



Ministry of Health and Family Welfare
Government of India

Mera Aspataal Department Wise Report

Facility : Safdarjung Hospital Delhi



From : 2024-03-31 To : 2024-05-04

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	2,78,999	1,75,523	63	8,339	5	3,027	36	2,914	35	2,398	29
1	Cardiology	9,420	5,743	61	302	5	132	44	104	34	66	22
2	Haematology	785	346	44	22	6	2	9	9	41	11	50
3	Medicine	27,994	15,716	56	678	4	226	33	241	36	211	31
4	Nephrology	3,184	1,888	59	80	4	33	41	27	34	20	25
5	Obstetrics and Gynaecology	8,942	5,468	61	192	4	63	33	68	35	61	32
6	Orthopaedics	21,305	12,321	58	681	6	245	36	228	33	208	31
7	Otorhinolaryngology	11,760	7,247	62	314	4	91	29	122	39	101	32
8	Paediatrics	9,471	5,316	56	249	5	95	38	96	39	58	23
9	Paediatric Surgery	2,247	1,552	69	80	5	33	41	31	39	16	20
10	Physical Medicine & Rehabilitation	12,369	7,396	60	301	4	131	44	98	33	72	23
11	Psychiatry	1,664	1,103	66	54	5	21	39	17	31	16	30

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	7,635	4,965	65	277	6	100	36	102	37	75	27
13	CTVS	1,641	970	59	37	4	16	43	12	32	9	25
14	Endocrinology	5,165	3,753	73	177	5	71	40	64	36	42	24
15	EYE	7,803	4,332	56	184	4	74	40	61	33	49	27
16	Skin	14,748	8,737	59	381	4	119	31	150	39	112	30
17	Apex Regional STD Centre	116	80	69	4	5	1	25	0	0	3	75
18	Neurology	6,518	4,413	68	146	3	54	37	50	34	42	29
19	Medical Oncology	1,750	1,118	64	50	4	15	30	22	44	13	26
20	Cancer Surgery	531	385	73	35	9	9	26	11	31	15	43
21	Dental Surgery	5,687	2,003	35	115	6	40	35	38	33	37	32
22	Neuro Surgery	3,723	2,195	59	119	5	38	32	39	33	42	35
23	Pulmonary Critical Case & Sleep	4,334	2,664	61	150	6	52	35	51	34	47	31
24	Burns Plastic & Maxillofacial Surgery	2,689	1,976	73	109	6	43	39	38	35	28	26
25	Palliative Pain Clinic	435	274	63	6	2	3	50	1	17	2	33
26	General Surgery	13,097	7,952	61	359	5	112	31	124	35	123	34
27	Radiotherapy	1,573	789	50	45	6	20	44	10	22	15	34
28	Main Casualty	46,032	36,069	78	1,879	5	692	37	624	33	563	30
29	Sports Injury Centre	23,305	13,910	60	576	4	237	41	226	39	113	20
30	DEPT OF COMMUNITY MEDICINE	1,070	628	59	17	3	5	29	7	41	5	30

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	2,368	1,406	59	70	5	26	37	22	31	22	32
32	ANTINETAL CLINIC	11,726	7,687	66	382	5	130	34	132	35	120	31
33	Radiodiagnosis	26	8	31	0	0	0	0	0	0	0	0
34	Ayurveda	2,605	1,960	75	104	5	40	38	41	39	23	23
35	Integrative Medicine	1,846	911	49	42	5	20	48	13	31	9	21
36	Medicine Screening OPD	2,096	1,436	69	74	5	24	32	19	26	31	42
37	Gastroenterology	1,339	806	60	48	6	14	29	16	33	18	38
38	Dept-0	0	0	0	0	0	0	0	0	0	0	0
39	Dept-41	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

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	1,954	759	39	208	11	393	20	7	0	587	30
1	Cardiology	58	23	40	9	16	14	24	2	3	10	17
2	Haematology	9	2	22	0	0	3	33	0	0	4	45
3	Medicine	159	52	33	16	10	30	19	1	1	60	37
4	Nephrology	16	5	31	2	13	4	25	0	0	5	31
5	Obstetrics and Gynaecology	46	17	37	7	15	7	15	0	0	15	33
6	Orthopaedics	181	67	37	22	12	41	23	1	1	50	27
7	Otorhinolaryngology	94	40	43	11	12	23	24	0	0	20	21
8	Paediatrics	45	16	36	5	11	10	22	0	0	14	31
9	Paediatric Surgery	13	4	31	0	0	5	38	0	0	4	31
10	Physical Medicine & Rehabilitation	62	24	39	8	13	12	19	0	0	18	29
11	Psychiatry	13	2	15	0	0	4	31	0	0	7	54
12	Urology	62	21	34	5	8	14	23	1	2	21	33
13	CTVS	5	2	40	0	0	2	40	0	0	1	20
14	Endocrinology	37	12	32	2	5	8	22	0	0	15	41
15	EYE	42	12	29	2	5	14	33	0	0	14	33
16	Skin	101	39	39	14	14	20	20	0	0	28	27
17	Apex Regional STD Centre	1	0	0	0	0	1	100	0	0	0	0
18	Neurology	31	18	58	3	10	2	6	0	0	8	26

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	10	4	40	1	10	4	40	0	0	1	10
20	Cancer Surgery	14	6	43	2	14	3	21	0	0	3	22
21	Dental Surgery	26	6	23	2	8	9	35	0	0	9	34
22	Neuro Surgery	37	11	30	1	3	9	24	1	3	15	40
23	Pulmonary Critical Case & Sleep	28	9	32	3	11	5	18	0	0	11	39
24	Burns Plastic & Maxillofacial Surgery	26	8	31	1	4	2	8	0	0	15	57
25	Palliative Pain Clinic	1	0	0	0	0	0	0	0	0	1	100
26	General Surgery	96	39	41	11	11	17	18	0	0	29	30
27	Radiotherapy	13	7	54	0	0	3	23	0	0	3	23
28	Main Casualty	439	201	46	49	11	76	17	0	0	113	26
29	Sports Injury Centre	92	33	36	9	10	20	22	0	0	30	32
30	DEPT OF COMMUNITY MEDICINE	5	1	20	2	40	0	0	0	0	2	40
31	Anaesthesiology	25	11	44	3	12	5	20	0	0	6	24
32	ANTINETAL CLINIC	102	44	43	8	8	12	12	1	1	37	36
33	Radiodiagnosis	0	0	0	0	0	0	0	0	0	0	0
34	Ayurveda	24	8	33	4	17	5	21	0	0	7	29
35	Integrative Medicine	7	2	29	2	29	1	14	0	0	2	28
36	Medicine Screening OPD	20	9	45	3	15	4	20	0	0	4	20
37	Gastroenterology	14	4	29	1	7	4	29	0	0	5	35

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 (%)
38	Dept-0	0	0	0	0	0	0	0	0	0	0	0
39	Dept-41	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

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	1,499	553	37	156	10	248	17	118	8	5	0	419	28
1	Cardiology	40	16	40	3	8	9	23	2	5	0	0	10	24
2	Haematology	8	3	38	0	0	1	13	1	13	0	0	3	36
3	Medicine	111	39	35	9	8	25	23	11	10	0	0	27	24
4	Nephrology	15	4	27	0	0	4	27	1	7	0	0	6	39
5	Obstetrics and Gynaecology	38	11	29	10	26	5	13	3	8	0	0	9	24
6	Orthopaedics	142	61	43	13	9	13	9	7	5	1	1	47	33
7	Otorhinolaryngology	62	23	37	8	13	8	13	5	8	0	0	18	29
8	Paediatrics	34	9	26	6	18	7	21	3	9	0	0	9	26
9	Paediatric Surgery	12	3	25	2	17	3	25	1	8	0	0	3	25
10	Physical Medicine & Rehabilitation	45	18	40	4	9	9	20	4	9	0	0	10	22
11	Psychiatry	9	1	11	1	11	1	11	4	44	0	0	2	23
12	Urology	51	19	37	2	4	9	18	3	6	1	2	17	33
13	CTVS	4	2	50	0	0	2	50	0	0	0	0	0	0
14	Endocrinology	31	6	19	2	6	8	26	4	13	0	0	11	36
15	EYE	30	8	27	3	10	8	27	3	10	0	0	8	26
16	Skin	78	16	21	10	13	14	18	15	19	0	0	23	29

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	28	8	29	0	0	7	25	5	18	0	0	8	28
19	Medical Oncology	5	0	0	0	0	1	20	0	0	0	0	4	80
20	Cancer Surgery	12	6	50	1	8	2	17	0	0	0	0	3	25
21	Dental Surgery	20	8	40	1	5	2	10	1	5	0	0	8	40
22	Neuro Surgery	29	12	41	0	0	10	34	1	3	1	3	5	19
23	Pulmonary Critical Case & Sleep	24	6	25	1	4	7	29	3	13	0	0	7	29
24	Burns Plastic & Maxillofacial Surgery	23	11	48	0	0	4	17	3	13	0	0	5	22
25	Palliative Pain Clinic	0	0	0	0	0	0	0	0	0	0	0	0	0
26	General Surgery	80	27	34	5	6	16	20	6	8	1	1	25	31
27	Radiotherapy	14	9	64	1	7	2	14	1	7	0	0	1	8
28	Main Casualty	342	152	44	49	14	40	12	14	4	0	0	87	26
29	Sports Injury Centre	70	18	26	10	14	10	14	6	9	1	1	25	36
30	DEPT OF COMMUNITY MEDICINE	3	0	0	0	0	1	33	0	0	0	0	2	67
31	Anaesthesiology	15	9	60	2	13	2	13	0	0	0	0	2	14
32	ANTINETAL CLINIC	80	29	36	10	13	12	15	7	9	0	0	22	27
33	Radiodiagnosis	0	0	0	0	0	0	0	0	0	0	0	0	0
34	Ayurveda	11	3	27	1	9	2	18	3	27	0	0	2	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 (%)
35	Integrative Medicine	6	3	50	0	0	1	17	0	0	0	0	2	33
36	Medicine Screening OPD	16	6	38	2	13	2	13	0	0	0	0	6	36
37	Gastroenterology	10	7	70	0	0	1	10	0	0	0	0	2	20
38	Dept-0	0	0	0	0	0	0	0	0	0	0	0	0	0
39	Dept-41	0	0	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	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	914	308	34	4	0	168	18	92	10	226	25	5	1	111	12
1	Cardiology	25	8	32	0	0	7	28	1	4	4	16	0	0	5	20
2	Haematology	4	2	50	0	0	0	0	0	0	2	50	0	0	0	0
3	Medicine	77	24	31	2	3	14	18	6	8	18	23	0	0	13	17
4	Nephrology	9	2	22	0	0	2	22	0	0	3	33	0	0	2	23
5	Obstetrics and Gynaecology	23	8	35	0	0	3	13	3	13	8	35	0	0	1	4
6	Orthopaedics	91	31	34	0	0	12	13	9	10	24	26	2	2	13	15
7	Otorhinolaryngology	37	13	35	0	0	8	22	4	11	8	22	0	0	4	10
8	Paediatrics	20	6	30	0	0	6	30	0	0	6	30	0	0	2	10
9	Paediatric Surgery	4	0	0	0	0	1	25	2	50	0	0	0	0	1	25
10	Physical Medicine & Rehabilitation	33	12	36	0	0	5	15	6	18	6	18	0	0	4	13
11	Psychiatry	6	3	50	0	0	0	0	0	0	3	50	0	0	0	0
12	Urology	27	12	44	1	4	2	7	1	4	7	26	1	4	3	11
13	CTVS	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
14	Endocrinology	15	6	40	0	0	3	20	0	0	3	20	0	0	3	20
15	EYE	20	5	25	0	0	4	20	4	20	4	20	0	0	3	15
16	Skin	42	12	29	0	0	4	10	7	17	11	26	0	0	8	18

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	1	0	0	0	0	0	0	0	0	0	0	0	0	1	100
18	Neurology	17	6	35	0	0	3	18	4	24	3	18	0	0	1	5
19	Medical Oncology	4	1	25	0	0	0	0	0	0	1	25	0	0	2	50
20	Cancer Surgery	10	4	40	0	0	3	30	1	10	2	20	0	0	0	0
21	Dental Surgery	12	3	25	0	0	3	25	0	0	3	25	0	0	3	25
22	Neuro Surgery	20	4	20	1	5	4	20	1	5	8	40	1	5	1	5
23	Pulmonary Critical Case & Sleep	17	7	41	0	0	4	24	0	0	4	24	0	0	2	11
24	Burns Plastic & Maxillofacial Surgery	11	2	18	0	0	4	36	2	18	2	18	0	0	1	10
25	Palliative Pain Clinic	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
26	General Surgery	50	22	44	0	0	7	14	4	8	9	18	1	2	7	14
27	Radiotherapy	9	4	44	0	0	1	11	2	22	2	23	0	0	0	0
28	Main Casualty	218	72	33	0	0	43	20	23	11	62	28	0	0	18	8
29	Sports Injury Centre	30	13	43	0	0	4	13	4	13	5	17	0	0	4	14
30	DEPT OF COMMUNITY MEDICINE	5	2	40	0	0	0	0	2	40	1	20	0	0	0	0
31	Anaesthesiology	10	5	50	0	0	2	20	0	0	2	20	0	0	1	10
32	ANTINETAL CLINIC	38	12	32	0	0	9	24	4	11	11	29	0	0	2	4

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 (%)
33	Radiodiagnosis	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
34	Ayurveda	9	2	22	0	0	3	33	0	0	2	22	0	0	2	23
35	Integrative Medicine	3	1	33	0	0	0	0	2	67	0	0	0	0	0	0
36	Medicine Screening OPD	9	1	11	0	0	6	67	0	0	1	11	0	0	1	11
37	Gastroenterology	8	3	38	0	0	1	13	0	0	1	13	0	0	3	36
38	Dept-0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
39	Dept-41	0	0	0	0	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	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	638	321	50	174	27	143	23
1	Cardiology	20	12	60	4	20	4	20
2	Haematology	1	1	100	0	0	0	0
3	Medicine	46	20	43	13	28	13	29
4	Nephrology	7	5	71	1	14	1	15
5	Obstetrics and Gynaecology	17	6	35	5	29	6	36
6	Orthopaedics	57	29	51	19	33	9	16
7	Otorhinolaryngology	23	10	43	9	39	4	18
8	Paediatrics	18	9	50	5	28	4	22
9	Paediatric Surgery	2	0	0	1	50	1	50
10	Physical Medicine & Rehabilitation	24	15	63	3	13	6	24
11	Psychiatry	3	2	67	1	33	0	0
12	Urology	21	12	57	5	24	4	19
13	CTVS	0	0	0	0	0	0	0
14	Endocrinology	12	8	67	1	8	3	25
15	EYE	16	6	38	8	50	2	12
16	Skin	28	18	64	3	11	7	25
17	Apex Regional STD Centre	1	1	100	0	0	0	0
18	Neurology	15	7	47	6	40	2	13
19	Medical Oncology	4	4	100	0	0	0	0
20	Cancer Surgery	3	0	0	2	67	1	33

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	4	57	3	43	0	0
22	Neuro Surgery	14	8	57	3	21	3	22
23	Pulmonary Critical Case & Sleep	12	6	50	5	42	1	8
24	Burns Plastic & Maxillofacial Surgery	8	5	63	2	25	1	12
25	Palliative Pain Clinic	0	0	0	0	0	0	0
26	General Surgery	37	19	51	9	24	9	25
27	Radiotherapy	7	4	57	2	29	1	14
28	Main Casualty	147	71	48	36	24	40	28
29	Sports Injury Centre	24	12	50	6	25	6	25
30	DEPT OF COMMUNITY MEDICINE	3	0	0	3	100	0	0
31	Anaesthesiology	7	6	86	1	14	0	0
32	ANTINETAL CLINIC	30	14	47	7	23	9	30
33	Radiodiagnosis	0	0	0	0	0	0	0
34	Ayurveda	9	4	44	3	33	2	23
35	Integrative Medicine	3	0	0	2	67	1	33
36	Medicine Screening OPD	6	0	0	4	67	2	33
37	Gastroenterology	6	3	50	2	33	1	17
38	Dept-0	0	0	0	0	0	0	0
39	Dept-41	0	0	0	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	10	3	30	0	0	5	50	1	10	1	10
1	Cardiology	1	0	0	0	0	1	100	0	0	0	0
2	Haematology	0	0	0	0	0	0	0	0	0	0	0
3	Medicine	2	0	0	0	0	1	50	1	50	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	1	1	100	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	1	0	0	0	0	1	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	1	0	0	0	0	1	100	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	2	1	50	0	0	1	50	0	0	0	0
23	Pulmonary Critical Case & Sleep	1	1	100	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	1	0	0	0	0	0	0	0	0	1	100
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	Radiodiagnosis	0	0	0	0	0	0	0	0	0	0	0
34	Ayurveda	0	0	0	0	0	0	0	0	0	0	0
35	Integrative Medicine	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 (%)
36	Medicine Screening OPD	0	0	0	0	0	0	0	0	0	0	0
37	Gastroenterology	0	0	0	0	0	0	0	0	0	0	0
38	Dept-0	0	0	0	0	0	0	0	0	0	0	0
39	Dept-41	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 dissatisfaction 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	630	313	50	59	9	79	13	3	0	100	16	76	12
1	Cardiology	17	9	53	1	6	2	12	1	6	1	6	3	17
2	Haematology	1	1	100	0	0	0	0	0	0	0	0	0	0
3	Medicine	48	23	48	5	10	9	19	0	0	6	13	5	10
4	Nephrology	8	4	50	0	0	0	0	0	0	2	25	2	25
5	Obstetrics and Gynaecology	18	10	56	1	6	4	22	0	0	2	11	1	5
6	Orthopaedics	58	34	59	5	9	4	7	0	0	9	16	6	9
7	Otorhinolaryngology	29	14	48	4	14	3	10	0	0	7	24	1	4
8	Paediatrics	20	8	40	3	15	3	15	0	0	3	15	3	15
9	Paediatric Surgery	2	1	50	0	0	0	0	0	0	0	0	1	50
10	Physical Medicine & Rehabilitation	23	13	57	2	9	1	4	0	0	3	13	4	17
11	Psychiatry	2	0	0	0	0	1	50	0	0	0	0	1	50
12	Urology	21	10	48	2	10	1	5	1	5	4	19	3	13
13	CTVS	0	0	0	0	0	0	0	0	0	0	0	0	0
14	Endocrinology	10	5	50	0	0	1	10	0	0	2	20	2	20
15	EYE	14	9	64	0	0	1	7	0	0	2	14	2	15
16	Skin	29	16	55	4	14	3	10	0	0	6	21	0	0
17	Apex Regional STD Centre	2	1	50	0	0	0	0	0	0	1	50	0	0
18	Neurology	17	7	41	1	6	1	6	0	0	7	41	1	6

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	1	20	0	0	1	20	0	0
20	Cancer Surgery	3	3	100	0	0	0	0	0	0	0	0	0	0
21	Dental Surgery	7	2	29	2	29	0	0	0	0	3	42	0	0
22	Neuro Surgery	12	7	58	0	0	2	17	0	0	1	8	2	17
23	Pulmonary Critical Case & Sleep	13	7	54	0	0	2	15	1	8	2	15	1	8
24	Burns Plastic & Maxillofacial Surgery	8	5	63	2	25	1	12	0	0	0	0	0	0
25	Palliative Pain Clinic	0	0	0	0	0	0	0	0	0	0	0	0	0
26	General Surgery	36	18	50	3	8	4	11	0	0	5	14	6	17
27	Radiotherapy	9	2	22	1	11	1	11	0	0	1	11	4	45
28	Main Casualty	139	58	42	18	13	31	22	0	0	20	14	12	9
29	Sports Injury Centre	23	12	52	1	4	1	4	0	0	3	13	6	27
30	DEPT OF COMMUNITY MEDICINE	4	3	75	1	25	0	0	0	0	0	0	0	0
31	Anaesthesiology	7	5	71	1	14	0	0	0	0	0	0	1	15
32	ANTINETAL CLINIC	24	12	50	0	0	1	4	0	0	5	21	6	25
33	Radiodiagnosis	0	0	0	0	0	0	0	0	0	0	0	0	0
34	Ayurveda	6	5	83	0	0	0	0	0	0	0	0	1	17
35	Integrative Medicine	3	2	67	1	33	0	0	0	0	0	0	0	0
36	Medicine Screening OPD	5	1	20	0	0	1	20	0	0	1	20	2	40

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 (%)
37	Gastroenterology	7	3	43	1	14	0	0	0	0	3	43	0	0
38	Dept-0	0	0	0	0	0	0	0	0	0	0	0	0	0
39	Dept-41	0	0	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	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