



Ministry of Health and Family Welfare
Government of India

Mera Aspataal Department Wise Report

Facility : Safdarjung Hospital Delhi



From : 2024-01-28 To : 2024-03-02

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	2,81,644	1,81,022	64	8,414	5	3,178	38	2,985	35	2,251	27
1	Cardiology	10,409	6,245	60	333	5	148	44	109	33	76	23
2	Haematology	573	207	36	12	6	5	42	2	17	5	41
3	Medicine	29,884	16,436	55	748	5	277	37	248	33	223	30
4	Nephrology	3,115	1,828	59	81	4	32	40	34	42	15	18
5	Obstetrics and Gynaecology	9,507	6,011	63	203	3	60	30	71	35	72	35
6	Orthopaedics	21,070	13,695	65	665	5	234	35	255	38	176	27
7	Otorhinolaryngology	11,688	7,332	63	349	5	114	33	144	41	91	26
8	Paediatrics	9,252	5,182	56	242	5	93	38	93	38	56	24
9	Paediatric Surgery	2,030	1,371	68	75	5	39	52	26	35	10	13
10	Physical Medicine & Rehabilitation	10,913	6,710	61	270	4	97	36	102	38	71	26
11	Psychiatry	1,686	1,161	69	46	4	17	37	19	41	10	22

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	7,488	5,028	67	253	5	97	38	86	34	70	28
13	CTVS	1,807	1,067	59	50	5	25	50	17	34	8	16
14	Endocrinology	5,282	3,925	74	211	5	72	34	77	36	62	30
15	EYE	7,764	4,450	57	198	4	85	43	62	31	51	26
16	Skin	14,022	8,837	63	347	4	116	33	138	40	93	27
17	Apex Regional STD Centre	82	60	73	4	7	2	50	0	0	2	50
18	Neurology	6,307	4,313	68	159	4	50	31	61	38	48	31
19	Medical Oncology	1,462	879	60	36	4	10	28	18	50	8	22
20	Cancer Surgery	612	420	69	17	4	2	12	7	41	8	47
21	Dental Surgery	5,850	2,149	37	115	5	32	28	50	43	33	29
22	Neuro Surgery	3,853	2,393	62	128	5	44	34	38	30	46	36
23	Pulmonary Critical Case & Sleep	4,857	3,084	63	161	5	59	37	71	44	31	19
24	Burns Plastic & Maxillofacial Surgery	1,788	1,313	73	85	6	36	42	27	32	22	26
25	Palliative Pain Clinic	458	223	49	10	4	4	40	3	30	3	30
26	General Surgery	14,042	8,835	63	392	4	141	36	128	33	123	31
27	Radiotherapy	1,742	790	45	49	6	17	35	19	39	13	26
28	Main Casualty	48,956	38,040	78	1,917	5	777	41	617	32	523	27
29	Sports Injury Centre	18,434	11,395	62	451	4	187	41	186	41	78	18
30	DEPT OF COMMUNITY MEDICINE	1,344	801	60	21	3	7	33	9	43	5	24

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	3,003	1,840	61	89	5	30	34	39	44	20	22
32	ANTINETAL CLINIC	13,744	8,985	65	423	5	177	42	130	31	116	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-65	19	5	26	1	20	0	0	0	0	1	100
36	Dept-90	2,773	2,207	80	104	5	39	38	47	45	18	17
37	Dept-91	1,711	1,037	61	43	4	15	35	17	40	11	25
38	Dept-93	2,645	1,882	71	83	4	24	29	20	24	39	47
39	Dept-94	1,472	886	60	43	5	14	33	15	35	14	32
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	1,758	719	41	156	9	362	21	4	0	517	29
1	Cardiology	61	28	46	8	13	13	21	0	0	12	20
2	Haematology	3	2	67	0	0	0	0	0	0	1	33
3	Medicine	170	66	39	19	11	32	19	3	2	50	29
4	Nephrology	12	5	42	1	8	1	8	0	0	5	42
5	Obstetrics and Gynaecology	55	22	40	5	9	10	18	0	0	18	33
6	Orthopaedics	141	45	32	15	11	41	29	0	0	40	28
7	Otorhinolaryngology	69	31	45	5	7	9	13	0	0	24	35
8	Paediatrics	48	22	46	4	8	12	25	0	0	10	21
9	Paediatric Surgery	10	5	50	1	10	1	10	0	0	3	30
10	Physical Medicine & Rehabilitation	49	19	39	6	12	10	20	0	0	14	29
11	Psychiatry	7	2	29	1	14	0	0	0	0	4	57
12	Urology	52	17	33	1	2	13	25	0	0	21	40
13	CTVS	6	3	50	1	17	1	17	0	0	1	16
14	Endocrinology	52	20	38	7	13	12	23	0	0	13	26
15	EYE	36	14	39	3	8	12	33	0	0	7	20
16	Skin	78	20	26	13	17	14	18	0	0	31	39
17	Apex Regional STD Centre	0	0	0	0	0	0	0	0	0	0	0
18	Neurology	42	16	38	7	17	9	21	0	0	10	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	5	1	20	0	0	1	20	0	0	3	60
20	Cancer Surgery	7	4	57	0	0	0	0	0	0	3	43
21	Dental Surgery	27	8	30	0	0	6	22	0	0	13	48
22	Neuro Surgery	36	13	36	3	8	9	25	0	0	11	31
23	Pulmonary Critical Case & Sleep	20	6	30	2	10	6	30	0	0	6	30
24	Burns Plastic & Maxillofacial Surgery	20	11	55	1	5	5	25	0	0	3	15
25	Palliative Pain Clinic	3	2	67	0	0	0	0	0	0	1	33
26	General Surgery	84	32	38	6	7	23	27	0	0	23	28
27	Radiotherapy	7	4	57	0	0	2	29	0	0	1	14
28	Main Casualty	415	204	49	28	7	71	17	0	0	112	27
29	Sports Injury Centre	69	28	41	4	6	18	26	0	0	19	27
30	DEPT OF COMMUNITY MEDICINE	4	0	0	0	0	2	50	0	0	2	50
31	Anaesthesiology	22	11	50	2	9	2	9	0	0	7	32
32	ANTINETAL CLINIC	86	36	42	4	5	14	16	1	1	31	36
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	4	27	4	27	2	13	0	0	5	33
37	Dept-91	8	3	38	0	0	1	13	0	0	4	49
38	Dept-93	30	10	33	5	17	6	20	0	0	9	30

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	9	5	56	0	0	4	44	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

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	1,353	533	39	147	11	231	17	103	8	7	1	332	24
1	Cardiology	39	12	31	2	5	6	15	5	13	0	0	14	36
2	Haematology	2	0	0	1	50	0	0	0	0	0	0	1	50
3	Medicine	134	43	32	9	7	31	23	10	7	2	1	39	30
4	Nephrology	10	7	70	1	10	1	10	0	0	0	0	1	10
5	Obstetrics and Gynaecology	53	26	49	6	11	9	17	3	6	0	0	9	17
6	Orthopaedics	111	41	37	8	7	17	15	11	10	0	0	34	31
7	Otorhinolaryngology	49	10	20	6	12	15	31	5	10	0	0	13	27
8	Paediatrics	33	13	39	2	6	6	18	4	12	0	0	8	25
9	Paediatric Surgery	7	2	29	1	14	2	29	0	0	0	0	2	28
10	Physical Medicine & Rehabilitation	37	14	38	7	19	8	22	5	14	0	0	3	7
11	Psychiatry	4	2	50	0	0	0	0	0	0	0	0	2	50
12	Urology	42	20	48	5	12	7	17	2	5	0	0	8	18
13	CTVS	4	3	75	0	0	0	0	0	0	0	0	1	25
14	Endocrinology	42	8	19	7	17	8	19	7	17	0	0	12	28
15	EYE	29	12	41	3	10	6	21	3	10	0	0	5	18
16	Skin	53	16	30	5	9	9	17	6	11	0	0	17	33

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	29	10	34	1	3	7	24	5	17	0	0	6	22
19	Medical Oncology	4	2	50	0	0	1	25	0	0	0	0	1	25
20	Cancer Surgery	4	4	100	0	0	0	0	0	0	0	0	0	0
21	Dental Surgery	21	5	24	3	14	6	29	1	5	0	0	6	28
22	Neuro Surgery	25	13	52	3	12	3	12	1	4	1	4	4	16
23	Pulmonary Critical Case & Sleep	16	10	63	0	0	1	6	1	6	0	0	4	25
24	Burns Plastic & Maxillofacial Surgery	17	8	47	2	12	2	12	1	6	0	0	4	23
25	Palliative Pain Clinic	2	1	50	0	0	1	50	0	0	0	0	0	0
26	General Surgery	67	30	45	6	9	15	22	5	7	0	0	11	17
27	Radiotherapy	6	3	50	1	17	0	0	0	0	0	0	2	33
28	Main Casualty	331	162	49	47	14	37	11	14	4	0	0	71	22
29	Sports Injury Centre	41	13	32	7	17	10	24	0	0	0	0	11	27
30	DEPT OF COMMUNITY MEDICINE	1	1	100	0	0	0	0	0	0	0	0	0	0
31	Anaesthesiology	18	3	17	2	11	3	17	3	17	0	0	7	38
32	ANTINETAL CLINIC	74	28	38	8	11	9	12	5	7	4	5	20	27
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	12	3	25	0	0	3	25	1	8	0	0	5	42
37	Dept-91	5	1	20	1	20	0	0	1	20	0	0	2	40
38	Dept-93	25	4	16	3	12	8	32	4	16	0	0	6	24
39	Dept-94	6	3	50	0	0	0	0	0	0	0	0	3	50
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	764	248	32	4	1	109	14	89	12	195	26	3	0	116	15
1	Cardiology	20	4	20	0	0	4	20	4	20	4	20	0	0	4	20
2	Haematology	1	0	0	0	0	0	0	0	0	1	100	0	0	0	0
3	Medicine	69	25	36	2	3	7	10	5	7	19	28	1	1	10	15
4	Nephrology	5	3	60	0	0	0	0	0	0	0	0	0	0	2	40
5	Obstetrics and Gynaecology	28	9	32	0	0	1	4	5	18	7	25	0	0	6	21
6	Orthopaedics	63	23	37	0	0	9	14	9	14	15	24	0	0	7	11
7	Otorhinolaryngology	26	8	31	0	0	6	23	1	4	7	27	0	0	4	15
8	Paediatrics	14	3	21	0	0	3	21	3	21	5	37	0	0	0	0
9	Paediatric Surgery	5	1	20	0	0	1	20	0	0	2	40	0	0	1	20
10	Physical Medicine & Rehabilitation	21	12	57	0	0	2	10	1	5	4	19	0	0	2	9
11	Psychiatry	4	2	50	0	0	1	25	0	0	0	0	0	0	1	25
12	Urology	18	7	39	0	0	2	11	0	0	4	22	1	6	4	22
13	CTVS	5	1	20	0	0	1	20	1	20	2	40	0	0	0	0
14	Endocrinology	26	5	19	0	0	7	27	3	12	8	31	0	0	3	11
15	EYE	9	4	44	0	0	0	0	0	0	2	22	0	0	3	34
16	Skin	31	6	19	0	0	4	13	5	16	11	35	0	0	5	17

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	17	2	12	0	0	3	18	2	12	5	29	0	0	5	29
19	Medical Oncology	3	0	0	0	0	0	0	1	33	1	33	0	0	1	34
20	Cancer Surgery	3	2	67	0	0	0	0	0	0	1	33	0	0	0	0
21	Dental Surgery	12	5	42	0	0	3	25	1	8	2	17	0	0	1	8
22	Neuro Surgery	17	7	41	0	0	3	18	1	6	2	12	0	0	4	23
23	Pulmonary Critical Case & Sleep	8	4	50	0	0	0	0	2	25	1	13	0	0	1	12
24	Burns Plastic & Maxillofacial Surgery	6	2	33	0	0	1	17	1	17	2	33	0	0	0	0
25	Palliative Pain Clinic	2	1	50	0	0	0	0	1	50	0	0	0	0	0	0
26	General Surgery	44	13	30	0	0	5	11	1	2	14	32	0	0	11	25
27	Radiotherapy	2	0	0	0	0	1	50	0	0	1	50	0	0	0	0
28	Main Casualty	211	76	36	0	0	35	17	27	13	52	25	0	0	21	9
29	Sports Injury Centre	22	6	27	0	0	2	9	5	23	2	9	0	0	7	32
30	DEPT OF COMMUNITY MEDICINE	1	0	0	0	0	0	0	0	0	0	0	0	0	1	100
31	Anaesthesiology	4	3	75	0	0	1	25	0	0	0	0	0	0	0	0
32	ANTINETAL CLINIC	39	7	18	2	5	5	13	5	13	13	33	1	3	6	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 (%)
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	7	1	14	0	0	1	14	0	0	4	57	0	0	1	15
37	Dept-91	5	2	40	0	0	0	0	1	20	1	20	0	0	1	20
38	Dept-93	13	4	31	0	0	1	8	3	23	3	23	0	0	2	15
39	Dept-94	3	0	0	0	0	0	0	1	33	0	0	0	0	2	67
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	529	244	46	152	29	133	25
1	Cardiology	16	9	56	3	19	4	25
2	Haematology	1	0	0	0	0	1	100
3	Medicine	51	25	49	15	29	11	22
4	Nephrology	3	2	67	1	33	0	0
5	Obstetrics and Gynaecology	20	8	40	5	25	7	35
6	Orthopaedics	38	23	61	8	21	7	18
7	Otorhinolaryngology	18	9	50	5	28	4	22
8	Paediatrics	11	5	45	4	36	2	19
9	Paediatric Surgery	3	1	33	1	33	1	34
10	Physical Medicine & Rehabilitation	21	11	52	3	14	7	34
11	Psychiatry	3	2	67	0	0	1	33
12	Urology	14	4	29	8	57	2	14
13	CTVS	1	0	0	0	0	1	100
14	Endocrinology	16	11	69	2	13	3	18
15	EYE	9	4	44	2	22	3	34
16	Skin	20	9	45	6	30	5	25
17	Apex Regional STD Centre	0	0	0	0	0	0	0
18	Neurology	12	4	33	4	33	4	34
19	Medical Oncology	3	2	67	1	33	0	0
20	Cancer Surgery	3	1	33	0	0	2	67

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	8	5	63	2	25	1	12
22	Neuro Surgery	15	6	40	4	27	5	33
23	Pulmonary Critical Case & Sleep	7	5	71	1	14	1	15
24	Burns Plastic & Maxillofacial Surgery	4	2	50	0	0	2	50
25	Palliative Pain Clinic	2	1	50	0	0	1	50
26	General Surgery	29	11	38	13	45	5	17
27	Radiotherapy	2	2	100	0	0	0	0
28	Main Casualty	136	66	49	36	26	34	25
29	Sports Injury Centre	16	5	31	7	44	4	25
30	DEPT OF COMMUNITY MEDICINE	1	0	0	0	0	1	100
31	Anaesthesiology	3	1	33	0	0	2	67
32	ANTINETAL CLINIC	24	4	17	13	54	7	29
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	5	1	20	3	60	1	20
37	Dept-91	2	1	50	0	0	1	50
38	Dept-93	9	3	33	4	44	2	23
39	Dept-94	3	1	33	1	33	1	34
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	7	3	43	2	29	1	14	1	14	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	4	1	25	2	50	0	0	1	25	0	0
4	Nephrology	1	1	100	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	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	0	0	1	100	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	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	498	240	48	56	11	80	16	1	0	63	13	58	12
1	Cardiology	15	4	27	1	7	5	33	0	0	3	20	2	13
2	Haematology	0	0	0	0	0	0	0	0	0	0	0	0	0
3	Medicine	46	20	43	5	11	6	13	1	2	5	11	9	20
4	Nephrology	3	1	33	0	0	2	67	0	0	0	0	0	0
5	Obstetrics and Gynaecology	23	12	52	3	13	3	13	0	0	4	17	1	5
6	Orthopaedics	35	23	66	3	9	5	14	0	0	1	3	3	8
7	Otorhinolaryngology	20	8	40	3	15	4	20	0	0	5	25	0	0
8	Paediatrics	9	3	33	1	11	1	11	0	0	1	11	3	34
9	Paediatric Surgery	3	2	67	0	0	1	33	0	0	0	0	0	0
10	Physical Medicine & Rehabilitation	21	8	38	2	10	4	19	0	0	3	14	4	19
11	Psychiatry	3	2	67	1	33	0	0	0	0	0	0	0	0
12	Urology	12	8	67	0	0	2	17	0	0	0	0	2	16
13	CTVS	1	1	100	0	0	0	0	0	0	0	0	0	0
14	Endocrinology	17	8	47	1	6	4	24	0	0	2	12	2	11
15	EYE	8	3	38	2	25	1	13	0	0	1	13	1	11
16	Skin	21	9	43	1	5	3	14	0	0	5	24	3	14
17	Apex Regional STD Centre	0	0	0	0	0	0	0	0	0	0	0	0	0
18	Neurology	12	8	67	1	8	1	8	0	0	2	17	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	3	3	100	0	0	0	0	0	0	0	0	0	0
20	Cancer Surgery	2	2	100	0	0	0	0	0	0	0	0	0	0
21	Dental Surgery	7	3	43	2	29	0	0	0	0	1	14	1	14
22	Neuro Surgery	11	4	36	1	9	4	36	0	0	1	9	1	10
23	Pulmonary Critical Case & Sleep	5	4	80	0	0	0	0	0	0	1	20	0	0
24	Burns Plastic & Maxillofacial Surgery	4	2	50	0	0	1	25	0	0	0	0	1	25
25	Palliative Pain Clinic	2	0	0	1	50	0	0	0	0	0	0	1	50
26	General Surgery	28	14	50	3	11	2	7	0	0	7	25	2	7
27	Radiotherapy	2	1	50	0	0	0	0	0	0	0	0	1	50
28	Main Casualty	122	59	48	15	12	19	16	0	0	12	10	17	14
29	Sports Injury Centre	18	8	44	2	11	6	33	0	0	0	0	2	12
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	1	33	0	0
32	ANTINETAL CLINIC	20	7	35	2	10	5	25	0	0	5	25	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	5	2	40	1	20	0	0	0	0	2	40	0	0
37	Dept-91	3	1	33	1	33	0	0	0	0	0	0	1	34

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	10	5	50	3	30	1	10	0	0	1	10	0	0
39	Dept-94	3	2	67	1	33	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