



Ministry of Health and Family Welfare
Government of India

Mera Aspataal Department Wise Report

Facility : Safdarjung Hospital Delhi



From : 2024-06-30 To : 2024-08-03

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	1,30,423	86,443	66	3,839	4	1,275	33	1,367	36	1,197	31
1	Cardiology	4,666	3,021	65	148	5	64	43	51	34	33	23
2	Haematology	420	235	56	15	6	6	40	4	27	5	33
3	Medicine	11,819	7,013	59	298	4	99	33	97	33	102	34
4	Nephrology	1,732	1,073	62	45	4	16	36	16	36	13	28
5	Obstetrics and Gynaecology	4,258	2,712	64	98	4	25	26	39	40	34	34
6	Orthopaedics	9,321	6,162	66	305	5	86	28	114	37	105	35
7	Otorhinolaryngology	5,166	3,364	65	137	4	47	34	58	42	32	24
8	Paediatrics	4,855	2,796	58	110	4	42	38	32	29	36	33
9	Paediatric Surgery	999	622	62	33	5	16	48	12	36	5	16
10	Physical Medicine & Rehabilitation	5,465	3,258	60	146	4	42	29	58	40	46	31
11	Psychiatry	773	576	75	23	4	7	30	8	35	8	35

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	3,884	2,866	74	153	5	46	30	64	42	43	28
13	CTVS	817	479	59	31	6	10	32	9	29	12	39
14	Endocrinology	3,140	2,365	75	67	3	22	33	27	40	18	27
15	EYE	2,668	1,493	56	44	3	17	39	17	39	10	22
16	Skin	5,676	3,704	65	189	5	57	30	72	38	60	32
17	Apex Regional STD Centre	39	27	69	4	15	3	75	1	25	0	0
18	Neurology	3,310	2,381	72	81	3	19	23	29	36	33	41
19	Medical Oncology	939	556	59	37	7	9	24	17	46	11	30
20	Cancer Surgery	250	150	60	2	1	1	50	1	50	0	0
21	Dental Surgery	2,103	660	31	32	5	10	31	13	41	9	28
22	Neuro Surgery	1,749	1,173	67	70	6	19	27	22	31	29	42
23	Pulmonary Critical Case & Sleep	1,902	1,179	62	77	7	24	31	31	40	22	29
24	Burns Plastic & Maxillofacial Surgery	1,704	1,399	82	60	4	25	42	19	32	16	26
25	Palliative Pain Clinic	195	118	61	7	6	2	29	4	57	1	14
26	General Surgery	6,258	4,059	65	170	4	51	30	66	39	53	31
27	Radiotherapy	810	405	50	27	7	9	33	7	26	11	41
28	Main Casualty	22,115	18,171	82	913	5	323	35	279	31	311	34
29	Sports Injury Centre	11,230	6,888	61	263	4	93	35	115	44	55	21
30	DEPT OF COMMUNITY MEDICINE	325	172	53	10	6	5	50	3	30	2	20

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	1,412	624	44	22	4	6	27	9	41	7	32
32	ANTINETAL CLINIC	6,402	4,020	63	133	3	39	29	44	33	50	38
33	Radiodiagnosis	11	7	64	1	14	0	0	0	0	1	100
34	Ayurveda	1,021	822	81	33	4	13	39	14	42	6	19
35	Integrative Medicine	718	363	51	16	4	8	50	6	38	2	12
36	Medicine Screening OPD	1,011	727	72	27	4	12	44	6	22	9	34
37	Gastroenterology	1,260	803	64	12	1	2	17	3	25	7	58
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	940	403	43	112	12	171	18	4	0	250	27
1	Cardiology	26	14	54	1	4	3	12	0	0	8	30
2	Haematology	5	3	60	0	0	0	0	0	0	2	40
3	Medicine	85	30	35	6	7	24	28	1	1	24	29
4	Nephrology	11	5	45	2	18	3	27	0	0	1	10
5	Obstetrics and Gynaecology	27	10	37	2	7	5	19	0	0	10	37
6	Orthopaedics	81	33	41	12	15	8	10	0	0	28	34
7	Otorhinolaryngology	36	12	33	6	17	7	19	1	3	10	28
8	Paediatrics	27	13	48	0	0	6	22	0	0	8	30
9	Paediatric Surgery	3	1	33	1	33	0	0	0	0	1	34
10	Physical Medicine & Rehabilitation	39	15	38	8	21	8	21	0	0	8	20
11	Psychiatry	4	0	0	3	75	0	0	0	0	1	25
12	Urology	31	11	35	4	13	9	29	0	0	7	23
13	CTVS	7	1	14	0	0	3	43	0	0	3	43
14	Endocrinology	16	7	44	1	6	4	25	0	0	4	25
15	EYE	7	4	57	1	14	1	14	0	0	1	15
16	Skin	32	16	50	1	3	5	16	0	0	10	31
17	Apex Regional STD Centre	0	0	0	0	0	0	0	0	0	0	0
18	Neurology	26	14	54	3	12	2	8	0	0	7	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	2	20	3	30	0	0	1	10
20	Cancer Surgery	0	0	0	0	0	0	0	0	0	0	0
21	Dental Surgery	7	5	71	0	0	1	14	0	0	1	15
22	Neuro Surgery	24	10	42	1	4	3	13	0	0	10	41
23	Pulmonary Critical Case & Sleep	12	6	50	2	17	1	8	0	0	3	25
24	Burns Plastic & Maxillofacial Surgery	11	9	82	2	18	0	0	0	0	0	0
25	Palliative Pain Clinic	0	0	0	0	0	0	0	0	0	0	0
26	General Surgery	35	13	37	6	17	7	20	1	3	8	23
27	Radiotherapy	8	3	38	1	13	3	38	0	0	1	11
28	Main Casualty	253	115	45	30	12	49	19	0	0	59	24
29	Sports Injury Centre	48	18	38	6	13	7	15	0	0	17	34
30	DEPT OF COMMUNITY MEDICINE	2	0	0	1	50	1	50	0	0	0	0
31	Anaesthesiology	4	2	50	0	0	0	0	0	0	2	50
32	ANTINETAL CLINIC	42	22	52	7	17	4	10	1	2	8	19
33	Radiodiagnosis	1	0	0	0	0	1	100	0	0	0	0
34	Ayurveda	7	3	43	1	14	1	14	0	0	2	29
35	Integrative Medicine	2	0	0	1	50	1	50	0	0	0	0
36	Medicine Screening OPD	7	3	43	1	14	1	14	0	0	2	29
37	Gastroenterology	4	1	25	0	0	0	0	0	0	3	75

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	720	248	34	79	11	128	18	44	6	5	1	216	30
1	Cardiology	19	6	32	2	11	1	5	1	5	2	11	7	36
2	Haematology	4	0	0	1	25	0	0	0	0	0	0	3	75
3	Medicine	60	17	28	5	8	14	23	5	8	1	2	18	31
4	Nephrology	10	3	30	0	0	1	10	1	10	0	0	5	50
5	Obstetrics and Gynaecology	26	6	23	2	8	8	31	1	4	1	4	8	30
6	Orthopaedics	69	26	38	5	7	10	14	8	12	0	0	20	29
7	Otorhinolaryngology	25	8	32	5	20	3	12	2	8	0	0	7	28
8	Paediatrics	24	9	38	3	13	7	29	0	0	0	0	5	20
9	Paediatric Surgery	3	1	33	1	33	0	0	1	34	0	0	0	0
10	Physical Medicine & Rehabilitation	29	4	14	4	14	9	31	2	7	0	0	10	34
11	Psychiatry	2	0	0	0	0	0	0	0	0	0	0	2	100
12	Urology	24	13	54	1	4	5	21	0	0	0	0	5	21
13	CTVS	7	1	14	0	0	3	43	0	0	0	0	3	43
14	Endocrinology	11	3	27	1	9	3	27	0	0	0	0	4	37
15	EYE	9	1	11	2	22	1	11	1	11	0	0	4	45
16	Skin	29	10	34	1	3	6	21	3	10	0	0	9	32

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	17	5	29	2	12	3	18	0	0	0	0	7	41
19	Medical Oncology	8	3	38	1	13	2	25	0	0	0	0	2	24
20	Cancer Surgery	0	0	0	0	0	0	0	0	0	0	0	0	0
21	Dental Surgery	6	3	50	0	0	1	17	0	0	0	0	2	33
22	Neuro Surgery	18	4	22	3	17	4	22	1	6	0	0	6	33
23	Pulmonary Critical Case & Sleep	10	2	20	3	30	2	20	0	0	0	0	3	30
24	Burns Plastic & Maxillofacial Surgery	11	3	27	2	18	3	27	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	26	9	35	3	12	6	23	3	12	0	0	5	18
27	Radiotherapy	6	2	33	1	17	1	17	0	0	0	0	2	33
28	Main Casualty	182	81	45	23	13	24	13	8	4	0	0	46	25
29	Sports Injury Centre	27	11	41	2	7	3	11	0	0	0	0	11	41
30	DEPT OF COMMUNITY MEDICINE	1	0	0	0	0	0	0	1	100	0	0	0	0
31	Anaesthesiology	4	2	50	0	0	0	0	0	0	0	0	2	50
32	ANTINETAL CLINIC	35	10	29	4	11	4	11	4	11	1	3	12	35
33	Radiodiagnosis	1	0	0	0	0	0	0	0	0	0	0	1	100
34	Ayurveda	5	2	40	0	0	1	20	0	0	0	0	2	40

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	4	0	0	2	50	1	25	1	25	0	0	0	0
36	Medicine Screening OPD	5	1	20	0	0	1	20	1	20	0	0	2	40
37	Gastroenterology	3	2	67	0	0	1	33	0	0	0	0	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

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	491	138	28	2	0	110	22	55	11	127	26	0	0	59	13
1	Cardiology	9	1	11	0	0	3	33	1	11	1	11	0	0	3	34
2	Haematology	3	0	0	0	0	1	33	1	33	0	0	0	0	1	34
3	Medicine	40	10	25	2	5	12	30	3	8	10	25	0	0	3	7
4	Nephrology	11	2	18	0	0	3	27	0	0	4	36	0	0	2	19
5	Obstetrics and Gynaecology	16	2	13	0	0	3	19	1	6	5	31	0	0	5	31
6	Orthopaedics	53	16	30	0	0	12	23	8	15	11	21	0	0	6	11
7	Otorhinolaryngology	18	5	28	0	0	4	22	1	6	6	33	0	0	2	11
8	Paediatrics	16	5	31	0	0	6	38	2	13	1	6	0	0	2	12
9	Paediatric Surgery	4	0	0	0	0	1	25	1	25	2	50	0	0	0	0
10	Physical Medicine & Rehabilitation	20	8	40	0	0	2	10	2	10	5	25	0	0	3	15
11	Psychiatry	2	0	0	0	0	0	0	1	50	0	0	0	0	1	50
12	Urology	9	3	33	0	0	2	22	0	0	2	22	0	0	2	23
13	CTVS	6	1	17	0	0	2	33	0	0	3	50	0	0	0	0
14	Endocrinology	5	3	60	0	0	1	20	0	0	1	20	0	0	0	0
15	EYE	7	2	29	0	0	1	14	1	14	2	29	0	0	1	14
16	Skin	19	3	16	0	0	5	26	4	21	3	16	0	0	4	21

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	10	4	40	0	0	2	20	2	20	0	0	0	0	2	20
19	Medical Oncology	6	0	0	0	0	2	33	1	17	3	50	0	0	0	0
20	Cancer Surgery	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
21	Dental Surgery	7	3	43	0	0	0	0	0	0	2	29	0	0	2	28
22	Neuro Surgery	15	3	20	0	0	3	20	2	13	7	47	0	0	0	0
23	Pulmonary Critical Case & Sleep	7	1	14	0	0	2	29	0	0	3	43	0	0	1	14
24	Burns Plastic & Maxillofacial Surgery	9	3	33	0	0	2	22	1	11	2	22	0	0	1	12
25	Palliative Pain Clinic	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
26	General Surgery	18	9	50	0	0	4	22	2	11	1	6	0	0	2	11
27	Radiotherapy	5	1	20	0	0	1	20	0	0	3	60	0	0	0	0
28	Main Casualty	113	33	29	0	0	22	19	14	12	35	31	0	0	9	9
29	Sports Injury Centre	23	4	17	0	0	7	30	3	13	5	22	0	0	4	18
30	DEPT OF COMMUNITY MEDICINE	1	0	0	0	0	0	0	0	0	1	100	0	0	0	0
31	Anaesthesiology	4	2	50	0	0	1	25	0	0	0	0	0	0	1	25
32	ANTINETAL CLINIC	22	10	45	0	0	3	14	2	9	6	27	0	0	1	5

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	1	0	0	0	0	0	0	0	0	1	100	0	0	0	0
34	Ayurveda	5	2	40	0	0	1	20	1	20	1	20	0	0	0	0
35	Integrative Medicine	3	1	33	0	0	1	33	1	34	0	0	0	0	0	0
36	Medicine Screening OPD	4	1	25	0	0	1	25	0	0	1	25	0	0	1	25
37	Gastroenterology	0	0	0	0	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	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	318	152	48	90	28	76	24
1	Cardiology	8	4	50	3	38	1	12
2	Haematology	2	1	50	0	0	1	50
3	Medicine	24	12	50	8	33	4	17
4	Nephrology	8	1	13	5	63	2	24
5	Obstetrics and Gynaecology	7	5	71	0	0	2	29
6	Orthopaedics	33	15	45	11	33	7	22
7	Otorhinolaryngology	8	2	25	3	38	3	37
8	Paediatrics	11	4	36	4	36	3	28
9	Paediatric Surgery	2	1	50	0	0	1	50
10	Physical Medicine & Rehabilitation	18	11	61	4	22	3	17
11	Psychiatry	2	2	100	0	0	0	0
12	Urology	7	6	86	1	14	0	0
13	CTVS	4	2	50	2	50	0	0
14	Endocrinology	5	3	60	2	40	0	0
15	EYE	2	0	0	0	0	2	100
16	Skin	12	7	58	3	25	2	17
17	Apex Regional STD Centre	0	0	0	0	0	0	0
18	Neurology	7	4	57	3	43	0	0
19	Medical Oncology	4	0	0	4	100	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	5	3	60	1	20	1	20
22	Neuro Surgery	7	2	29	3	43	2	28
23	Pulmonary Critical Case & Sleep	6	2	33	1	17	3	50
24	Burns Plastic & Maxillofacial Surgery	7	3	43	1	14	3	43
25	Palliative Pain Clinic	0	0	0	0	0	0	0
26	General Surgery	13	5	38	5	38	3	24
27	Radiotherapy	4	3	75	0	0	1	25
28	Main Casualty	73	40	55	13	18	20	27
29	Sports Injury Centre	12	3	25	6	50	3	25
30	DEPT OF COMMUNITY MEDICINE	1	1	100	0	0	0	0
31	Anaesthesiology	2	2	100	0	0	0	0
32	ANTINETAL CLINIC	15	4	27	6	40	5	33
33	Radiodiagnosis	1	1	100	0	0	0	0
34	Ayurveda	4	2	50	1	25	1	25
35	Integrative Medicine	1	0	0	0	0	1	100
36	Medicine Screening OPD	3	1	33	0	0	2	67
37	Gastroenterology	0	0	0	0	0	0	0
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	9	2	22	3	33	3	33	0	0	1	12
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	0	0	1	50	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	4	1	25	1	25	1	25	0	0	1	25
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	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	1	0	0	1	100	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	1	100	0	0	0	0
33	Radiodiagnosis	1	1	100	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	327	163	50	27	8	34	10	2	1	66	20	35	11
1	Cardiology	7	2	29	0	0	0	0	0	0	5	71	0	0
2	Haematology	1	1	100	0	0	0	0	0	0	0	0	0	0
3	Medicine	22	11	50	1	5	2	9	1	5	4	18	3	13
4	Nephrology	9	3	33	2	22	2	22	0	0	2	23	0	0
5	Obstetrics and Gynaecology	7	3	43	1	14	1	14	0	0	2	29	0	0
6	Orthopaedics	34	23	68	0	0	5	15	0	0	6	17	0	0
7	Otorhinolaryngology	16	6	38	2	13	5	31	1	6	2	12	0	0
8	Paediatrics	12	8	67	0	0	2	17	0	0	2	16	0	0
9	Paediatric Surgery	2	1	50	0	0	0	0	0	0	1	50	0	0
10	Physical Medicine & Rehabilitation	21	8	38	3	14	4	19	0	0	5	24	1	5
11	Psychiatry	2	1	50	0	0	0	0	0	0	1	50	0	0
12	Urology	7	4	57	0	0	1	14	0	0	1	14	1	15
13	CTVS	4	4	100	0	0	0	0	0	0	0	0	0	0
14	Endocrinology	6	4	67	1	17	0	0	0	0	0	0	1	16
15	EYE	2	1	50	0	0	0	0	0	0	1	50	0	0
16	Skin	12	5	42	2	17	0	0	0	0	2	17	3	24
17	Apex Regional STD Centre	0	0	0	0	0	0	0	0	0	0	0	0	0
18	Neurology	7	3	43	0	0	2	29	0	0	1	14	1	14

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	2	67	0	0	1	33	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	1	25	0	0	0	0	1	25	0	0
22	Neuro Surgery	6	4	67	0	0	1	17	0	0	0	0	1	16
23	Pulmonary Critical Case & Sleep	6	3	50	0	0	0	0	0	0	0	0	3	50
24	Burns Plastic & Maxillofacial Surgery	7	4	57	1	14	0	0	0	0	0	0	2	29
25	Palliative Pain Clinic	0	0	0	0	0	0	0	0	0	0	0	0	0
26	General Surgery	12	7	58	0	0	0	0	0	0	3	25	2	17
27	Radiotherapy	4	2	50	0	0	0	0	0	0	1	25	1	25
28	Main Casualty	71	31	44	9	13	4	6	0	0	16	23	11	14
29	Sports Injury Centre	16	7	44	2	13	2	13	0	0	3	19	2	11
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	11	6	55	1	9	1	9	0	0	3	27	0	0
33	Radiodiagnosis	1	1	100	0	0	0	0	0	0	0	0	0	0
34	Ayurveda	6	2	33	1	17	1	17	0	0	1	17	1	16
35	Integrative Medicine	1	0	0	0	0	0	0	0	0	1	100	0	0
36	Medicine Screening OPD	4	1	25	0	0	0	0	0	0	1	25	2	50

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	0	0	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	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