,583	60	110	7	41	37	45	41	24	22
23	Pulmonary Critical Case & Sleep	2,948	1,802	61	104	6	42	40	37	36	25	24
24	Burns Plastic & Maxillofacial Surgery	1,095	768	70	48	6	17	35	18	38	13	27
25	Palliative Pain Clinic	305	126	41	2	2	1	50	1	50	0	0
26	General Surgery	9,992	6,149	62	316	5	117	37	115	36	84	27
27	Radiotherapy	1,282	516	40	30	6	13	43	10	33	7	24
28	Main Casualty	31,160	22,789	73	1,158	5	411	35	413	36	334	29
29	Sports Injury Centre	10,222	6,350	62	309	5	124	40	116	38	69	22
30	DEPT OF COMMUNITY MEDICINE	736	382	52	11	3	5	45	3	27	3	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	1,976	1,093	55	61	6	23	38	26	43	12	19
32	ANTINETAL CLINIC	9,562	6,107	64	298	5	114	38	110	37	74	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-65	16	2	13	0	0	0	0	0	0	0	0
36	Dept-90	1,902	1,460	77	66	5	22	33	30	45	14	22
37	Dept-91	1,142	693	61	31	4	12	39	13	42	6	19
38	Dept-93	1,375	959	70	49	5	17	35	15	31	17	34
39	Dept-94	971	490	50	44	9	13	30	18	41	13	29
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	1,167	465	40	130	11	237	20	2	0	333	29
1	Cardiology	33	13	39	4	12	8	24	0	0	8	25
2	Haematology	1	1	100	0	0	0	0	0	0	0	0
3	Medicine	89	35	39	11	12	16	18	1	1	26	30
4	Nephrology	13	6	46	1	8	3	23	0	0	3	23
5	Obstetrics and Gynaecology	35	16	46	3	9	4	11	0	0	12	34
6	Orthopaedics	82	29	35	10	12	14	17	0	0	29	36
7	Otorhinolaryngology	50	23	46	8	16	5	10	0	0	14	28
8	Paediatrics	28	11	39	2	7	12	43	0	0	3	11
9	Paediatric Surgery	13	4	31	2	15	4	31	0	0	3	23
10	Physical Medicine & Rehabilitation	27	8	30	4	15	7	26	0	0	8	29
11	Psychiatry	3	2	67	0	0	0	0	0	0	1	33
12	Urology	42	14	33	7	17	7	17	0	0	14	33
13	CTVS	7	3	43	0	0	2	29	0	0	2	28
14	Endocrinology	32	10	31	3	9	6	19	0	0	13	41
15	EYE	17	7	41	2	12	4	24	0	0	4	23
16	Skin	49	17	35	5	10	12	24	0	0	15	31
17	Apex Regional STD Centre	1	0	0	0	0	0	0	0	0	1	100
18	Neurology	34	12	35	4	12	10	29	0	0	8	24

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	2	33	0	0	3	50	0	0	1	17
20	Cancer Surgery	3	2	67	0	0	1	33	0	0	0	0
21	Dental Surgery	23	7	30	4	17	4	17	0	0	8	36
22	Neuro Surgery	20	6	30	2	10	7	35	0	0	5	25
23	Pulmonary Critical Case & Sleep	16	5	31	1	6	6	38	1	6	3	19
24	Burns Plastic & Maxillofacial Surgery	11	6	55	1	9	1	9	0	0	3	27
25	Palliative Pain Clinic	0	0	0	0	0	0	0	0	0	0	0
26	General Surgery	67	23	34	10	15	12	18	0	0	22	33
27	Radiotherapy	7	6	86	1	14	0	0	0	0	0	0
28	Main Casualty	284	121	43	28	10	56	20	0	0	79	27
29	Sports Injury Centre	59	20	34	5	8	14	24	0	0	20	34
30	DEPT OF COMMUNITY MEDICINE	5	1	20	2	40	1	20	0	0	1	20
31	Anaesthesiology	11	6	55	1	9	1	9	0	0	3	27
32	ANTINETAL CLINIC	57	32	56	4	7	6	11	0	0	15	26
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	15	6	40	3	20	2	13	0	0	4	27
37	Dept-91	5	3	60	0	0	1	20	0	0	1	20
38	Dept-93	12	5	42	1	8	3	25	0	0	3	25

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	10	3	30	1	10	5	50	0	0	1	10
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	857	343	40	118	14	124	14	56	7	7	1	209	24
1	Cardiology	21	6	29	2	10	2	10	4	19	0	0	7	32
2	Haematology	1	0	0	0	0	0	0	0	0	0	0	1	100
3	Medicine	66	29	44	4	6	10	15	0	0	2	3	21	32
4	Nephrology	11	6	55	2	18	0	0	1	9	0	0	2	18
5	Obstetrics and Gynaecology	30	12	40	2	7	4	13	1	3	0	0	11	37
6	Orthopaedics	64	32	50	3	5	6	9	8	13	0	0	15	23
7	Otorhinolaryngology	36	7	19	5	14	9	25	3	8	0	0	12	34
8	Paediatrics	21	6	29	3	14	3	14	1	5	1	5	7	33
9	Paediatric Surgery	11	6	55	1	9	2	18	1	9	0	0	1	9
10	Physical Medicine & Rehabilitation	20	8	40	4	20	3	15	2	10	0	0	3	15
11	Psychiatry	3	0	0	0	0	0	0	1	33	0	0	2	67
12	Urology	34	17	50	5	15	7	21	3	9	0	0	2	5
13	CTVS	7	1	14	1	14	0	0	2	29	0	0	3	43
14	Endocrinology	19	3	16	1	5	5	26	1	5	0	0	9	48
15	EYE	11	4	36	1	9	1	9	1	9	0	0	4	37
16	Skin	39	16	41	9	23	4	10	4	10	0	0	6	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	18	4	22	2	11	4	22	5	28	0	0	3	17
19	Medical Oncology	6	2	33	2	33	0	0	1	17	0	0	1	17
20	Cancer Surgery	2	1	50	0	0	0	0	0	0	0	0	1	50
21	Dental Surgery	18	9	50	3	17	4	22	0	0	0	0	2	11
22	Neuro Surgery	14	5	36	1	7	3	21	0	0	1	7	4	29
23	Pulmonary Critical Case & Sleep	12	5	42	0	0	3	25	1	8	0	0	3	25
24	Burns Plastic & Maxillofacial Surgery	11	4	36	3	27	1	9	0	0	0	0	3	28
25	Palliative Pain Clinic	0	0	0	0	0	0	0	0	0	0	0	0	0
26	General Surgery	41	16	39	6	15	10	24	2	5	0	0	7	17
27	Radiotherapy	6	4	67	1	17	0	0	0	0	0	0	1	16
28	Main Casualty	210	97	46	37	18	24	11	7	3	0	0	45	22
29	Sports Injury Centre	34	9	26	8	24	7	21	1	3	0	0	9	26
30	DEPT OF COMMUNITY MEDICINE	2	2	100	0	0	0	0	0	0	0	0	0	0
31	Anaesthesiology	9	3	33	2	22	1	11	1	11	0	0	2	23
32	ANTINETAL CLINIC	47	18	38	9	19	6	13	0	0	3	6	11	24
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	10	3	30	0	0	2	20	2	20	0	0	3	30
37	Dept-91	4	0	0	1	25	0	0	1	25	0	0	2	50
38	Dept-93	11	4	36	0	0	2	18	2	18	0	0	3	28
39	Dept-94	8	4	50	0	0	1	13	0	0	0	0	3	37
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	508	162	32	3	1	75	15	59	12	128	25	2	0	79	15
1	Cardiology	14	3	21	0	0	1	7	3	21	5	36	0	0	2	15
2	Haematology	1	0	0	0	0	0	0	0	0	0	0	0	0	1	100
3	Medicine	41	18	44	0	0	8	20	3	7	9	22	0	0	3	7
4	Nephrology	4	2	50	1	25	0	0	0	0	0	0	0	0	1	25
5	Obstetrics and Gynaecology	16	3	19	0	0	1	6	3	19	4	25	0	0	5	31
6	Orthopaedics	33	14	42	0	0	6	18	4	12	5	15	0	0	4	13
7	Otorhinolaryngology	23	6	26	0	0	4	17	2	9	8	35	0	0	3	13
8	Paediatrics	14	5	36	1	7	2	14	2	14	3	21	0	0	1	8
9	Paediatric Surgery	8	1	13	0	0	2	25	2	25	2	25	0	0	1	12
10	Physical Medicine & Rehabilitation	11	4	36	0	0	4	36	0	0	1	9	0	0	2	19
11	Psychiatry	2	1	50	0	0	0	0	0	0	0	0	0	0	1	50
12	Urology	18	4	22	0	0	3	17	1	6	5	28	1	6	4	21
13	CTVS	2	1	50	0	0	0	0	0	0	0	0	0	0	1	50
14	Endocrinology	4	1	25	0	0	2	50	0	0	0	0	0	0	1	25
15	EYE	4	2	50	0	0	0	0	1	25	1	25	0	0	0	0
16	Skin	22	8	36	0	0	2	9	3	14	6	27	0	0	3	14

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	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
18	Neurology	9	1	11	0	0	1	11	1	11	5	56	0	0	1	11
19	Medical Oncology	5	0	0	0	0	1	20	0	0	3	60	0	0	1	20
20	Cancer Surgery	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
21	Dental Surgery	12	3	25	0	0	4	33	3	25	1	8	0	0	1	9
22	Neuro Surgery	6	1	17	0	0	2	33	0	0	2	33	0	0	1	17
23	Pulmonary Critical Case & Sleep	7	3	43	0	0	0	0	1	14	2	29	0	0	1	14
24	Burns Plastic & Maxillofacial Surgery	6	1	17	0	0	1	17	1	17	3	49	0	0	0	0
25	Palliative Pain Clinic	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
26	General Surgery	30	9	30	0	0	5	17	2	7	9	30	0	0	5	16
27	Radiotherapy	3	0	0	0	0	0	0	0	0	3	100	0	0	0	0
28	Main Casualty	144	49	34	0	0	19	13	19	13	34	24	0	0	23	16
29	Sports Injury Centre	18	7	39	0	0	1	6	4	22	1	6	0	0	5	27
30	DEPT OF COMMUNITY MEDICINE	1	0	0	0	0	0	0	0	0	0	0	0	0	1	100
31	Anaesthesiology	4	2	50	0	0	0	0	0	0	2	50	0	0	0	0
32	ANTINETAL CLINIC	27	7	26	1	4	5	19	2	7	7	26	1	4	4	14

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	4	2	50	0	0	0	0	0	0	2	50	0	0	0	0
37	Dept-91	4	2	50	0	0	0	0	0	0	2	50	0	0	0	0
38	Dept-93	6	2	33	0	0	1	17	0	0	2	33	0	0	1	17
39	Dept-94	5	0	0	0	0	0	0	2	40	1	20	0	0	2	40
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	350	159	45	98	28	93	27
1	Cardiology	9	2	22	3	33	4	45
2	Haematology	1	1	100	0	0	0	0
3	Medicine	32	10	31	10	31	12	38
4	Nephrology	4	2	50	1	25	1	25
5	Obstetrics and Gynaecology	12	6	50	2	17	4	33
6	Orthopaedics	24	11	46	10	42	3	12
7	Otorhinolaryngology	16	9	56	5	31	2	13
8	Paediatrics	10	5	50	2	20	3	30
9	Paediatric Surgery	5	3	60	1	20	1	20
10	Physical Medicine & Rehabilitation	9	5	56	2	22	2	22
11	Psychiatry	1	1	100	0	0	0	0
12	Urology	12	6	50	3	25	3	25
13	CTVS	2	1	50	1	50	0	0
14	Endocrinology	2	2	100	0	0	0	0
15	EYE	0	0	0	0	0	0	0
16	Skin	15	7	47	6	40	2	13
17	Apex Regional STD Centre	0	0	0	0	0	0	0
18	Neurology	5	3	60	1	20	1	20
19	Medical Oncology	3	2	67	0	0	1	33
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	7	3	43	3	43	1	14
22	Neuro Surgery	6	2	33	4	67	0	0
23	Pulmonary Critical Case & Sleep	6	2	33	3	50	1	17
24	Burns Plastic & Maxillofacial Surgery	3	0	0	0	0	3	100
25	Palliative Pain Clinic	0	0	0	0	0	0	0
26	General Surgery	24	13	54	6	25	5	21
27	Radiotherapy	2	2	100	0	0	0	0
28	Main Casualty	93	41	44	21	23	31	33
29	Sports Injury Centre	11	6	55	4	36	1	9
30	DEPT OF COMMUNITY MEDICINE	1	0	0	0	0	1	100
31	Anaesthesiology	3	0	0	2	67	1	33
32	ANTINETAL CLINIC	18	4	22	6	33	8	45
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	3	1	33	2	67	0	0
37	Dept-91	1	1	100	0	0	0	0
38	Dept-93	6	4	67	0	0	2	33
39	Dept-94	4	4	100	0	0	0	0
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	8	3	38	1	13	2	25	2	24	0	0
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	2	1	50	0	0	1	50	0	0	0	0
4	Nephrology	2	1	50	0	0	0	0	1	50	0	0
5	Obstetrics and Gynaecology	1	1	100	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	0	0	1	100	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	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	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	1	100	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	346	160	46	35	10	51	15	1	0	50	14	49	15
1	Cardiology	11	3	27	1	9	2	18	0	0	4	36	1	10
2	Haematology	1	1	100	0	0	0	0	0	0	0	0	0	0
3	Medicine	28	16	57	2	7	2	7	0	0	3	11	5	18
4	Nephrology	4	1	25	0	0	2	50	0	0	0	0	1	25
5	Obstetrics and Gynaecology	15	4	27	2	13	2	13	0	0	5	33	2	14
6	Orthopaedics	22	11	50	0	0	2	9	0	0	4	18	5	23
7	Otorhinolaryngology	15	9	60	1	7	3	20	0	0	1	7	1	6
8	Paediatrics	9	4	44	2	22	2	22	0	0	0	0	1	12
9	Paediatric Surgery	6	2	33	1	17	1	17	0	0	1	17	1	16
10	Physical Medicine & Rehabilitation	9	4	44	1	11	1	11	0	0	1	11	2	23
11	Psychiatry	1	1	100	0	0	0	0	0	0	0	0	0	0
12	Urology	12	7	58	1	8	1	8	0	0	2	17	1	9
13	CTVS	2	0	0	1	50	0	0	0	0	0	0	1	50
14	Endocrinology	1	0	0	0	0	1	100	0	0	0	0	0	0
15	EYE	0	0	0	0	0	0	0	0	0	0	0	0	0
16	Skin	15	6	40	1	7	2	13	0	0	5	33	1	7
17	Apex Regional STD Centre	0	0	0	0	0	0	0	0	0	0	0	0	0
18	Neurology	5	2	40	2	40	1	20	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 (%)
19	Medical Oncology	4	3	75	0	0	0	0	0	0	0	0	1	25
20	Cancer Surgery	0	0	0	0	0	0	0	0	0	0	0	0	0
21	Dental Surgery	7	4	57	1	14	0	0	0	0	2	29	0	0
22	Neuro Surgery	6	2	33	1	17	1	17	1	17	0	0	1	16
23	Pulmonary Critical Case & Sleep	5	0	0	1	20	2	40	0	0	2	40	0	0
24	Burns Plastic & Maxillofacial Surgery	3	2	67	0	0	0	0	0	0	0	0	1	33
25	Palliative Pain Clinic	0	0	0	0	0	0	0	0	0	0	0	0	0
26	General Surgery	27	15	56	3	11	2	7	0	0	5	19	2	7
27	Radiotherapy	2	0	0	0	0	0	0	0	0	0	0	2	100
28	Main Casualty	90	42	47	10	11	16	18	0	0	7	8	15	16
29	Sports Injury Centre	11	4	36	0	0	4	36	0	0	2	18	1	10
30	DEPT OF COMMUNITY MEDICINE	1	1	100	0	0	0	0	0	0	0	0	0	0
31	Anaesthesiology	3	2	67	0	0	0	0	0	0	0	0	1	33
32	ANTINETAL CLINIC	17	8	47	3	18	3	18	0	0	2	12	1	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-65	0	0	0	0	0	0	0	0	0	0	0	0	0
36	Dept-90	3	0	0	0	0	0	0	0	0	3	100	0	0
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	6	2	33	0	0	1	17	0	0	1	17	2	33
39	Dept-94	4	3	75	1	25	0	0	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