



Ministry of Health and Family Welfare
Government of India

Mera Aspataal Department Wise Report

Facility : Safdarjung Hospital Delhi



From : 2024-04-28 To : 2024-06-01

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	3,01,391	1,80,581	60	7,987	4	2,957	37	2,755	34	2,275	29
1	Cardiology	9,157	5,305	58	267	5	122	46	88	33	57	21
2	Haematology	708	331	47	17	5	4	24	5	29	8	47
3	Medicine	30,322	15,516	51	636	4	203	32	237	37	196	31
4	Nephrology	3,282	1,834	56	75	4	24	32	30	40	21	28
5	Obstetrics and Gynaecology	10,170	5,683	56	162	3	45	28	63	39	54	33
6	Orthopaedics	22,398	13,095	58	662	5	224	34	219	33	219	33
7	Otorhinolaryngology	12,704	7,068	56	331	5	120	36	113	34	98	30
8	Paediatrics	10,963	5,785	53	279	5	112	40	95	34	72	26
9	Paediatric Surgery	2,066	1,387	67	64	5	36	56	17	27	11	17
10	Physical Medicine & Rehabilitation	13,856	7,522	54	283	4	102	36	109	39	72	25
11	Psychiatry	1,749	1,082	62	33	3	13	39	11	33	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 (%)
12	Urology	7,054	4,686	66	220	5	82	37	74	34	64	29
13	CTVS	1,598	870	54	45	5	14	31	17	38	14	31
14	Endocrinology	5,313	3,832	72	180	5	68	38	67	37	45	25
15	EYE	7,355	3,851	52	182	5	70	38	62	34	50	28
16	Skin	14,774	8,416	57	306	4	101	33	114	37	91	30
17	Apex Regional STD Centre	111	56	50	3	5	3	100	0	0	0	0
18	Neurology	5,327	3,577	67	147	4	62	42	53	36	32	22
19	Medical Oncology	1,511	922	61	48	5	3	6	30	63	15	31
20	Cancer Surgery	614	437	71	33	8	15	45	10	30	8	25
21	Dental Surgery	6,333	1,872	30	98	5	31	32	38	39	29	29
22	Neuro Surgery	3,922	2,110	54	115	5	46	40	34	30	35	30
23	Pulmonary Critical Case & Sleep	4,254	2,464	58	112	5	39	35	43	38	30	27
24	Burns Plastic & Maxillofacial Surgery	4,058	2,997	74	127	4	51	40	47	37	29	23
25	Palliative Pain Clinic	449	274	61	10	4	3	30	4	40	3	30
26	General Surgery	15,259	8,554	56	403	5	137	34	137	34	129	32
27	Radiotherapy	1,622	845	52	42	5	21	50	14	33	7	17
28	Main Casualty	53,533	40,292	75	1,863	5	710	38	601	32	552	30
29	Sports Injury Centre	26,047	14,499	56	543	4	247	45	187	34	109	21
30	DEPT OF COMMUNITY MEDICINE	1,055	651	62	25	4	11	44	8	32	6	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	2,595	1,443	56	67	5	23	34	27	40	17	26
32	ANTINETAL CLINIC	12,526	7,846	63	334	4	120	36	111	33	103	31
33	Radiodiagnosis	25	6	24	0	0	0	0	0	0	0	0
34	Ayurveda	2,587	1,923	74	98	5	35	36	35	36	28	28
35	Integrative Medicine	1,946	953	49	35	4	15	43	14	40	6	17
36	Medicine Screening OPD	2,392	1,556	65	77	5	21	27	21	27	35	46
37	Gastroenterology	1,756	1,041	59	65	6	24	37	20	31	21	32
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	1,826	703	38	207	11	344	19	5	0	567	32
1	Cardiology	44	18	41	4	9	10	23	1	2	11	25
2	Haematology	8	3	38	0	0	1	13	0	0	4	49
3	Medicine	143	50	35	20	14	27	19	2	1	44	31
4	Nephrology	19	10	53	1	5	1	5	0	0	7	37
5	Obstetrics and Gynaecology	48	19	40	7	15	7	15	0	0	15	30
6	Orthopaedics	178	65	37	24	13	40	22	0	0	49	28
7	Otorhinolaryngology	94	35	37	11	12	21	22	0	0	27	29
8	Paediatrics	55	19	35	4	7	12	22	0	0	20	36
9	Paediatric Surgery	9	1	11	0	0	4	44	0	0	4	45
10	Physical Medicine & Rehabilitation	63	17	27	10	16	11	17	0	0	25	40
11	Psychiatry	6	0	0	0	0	3	50	0	0	3	50
12	Urology	51	17	33	2	4	14	27	0	0	18	36
13	CTVS	9	2	22	0	0	1	11	0	0	6	67
14	Endocrinology	35	15	43	2	6	4	11	0	0	14	40
15	EYE	44	13	30	6	14	8	18	0	0	17	38
16	Skin	80	29	36	10	13	16	20	0	0	25	31
17	Apex Regional STD Centre	0	0	0	0	0	0	0	0	0	0	0
18	Neurology	30	13	43	2	7	5	17	0	0	10	33

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	12	5	42	1	8	4	33	0	0	2	17
20	Cancer Surgery	3	2	67	1	33	0	0	0	0	0	0
21	Dental Surgery	24	9	38	2	8	5	21	0	0	8	33
22	Neuro Surgery	34	14	41	4	12	6	18	0	0	10	29
23	Pulmonary Critical Case & Sleep	20	8	40	3	15	2	10	0	0	7	35
24	Burns Plastic & Maxillofacial Surgery	22	8	36	3	14	4	18	0	0	7	32
25	Palliative Pain Clinic	2	1	50	0	0	0	0	0	0	1	50
26	General Surgery	94	40	43	13	14	18	19	0	0	23	24
27	Radiotherapy	6	4	67	0	0	2	33	0	0	0	0
28	Main Casualty	421	189	45	46	11	66	16	0	0	120	28
29	Sports Injury Centre	92	31	34	12	13	21	23	0	0	28	30
30	DEPT OF COMMUNITY MEDICINE	4	2	50	1	25	0	0	0	0	1	25
31	Anaesthesiology	13	6	46	2	15	1	8	0	0	4	31
32	ANTINETAL CLINIC	96	35	36	6	6	16	17	2	2	37	39
33	Radiodiagnosis	0	0	0	0	0	0	0	0	0	0	0
34	Ayurveda	19	4	21	3	16	6	32	0	0	6	31
35	Integrative Medicine	6	4	67	1	17	1	16	0	0	0	0
36	Medicine Screening OPD	28	10	36	4	14	6	21	0	0	8	29
37	Gastroenterology	14	5	36	2	14	1	7	0	0	6	43

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	1,390	494	36	150	11	244	18	127	9	3	0	372	26
1	Cardiology	36	8	22	1	3	8	22	5	14	0	0	14	39
2	Haematology	7	4	57	0	0	1	14	0	0	0	0	2	29
3	Medicine	91	33	36	5	5	19	21	7	8	0	0	27	30
4	Nephrology	18	7	39	0	0	3	17	0	0	0	0	8	44
5	Obstetrics and Gynaecology	33	10	30	5	15	5	15	2	6	0	0	11	34
6	Orthopaedics	143	53	37	16	11	21	15	8	6	0	0	45	31
7	Otorhinolaryngology	67	26	39	4	6	10	15	10	15	0	0	17	25
8	Paediatrics	45	14	31	6	13	7	16	3	7	1	2	14	31
9	Paediatric Surgery	10	2	20	1	10	3	30	2	20	0	0	2	20
10	Physical Medicine & Rehabilitation	46	15	33	2	4	7	15	10	22	0	0	12	26
11	Psychiatry	6	1	17	0	0	1	17	1	17	0	0	3	49
12	Urology	42	16	38	3	7	10	24	2	5	0	0	11	26
13	CTVS	5	3	60	0	0	2	40	0	0	0	0	0	0
14	Endocrinology	33	8	24	2	6	4	12	4	12	0	0	15	46
15	EYE	39	9	23	7	18	9	23	6	15	0	0	8	21
16	Skin	55	12	22	7	13	10	18	14	25	0	0	12	22

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	24	7	29	2	8	6	25	5	21	0	0	4	17
19	Medical Oncology	8	3	38	1	13	0	0	0	0	0	0	4	49
20	Cancer Surgery	2	1	50	0	0	0	0	0	0	0	0	1	50
21	Dental Surgery	18	8	44	0	0	1	6	0	0	0	0	9	50
22	Neuro Surgery	25	9	36	2	8	7	28	1	4	1	4	5	20
23	Pulmonary Critical Case & Sleep	13	1	8	0	0	6	46	1	8	0	0	5	38
24	Burns Plastic & Maxillofacial Surgery	19	9	47	1	5	6	32	1	5	0	0	2	11
25	Palliative Pain Clinic	1	1	100	0	0	0	0	0	0	0	0	0	0
26	General Surgery	72	31	43	6	8	15	21	3	4	1	1	16	23
27	Radiotherapy	8	2	25	1	13	1	13	2	25	0	0	2	24
28	Main Casualty	326	143	44	49	15	49	15	19	6	0	0	66	20
29	Sports Injury Centre	68	18	26	9	13	14	21	9	13	0	0	18	27
30	DEPT OF COMMUNITY MEDICINE	2	0	0	0	0	0	0	1	50	0	0	1	50
31	Anaesthesiology	8	5	63	1	13	1	13	0	0	0	0	1	11
32	ANTINETAL CLINIC	75	19	25	15	20	10	13	7	9	0	0	24	33
33	Radiodiagnosis	0	0	0	0	0	0	0	0	0	0	0	0	0
34	Ayurveda	12	6	50	1	8	3	25	1	8	0	0	1	9

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	7	2	29	1	14	1	14	1	14	0	0	2	29
36	Medicine Screening OPD	17	5	29	2	12	2	12	1	6	0	0	7	41
37	Gastroenterology	9	3	33	0	0	2	22	1	11	0	0	3	34
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	874	268	31	6	1	164	19	104	12	214	24	5	1	113	12
1	Cardiology	23	6	26	0	0	4	17	2	9	2	9	0	0	9	39
2	Haematology	4	1	25	0	0	1	25	1	25	1	25	0	0	0	0
3	Medicine	59	20	34	1	2	11	19	3	5	15	25	0	0	9	15
4	Nephrology	12	5	42	0	0	1	8	1	8	4	33	0	0	1	9
5	Obstetrics and Gynaecology	21	6	29	0	0	4	19	2	10	7	33	0	0	2	9
6	Orthopaedics	91	28	31	0	0	13	14	15	16	21	23	1	1	13	15
7	Otorhinolaryngology	43	9	21	0	0	11	26	4	9	10	23	0	0	9	21
8	Paediatrics	24	10	42	0	0	6	25	1	4	3	13	0	0	4	16
9	Paediatric Surgery	5	1	20	0	0	1	20	1	20	1	20	0	0	1	20
10	Physical Medicine & Rehabilitation	33	10	30	0	0	6	18	3	9	11	33	0	0	3	10
11	Psychiatry	4	0	0	0	0	0	0	0	0	2	50	0	0	2	50
12	Urology	22	8	36	0	0	3	14	2	9	6	27	0	0	3	14
13	CTVS	3	2	67	0	0	0	0	0	0	1	33	0	0	0	0
14	Endocrinology	18	3	17	0	0	3	17	1	6	5	28	0	0	6	32
15	EYE	31	9	29	0	0	6	19	6	19	5	16	0	0	5	17
16	Skin	40	12	30	0	0	7	18	5	13	11	28	0	0	5	11

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	13	3	23	0	0	2	15	2	15	4	31	0	0	2	16
19	Medical Oncology	2	0	0	0	0	0	0	0	0	0	0	0	0	2	100
20	Cancer Surgery	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
21	Dental Surgery	9	2	22	0	0	2	22	1	11	3	33	0	0	1	12
22	Neuro Surgery	20	10	50	1	5	4	20	1	5	4	20	0	0	0	0
23	Pulmonary Critical Case & Sleep	6	2	33	0	0	1	17	0	0	3	50	0	0	0	0
24	Burns Plastic & Maxillofacial Surgery	15	4	27	0	0	7	47	0	0	2	13	0	0	2	13
25	Palliative Pain Clinic	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
26	General Surgery	43	10	23	0	0	9	21	7	16	13	30	2	5	2	5
27	Radiotherapy	4	2	50	0	0	0	0	1	25	1	25	0	0	0	0
28	Main Casualty	205	70	34	0	0	40	20	31	15	49	24	0	0	15	7
29	Sports Injury Centre	36	10	28	1	3	4	11	5	14	9	25	0	0	7	19
30	DEPT OF COMMUNITY MEDICINE	4	1	25	0	0	0	0	1	25	2	50	0	0	0	0
31	Anaesthesiology	7	2	29	0	0	1	14	1	14	3	43	0	0	0	0
32	ANTINETAL CLINIC	49	14	29	3	6	7	14	4	8	11	22	2	4	8	17

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	7	4	57	0	0	2	29	0	0	0	0	0	0	1	14
35	Integrative Medicine	2	1	50	0	0	0	0	1	50	0	0	0	0	0	0
36	Medicine Screening OPD	15	3	20	0	0	7	47	2	13	3	20	0	0	0	0
37	Gastroenterology	4	0	0	0	0	1	25	0	0	2	50	0	0	1	25
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	573	268	47	149	26	156	27
1	Cardiology	17	11	65	4	24	2	11
2	Haematology	3	1	33	1	33	1	34
3	Medicine	40	15	38	15	38	10	24
4	Nephrology	7	4	57	0	0	3	43
5	Obstetrics and Gynaecology	17	6	35	5	29	6	36
6	Orthopaedics	56	27	48	11	20	18	32
7	Otorhinolaryngology	32	13	41	9	28	10	31
8	Paediatrics	18	12	67	3	17	3	16
9	Paediatric Surgery	3	1	33	2	67	0	0
10	Physical Medicine & Rehabilitation	29	16	55	7	24	6	21
11	Psychiatry	4	2	50	1	25	1	25
12	Urology	18	5	28	8	44	5	28
13	CTVS	2	1	50	0	0	1	50
14	Endocrinology	14	8	57	3	21	3	22
15	EYE	17	9	53	5	29	3	18
16	Skin	21	14	67	3	14	4	19
17	Apex Regional STD Centre	0	0	0	0	0	0	0
18	Neurology	11	4	36	5	45	2	19
19	Medical Oncology	2	2	100	0	0	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	6	3	50	1	17	2	33
22	Neuro Surgery	14	9	64	1	7	4	29
23	Pulmonary Critical Case & Sleep	3	1	33	1	33	1	34
24	Burns Plastic & Maxillofacial Surgery	10	2	20	6	60	2	20
25	Palliative Pain Clinic	0	0	0	0	0	0	0
26	General Surgery	26	11	42	7	27	8	31
27	Radiotherapy	3	1	33	2	67	0	0
28	Main Casualty	122	60	49	24	20	38	31
29	Sports Injury Centre	19	11	58	4	21	4	21
30	DEPT OF COMMUNITY MEDICINE	2	0	0	1	50	1	50
31	Anaesthesiology	2	0	0	1	50	1	50
32	ANTINETAL CLINIC	36	13	36	13	36	10	28
33	Radiodiagnosis	0	0	0	0	0	0	0
34	Ayurveda	7	3	43	3	43	1	14
35	Integrative Medicine	1	1	100	0	0	0	0
36	Medicine Screening OPD	8	2	25	2	25	4	50
37	Gastroenterology	3	0	0	1	33	2	67
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	12	3	25	1	8	6	50	0	0	2	17
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	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	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	2	0	0	0	0	2	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	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	1	0	0	0	0	0	0	0	0	1	100
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	4	1	25	1	25	2	50	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 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	576	268	47	54	9	75	13	3	1	93	16	83	14
1	Cardiology	15	7	47	1	7	4	27	0	0	2	13	1	6
2	Haematology	3	3	100	0	0	0	0	0	0	0	0	0	0
3	Medicine	42	23	55	1	2	6	14	0	0	7	17	5	12
4	Nephrology	8	5	63	0	0	1	13	0	0	0	0	2	24
5	Obstetrics and Gynaecology	14	6	43	5	36	2	14	0	0	0	0	1	7
6	Orthopaedics	52	31	60	6	12	7	13	0	0	5	10	3	5
7	Otorhinolaryngology	34	12	35	5	15	4	12	0	0	8	24	5	14
8	Paediatrics	17	4	24	1	6	3	18	1	6	6	35	2	11
9	Paediatric Surgery	2	1	50	0	0	0	0	0	0	0	0	1	50
10	Physical Medicine & Rehabilitation	25	16	64	0	0	1	4	0	0	5	20	3	12
11	Psychiatry	5	1	20	0	0	0	0	0	0	3	60	1	20
12	Urology	17	7	41	2	12	2	12	0	0	3	18	3	17
13	CTVS	2	1	50	1	50	0	0	0	0	0	0	0	0
14	Endocrinology	14	7	50	0	0	2	14	0	0	2	14	3	22
15	EYE	22	13	59	2	9	0	0	0	0	4	18	3	14
16	Skin	32	13	41	3	9	7	22	0	0	6	19	3	9
17	Apex Regional STD Centre	0	0	0	0	0	0	0	0	0	0	0	0	0
18	Neurology	11	6	55	1	9	2	18	0	0	2	18	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	2	2	100	0	0	0	0	0	0	0	0	0	0
20	Cancer Surgery	0	0	0	0	0	0	0	0	0	0	0	0	0
21	Dental Surgery	4	2	50	0	0	0	0	0	0	2	50	0	0
22	Neuro Surgery	12	8	67	1	8	0	0	0	0	1	8	2	17
23	Pulmonary Critical Case & Sleep	3	1	33	0	0	0	0	1	33	1	34	0	0
24	Burns Plastic & Maxillofacial Surgery	9	5	56	0	0	0	0	0	0	0	0	4	44
25	Palliative Pain Clinic	0	0	0	0	0	0	0	0	0	0	0	0	0
26	General Surgery	27	13	48	0	0	5	19	0	0	5	19	4	14
27	Radiotherapy	5	1	20	1	20	1	20	0	0	1	20	1	20
28	Main Casualty	125	49	39	16	13	23	18	0	0	20	16	17	14
29	Sports Injury Centre	19	6	32	1	5	1	5	0	0	1	5	10	53
30	DEPT OF COMMUNITY MEDICINE	3	2	67	1	33	0	0	0	0	0	0	0	0
31	Anaesthesiology	2	2	100	0	0	0	0	0	0	0	0	0	0
32	ANTINETAL CLINIC	34	13	38	5	15	2	6	1	3	7	21	6	17
33	Radiodiagnosis	0	0	0	0	0	0	0	0	0	0	0	0	0
34	Ayurveda	5	3	60	0	0	0	0	0	0	1	20	1	20
35	Integrative Medicine	1	1	100	0	0	0	0	0	0	0	0	0	0
36	Medicine Screening OPD	6	2	33	0	0	2	33	0	0	1	17	1	17

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	4	2	50	1	25	0	0	0	0	0	0	1	25
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