



Ministry of Health and Family Welfare
Government of India

Mera Aspatal Department Wise Report

Facility : Safdarjung Hospital Delhi



From : 2024-07-28 To : 2024-08-31

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	1,39,072	91,243	66	4,777	5	1,628	34	1,701	36	1,448	30
1	Cardiology	4,791	3,207	67	160	5	66	41	58	36	36	23
2	Haematology	389	201	52	12	6	6	50	3	25	3	25
3	Medicine	12,535	7,427	59	379	5	116	31	132	35	131	34
4	Nephrology	1,774	1,085	61	53	5	18	34	17	32	18	34
5	Obstetrics and Gynaecology	4,744	2,842	60	131	5	41	31	49	37	41	32
6	Orthopaedics	10,099	6,314	63	371	6	107	29	140	38	124	33
7	Otorhinolaryngology	5,365	3,490	65	189	5	58	31	81	43	50	26
8	Paediatrics	5,242	2,925	56	158	5	62	39	44	28	52	33
9	Paediatric Surgery	1,111	705	63	27	4	14	52	6	22	7	26
10	Physical Medicine & Rehabilitation	5,366	3,228	60	204	6	66	32	88	43	50	25
11	Psychiatry	836	615	74	37	6	13	35	13	35	11	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	4,027	3,007	75	138	5	45	33	58	42	35	25
13	CTVS	913	557	61	34	6	12	35	9	26	13	39
14	Endocrinology	2,948	2,258	77	84	4	25	30	34	40	25	30
15	EYE	2,613	1,452	56	75	5	26	35	28	37	21	28
16	Skin	6,250	4,021	64	199	5	68	34	68	34	63	32
17	Apex Regional STD Centre	34	22	65	3	14	2	67	1	33	0	0
18	Neurology	3,523	2,609	74	111	4	37	33	38	34	36	33
19	Medical Oncology	999	585	59	38	6	10	26	15	39	13	35
20	Cancer Surgery	249	138	55	2	1	1	50	1	50	0	0
21	Dental Surgery	2,357	688	29	33	5	7	21	15	45	11	34
22	Neuro Surgery	1,956	1,282	66	85	7	28	33	33	39	24	28
23	Pulmonary Critical Case & Sleep	1,921	1,248	65	71	6	23	32	31	44	17	24
24	Burns Plastic & Maxillofacial Surgery	1,680	1,377	82	61	4	25	41	23	38	13	21
25	Palliative Pain Clinic	219	129	59	8	6	3	38	3	38	2	24
26	General Surgery	6,785	4,362	64	204	5	68	33	72	35	64	32
27	Radiotherapy	1,050	496	47	29	6	13	45	13	45	3	10
28	Main Casualty	24,766	19,775	80	1,157	6	390	34	356	31	411	35
29	Sports Injury Centre	12,087	7,471	62	350	5	159	45	127	36	64	19
30	DEPT OF COMMUNITY MEDICINE	426	208	49	11	5	6	55	4	36	1	9

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	1,390	617	44	31	5	7	23	16	52	8	25
32	ANTINETAL CLINIC	6,518	4,099	63	187	5	58	31	74	40	55	29
33	Radiodiagnosis	10	7	70	1	14	0	0	0	0	1	100
34	Ayurveda	1,066	857	80	53	6	21	40	21	40	11	20
35	Integrative Medicine	741	333	45	24	7	10	42	10	42	4	16
36	Medicine Screening OPD	1,145	848	74	37	4	9	24	11	30	17	46
37	Gastroenterology	1,147	758	66	30	4	8	27	9	30	13	43
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	1,158	488	42	137	12	216	19	3	0	314	27
1	Cardiology	31	18	58	3	10	3	10	0	0	7	22
2	Haematology	3	1	33	0	0	0	0	0	0	2	67
3	Medicine	110	43	39	12	11	25	23	1	1	29	26
4	Nephrology	19	7	37	3	16	6	32	1	5	2	10
5	Obstetrics and Gynaecology	32	9	28	4	13	8	25	0	0	11	34
6	Orthopaedics	99	38	38	15	15	17	17	0	0	29	30
7	Otorhinolaryngology	44	11	25	7	16	10	23	0	0	16	36
8	Paediatrics	39	16	41	4	10	6	15	0	0	13	34
9	Paediatric Surgery	4	3	75	1	25	0	0	0	0	0	0
10	Physical Medicine & Rehabilitation	44	14	32	12	27	9	20	0	0	9	21
11	Psychiatry	7	1	14	4	57	0	0	0	0	2	29
12	Urology	23	8	35	1	4	6	26	0	0	8	35
13	CTVS	8	2	25	1	13	1	13	0	0	4	49
14	Endocrinology	16	10	63	1	6	2	13	0	0	3	18
15	EYE	14	5	36	3	21	3	21	0	0	3	22
16	Skin	43	15	35	3	7	8	19	0	0	17	39
17	Apex Regional STD Centre	0	0	0	0	0	0	0	0	0	0	0
18	Neurology	26	16	62	2	8	4	15	0	0	4	15

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	11	4	36	2	18	3	27	0	0	2	19
20	Cancer Surgery	0	0	0	0	0	0	0	0	0	0	0
21	Dental Surgery	9	4	44	1	11	2	22	0	0	2	23
22	Neuro Surgery	23	13	57	0	0	4	17	0	0	6	26
23	Pulmonary Critical Case & Sleep	13	7	54	1	8	3	23	0	0	2	15
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	53	18	34	5	9	8	15	0	0	22	42
27	Radiotherapy	3	1	33	0	0	2	67	0	0	0	0
28	Main Casualty	331	161	49	28	8	60	18	0	0	82	25
29	Sports Injury Centre	59	22	37	9	15	10	17	0	0	18	31
30	DEPT OF COMMUNITY MEDICINE	1	0	0	0	0	1	100	0	0	0	0
31	Anaesthesiology	6	1	17	0	0	1	17	0	0	4	66
32	ANTINETAL CLINIC	48	22	46	10	21	7	15	1	2	8	16
33	Radiodiagnosis	1	0	0	0	0	1	100	0	0	0	0
34	Ayurveda	9	4	44	1	11	0	0	0	0	4	45
35	Integrative Medicine	3	0	0	1	33	2	67	0	0	0	0
36	Medicine Screening OPD	8	2	25	1	13	4	50	0	0	1	12
37	Gastroenterology	7	3	43	0	0	0	0	0	0	4	57

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	909	332	37	103	11	154	17	56	6	5	1	259	28
1	Cardiology	26	8	31	4	15	4	15	1	4	1	4	8	31
2	Haematology	3	0	0	1	33	0	0	0	0	0	0	2	67
3	Medicine	78	28	36	6	8	15	19	3	4	1	1	25	32
4	Nephrology	17	5	29	4	24	3	18	2	12	0	0	3	17
5	Obstetrics and Gynaecology	27	7	26	1	4	8	30	3	11	1	4	7	25
6	Orthopaedics	77	27	35	7	9	10	13	9	12	0	0	24	31
7	Otorhinolaryngology	32	9	28	2	6	7	22	3	9	0	0	11	35
8	Paediatrics	33	10	30	5	15	9	27	0	0	0	0	9	28
9	Paediatric Surgery	4	3	75	0	0	0	0	1	25	0	0	0	0
10	Physical Medicine & Rehabilitation	31	7	23	3	10	5	16	1	3	0	0	15	48
11	Psychiatry	5	2	40	0	0	0	0	0	0	0	0	3	60
12	Urology	19	9	47	2	11	3	16	0	0	0	0	5	26
13	CTVS	7	1	14	0	0	4	57	0	0	0	0	2	29
14	Endocrinology	15	6	40	2	13	5	33	0	0	0	0	2	14
15	EYE	12	3	25	3	25	2	17	1	8	0	0	3	25
16	Skin	35	10	29	2	6	3	9	7	20	0	0	13	36

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	23	5	22	3	13	5	22	1	4	0	0	9	39
19	Medical Oncology	11	4	36	2	18	2	18	1	9	0	0	2	19
20	Cancer Surgery	0	0	0	0	0	0	0	0	0	0	0	0	0
21	Dental Surgery	9	4	44	0	0	2	22	0	0	0	0	3	34
22	Neuro Surgery	20	4	20	2	10	5	25	1	5	0	0	8	40
23	Pulmonary Critical Case & Sleep	11	1	9	3	27	3	27	0	0	0	0	4	37
24	Burns Plastic & Maxillofacial Surgery	10	3	30	2	20	3	30	0	0	0	0	2	20
25	Palliative Pain Clinic	0	0	0	0	0	0	0	0	0	0	0	0	0
26	General Surgery	42	17	40	7	17	8	19	2	5	1	2	7	17
27	Radiotherapy	2	2	100	0	0	0	0	0	0	0	0	0	0
28	Main Casualty	254	123	48	32	13	32	13	8	3	0	0	59	23
29	Sports Injury Centre	35	13	37	3	9	5	14	2	6	0	0	12	34
30	DEPT OF COMMUNITY MEDICINE	1	0	0	0	0	0	0	1	100	0	0	0	0
31	Anaesthesiology	5	2	40	0	0	1	20	1	20	0	0	1	20
32	ANTINETAL CLINIC	37	13	35	3	8	3	8	2	5	1	3	15	41
33	Radiodiagnosis	1	0	0	0	0	0	0	0	0	0	0	1	100
34	Ayurveda	11	3	27	1	9	3	27	3	27	0	0	1	10

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	7	1	14	1	14	2	29	2	29	0	0	1	14
37	Gastroenterology	5	2	40	0	0	1	20	0	0	0	0	2	40
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	593	184	31	3	1	117	20	68	11	137	23	1	0	83	14
1	Cardiology	15	3	20	0	0	1	7	3	20	3	20	0	0	5	33
2	Haematology	3	0	0	0	0	1	33	1	33	0	0	0	0	1	34
3	Medicine	41	10	24	2	5	13	32	4	10	8	20	0	0	4	9
4	Nephrology	14	4	29	0	0	3	21	0	0	4	29	0	0	3	21
5	Obstetrics and Gynaecology	17	3	18	0	0	4	24	0	0	5	29	0	0	5	29
6	Orthopaedics	51	19	37	0	0	9	18	6	12	9	18	0	0	8	15
7	Otorhinolaryngology	25	6	24	0	0	6	24	3	12	6	24	0	0	4	16
8	Paediatrics	27	9	33	1	4	6	22	5	19	4	15	0	0	2	7
9	Paediatric Surgery	3	0	0	0	0	1	33	0	0	1	33	0	0	1	34
10	Physical Medicine & Rehabilitation	21	9	43	0	0	3	14	2	10	4	19	0	0	3	14
11	Psychiatry	2	0	0	0	0	0	0	1	50	0	0	0	0	1	50
12	Urology	8	1	13	0	0	1	13	0	0	5	63	0	0	1	11
13	CTVS	5	1	20	0	0	2	40	0	0	2	40	0	0	0	0
14	Endocrinology	12	5	42	0	0	1	8	1	8	3	25	0	0	2	17
15	EYE	8	3	38	0	0	2	25	1	13	1	13	0	0	1	11
16	Skin	18	6	33	0	0	5	28	2	11	0	0	0	0	5	28

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 (%)
17	Apex Regional STD Centre	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
18	Neurology	10	1	10	0	0	1	10	3	30	2	20	0	0	3	30
19	Medical Oncology	7	1	14	0	0	2	29	1	14	3	43	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	10	3	30	0	0	1	10	1	10	3	30	0	0	2	20
22	Neuro Surgery	18	6	33	0	0	2	11	4	22	4	22	0	0	2	12
23	Pulmonary Critical Case & Sleep	8	1	13	0	0	3	38	0	0	2	25	0	0	2	24
24	Burns Plastic & Maxillofacial Surgery	5	4	80	0	0	1	20	0	0	0	0	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	28	10	36	0	0	5	18	3	11	4	14	1	4	5	17
27	Radiotherapy	1	0	0	0	0	0	0	0	0	1	100	0	0	0	0
28	Main Casualty	157	56	36	0	0	28	18	18	11	40	25	0	0	15	10
29	Sports Injury Centre	28	6	21	0	0	6	21	2	7	8	29	0	0	6	22
30	DEPT OF COMMUNITY MEDICINE	1	0	0	0	0	0	0	0	0	1	100	0	0	0	0
31	Anaesthesiology	1	0	0	0	0	0	0	0	0	1	100	0	0	0	0
32	ANTINETAL CLINIC	26	11	42	0	0	3	12	3	12	7	27	0	0	2	7

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	11	3	27	0	0	4	36	2	18	2	19	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	5	2	40	0	0	1	20	0	0	2	40	0	0	0	0
37	Gastroenterology	3	0	0	0	0	1	33	1	33	1	34	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	392	174	44	116	30	102	26
1	Cardiology	12	5	42	3	25	4	33
2	Haematology	2	1	50	0	0	1	50
3	Medicine	30	14	47	10	33	6	20
4	Nephrology	13	4	31	4	31	5	38
5	Obstetrics and Gynaecology	9	5	56	1	11	3	33
6	Orthopaedics	35	16	46	13	37	6	17
7	Otorhinolaryngology	11	5	45	2	18	4	37
8	Paediatrics	18	6	33	9	50	3	17
9	Paediatric Surgery	3	1	33	0	0	2	67
10	Physical Medicine & Rehabilitation	14	6	43	4	29	4	28
11	Psychiatry	2	2	100	0	0	0	0
12	Urology	6	3	50	1	17	2	33
13	CTVS	4	3	75	1	25	0	0
14	Endocrinology	11	7	64	3	27	1	9
15	EYE	3	1	33	0	0	2	67
16	Skin	13	8	62	2	15	3	23
17	Apex Regional STD Centre	0	0	0	0	0	0	0
18	Neurology	9	4	44	3	33	2	23
19	Medical Oncology	7	0	0	6	86	1	14
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	2	33	2	33	2	34
22	Neuro Surgery	11	3	27	4	36	4	37
23	Pulmonary Critical Case & Sleep	8	4	50	1	13	3	37
24	Burns Plastic & Maxillofacial Surgery	5	1	20	1	20	3	60
25	Palliative Pain Clinic	0	0	0	0	0	0	0
26	General Surgery	15	6	40	5	33	4	27
27	Radiotherapy	1	1	100	0	0	0	0
28	Main Casualty	100	51	51	24	24	25	25
29	Sports Injury Centre	13	4	31	5	38	4	31
30	DEPT OF COMMUNITY MEDICINE	1	1	100	0	0	0	0
31	Anaesthesiology	1	0	0	0	0	1	100
32	ANTINETAL CLINIC	18	5	28	11	61	2	11
33	Radiodiagnosis	1	1	100	0	0	0	0
34	Ayurveda	4	1	25	1	25	2	50
35	Integrative Medicine	1	0	0	0	0	1	100
36	Medicine Screening OPD	4	3	75	0	0	1	25
37	Gastroenterology	1	0	0	0	0	1	100
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	6	1	17	1	17	3	50	0	0	1	16
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	1	0	0	1	100	0	0	0	0	0	0
4	Nephrology	2	0	0	0	0	1	50	0	0	1	50
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	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	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	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 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	397	197	50	44	11	44	11	2	1	67	17	43	10
1	Cardiology	10	6	60	0	0	1	10	0	0	3	30	0	0
2	Haematology	1	1	100	0	0	0	0	0	0	0	0	0	0
3	Medicine	25	19	76	1	4	0	0	0	0	3	12	2	8
4	Nephrology	18	5	28	3	17	4	22	1	6	3	17	2	10
5	Obstetrics and Gynaecology	9	3	33	2	22	3	33	0	0	1	12	0	0
6	Orthopaedics	33	21	64	2	6	3	9	0	0	4	12	3	9
7	Otorhinolaryngology	17	9	53	2	12	2	12	0	0	4	23	0	0
8	Paediatrics	17	12	71	1	6	2	12	0	0	2	11	0	0
9	Paediatric Surgery	3	2	67	0	0	0	0	0	0	1	33	0	0
10	Physical Medicine & Rehabilitation	19	6	32	3	16	2	11	0	0	6	32	2	9
11	Psychiatry	2	1	50	0	0	0	0	0	0	1	50	0	0
12	Urology	6	2	33	0	0	2	33	1	17	0	0	1	17
13	CTVS	4	3	75	1	25	0	0	0	0	0	0	0	0
14	Endocrinology	12	5	42	1	8	1	8	0	0	3	25	2	17
15	EYE	3	2	67	0	0	0	0	0	0	1	33	0	0
16	Skin	12	8	67	3	25	0	0	0	0	1	8	0	0
17	Apex Regional STD Centre	0	0	0	0	0	0	0	0	0	0	0	0	0
18	Neurology	7	4	57	0	0	2	29	0	0	0	0	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	6	4	67	0	0	1	17	0	0	1	16	0	0
20	Cancer Surgery	0	0	0	0	0	0	0	0	0	0	0	0	0
21	Dental Surgery	4	1	25	1	25	0	0	0	0	1	25	1	25
22	Neuro Surgery	9	6	67	0	0	1	11	0	0	1	11	1	11
23	Pulmonary Critical Case & Sleep	6	4	67	0	0	0	0	0	0	0	0	2	33
24	Burns Plastic & Maxillofacial Surgery	5	3	60	1	20	0	0	0	0	0	0	1	20
25	Palliative Pain Clinic	0	0	0	0	0	0	0	0	0	0	0	0	0
26	General Surgery	18	9	50	3	17	0	0	0	0	5	28	1	5
27	Radiotherapy	1	1	100	0	0	0	0	0	0	0	0	0	0
28	Main Casualty	105	40	38	17	16	14	13	0	0	16	15	18	18
29	Sports Injury Centre	16	9	56	2	13	0	0	0	0	3	19	2	12
30	DEPT OF COMMUNITY MEDICINE	1	1	100	0	0	0	0	0	0	0	0	0	0
31	Anaesthesiology	1	0	0	0	0	1	100	0	0	0	0	0	0
32	ANTINETAL CLINIC	15	5	33	1	7	4	27	0	0	4	27	1	6
33	Radiodiagnosis	1	1	100	0	0	0	0	0	0	0	0	0	0
34	Ayurveda	4	2	50	0	0	1	25	0	0	0	0	1	25
35	Integrative Medicine	1	0	0	0	0	0	0	0	0	1	100	0	0
36	Medicine Screening OPD	3	1	33	0	0	0	0	0	0	1	33	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 (%)
37	Gastroenterology	3	1	33	0	0	0	0	0	0	1	33	1	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