



Ministry of Health and Family Welfare
Government of India

Mera Aspataal Department Wise Report

Facility : Safdarjung Hospital Delhi



From : 2024-09-01 To : 2024-10-05

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	1,88,835	1,25,707	67	6,545	5	2,264	35	2,276	35	2,005	30
1	Cardiology	6,571	4,277	65	226	5	91	40	90	40	45	20
2	Haematology	500	240	48	12	5	5	42	2	17	5	41
3	Medicine	17,844	10,668	60	516	5	183	35	163	32	170	33
4	Nephrology	2,455	1,551	63	76	5	16	21	35	46	25	33
5	Obstetrics and Gynaecology	6,394	4,003	63	159	4	50	31	56	35	53	34
6	Orthopaedics	12,058	8,113	67	459	6	163	36	150	33	146	31
7	Otorhinolaryngology	7,533	4,982	66	280	6	95	34	98	35	87	31
8	Paediatrics	7,572	4,034	53	179	4	57	32	68	38	54	30
9	Paediatric Surgery	1,459	947	65	56	6	24	43	20	36	12	21
10	Physical Medicine & Rehabilitation	7,280	4,366	60	236	5	78	33	96	41	62	26
11	Psychiatry	974	735	75	28	4	10	36	9	32	9	32

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	5,343	4,033	75	219	5	64	29	102	47	53	24
13	CTVS	1,117	680	61	34	5	10	29	18	53	6	18
14	Endocrinology	3,782	2,769	73	104	4	34	33	39	38	31	29
15	EYE	3,737	2,121	57	102	5	35	34	33	32	34	34
16	Skin	8,959	5,927	66	301	5	87	29	114	38	100	33
17	Apex Regional STD Centre	47	40	85	2	5	2	100	0	0	0	0
18	Neurology	3,511	2,542	72	104	4	32	31	44	42	28	27
19	Medical Oncology	839	484	58	27	6	9	33	9	33	9	34
20	Cancer Surgery	451	295	65	14	5	4	29	7	50	3	21
21	Dental Surgery	3,540	1,550	44	81	5	34	42	29	36	18	22
22	Neuro Surgery	2,407	1,613	67	117	7	43	37	39	33	35	30
23	Pulmonary Critical Case & Sleep	2,643	1,797	68	106	6	40	38	42	40	24	22
24	Burns Plastic & Maxillofacial Surgery	1,977	1,640	83	80	5	33	41	32	40	15	19
25	Palliative Pain Clinic	347	239	69	11	5	4	36	5	45	2	19
26	General Surgery	9,560	6,137	64	337	5	117	35	99	29	121	36
27	Radiotherapy	1,197	601	50	31	5	11	35	9	29	11	36
28	Main Casualty	36,519	29,290	80	1,705	6	575	34	497	29	633	37
29	Sports Injury Centre	15,918	9,883	62	428	4	181	42	165	39	82	19
30	DEPT OF COMMUNITY MEDICINE	436	254	58	14	6	5	36	6	43	3	21

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	1,859	919	49	60	7	27	45	19	32	14	23
32	ANTINETAL CLINIC	8,508	5,360	63	240	4	72	30	103	43	65	27
33	Radiodiagnosis	15	8	53	0	0	0	0	0	0	0	0
34	Ayurveda	1,594	1,279	80	88	7	38	43	30	34	20	23
35	Integrative Medicine	1,041	506	49	33	7	11	33	15	45	7	22
36	Medicine Screening OPD	1,740	1,129	65	52	5	16	31	21	40	15	29
37	Gastroenterology	1,108	695	63	28	4	8	29	12	43	8	28
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	1,643	672	41	220	13	278	17	5	0	468	29
1	Cardiology	37	18	49	0	0	7	19	0	0	12	32
2	Haematology	5	3	60	0	0	0	0	0	0	2	40
3	Medicine	140	50	36	21	15	25	18	0	0	44	31
4	Nephrology	25	8	32	4	16	6	24	1	4	6	24
5	Obstetrics and Gynaecology	48	17	35	8	17	5	10	0	0	18	38
6	Orthopaedics	132	62	47	17	13	22	17	0	0	31	23
7	Otorhinolaryngology	78	31	40	15	19	11	14	0	0	21	27
8	Paediatrics	44	20	45	2	5	8	18	1	2	13	30
9	Paediatric Surgery	5	3	60	0	0	0	0	0	0	2	40
10	Physical Medicine & Rehabilitation	45	15	33	6	13	12	27	0	0	12	27
11	Psychiatry	9	3	33	1	11	2	22	0	0	3	34
12	Urology	39	10	26	7	18	9	23	0	0	13	33
13	CTVS	8	1	13	1	13	2	25	0	0	4	49
14	Endocrinology	29	11	38	4	14	5	17	0	0	9	31
15	EYE	27	9	33	2	7	10	37	0	0	6	23
16	Skin	87	32	37	18	21	10	11	0	0	27	31
17	Apex Regional STD Centre	0	0	0	0	0	0	0	0	0	0	0
18	Neurology	20	8	40	2	10	1	5	0	0	9	45

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	9	5	56	0	0	2	22	0	0	2	22
20	Cancer Surgery	2	0	0	0	0	1	50	0	0	1	50
21	Dental Surgery	10	4	40	2	20	2	20	0	0	2	20
22	Neuro Surgery	34	13	38	4	12	6	18	1	3	10	29
23	Pulmonary Critical Case & Sleep	14	6	43	1	7	4	29	0	0	3	21
24	Burns Plastic & Maxillofacial Surgery	13	4	31	2	15	3	23	0	0	4	31
25	Palliative Pain Clinic	2	2	100	0	0	0	0	0	0	0	0
26	General Surgery	106	39	37	15	14	19	18	1	1	32	30
27	Radiotherapy	7	5	71	0	0	0	0	1	14	1	15
28	Main Casualty	495	229	46	61	12	71	14	0	0	134	28
29	Sports Injury Centre	69	21	30	10	14	18	26	0	0	20	30
30	DEPT OF COMMUNITY MEDICINE	2	0	0	1	50	1	50	0	0	0	0
31	Anaesthesiology	14	4	29	2	14	4	29	0	0	4	28
32	ANTINETAL CLINIC	51	25	49	7	14	7	14	0	0	12	23
33	Radiodiagnosis	0	0	0	0	0	0	0	0	0	0	0
34	Ayurveda	14	4	29	5	36	1	7	0	0	4	28
35	Integrative Medicine	4	2	50	0	0	0	0	0	0	2	50
36	Medicine Screening OPD	14	6	43	2	14	3	21	0	0	3	22
37	Gastroenterology	5	2	40	0	0	1	20	0	0	2	40

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	1,199	469	39	115	10	181	15	74	6	4	0	356	30
1	Cardiology	33	8	24	3	9	3	9	3	9	0	0	16	49
2	Haematology	3	2	67	0	0	0	0	0	0	0	0	1	33
3	Medicine	98	35	36	8	8	17	17	5	5	1	1	32	33
4	Nephrology	12	7	58	0	0	0	0	2	17	1	8	2	17
5	Obstetrics and Gynaecology	34	14	41	2	6	5	15	0	0	0	0	13	38
6	Orthopaedics	102	34	33	9	9	24	24	7	7	0	0	28	27
7	Otorhinolaryngology	50	17	34	4	8	8	16	3	6	0	0	18	36
8	Paediatrics	31	8	26	6	19	6	19	1	3	0	0	10	33
9	Paediatric Surgery	2	1	50	0	0	0	0	0	0	0	0	1	50
10	Physical Medicine & Rehabilitation	34	9	26	0	0	8	24	5	15	0	0	12	35
11	Psychiatry	4	4	100	0	0	0	0	0	0	0	0	0	0
12	Urology	27	12	44	2	7	5	19	2	7	0	0	6	23
13	CTVS	1	0	0	0	0	1	100	0	0	0	0	0	0
14	Endocrinology	20	6	30	2	10	4	20	3	15	0	0	5	25
15	EYE	20	6	30	2	10	6	30	0	0	0	0	6	30
16	Skin	70	19	27	6	9	8	11	6	9	0	0	31	44

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	15	5	33	0	0	3	20	0	0	0	0	7	47
19	Medical Oncology	5	1	20	1	20	0	0	0	0	0	0	3	60
20	Cancer Surgery	2	1	50	0	0	1	50	0	0	0	0	0	0
21	Dental Surgery	9	3	33	1	11	2	22	0	0	0	0	3	34
22	Neuro Surgery	22	11	50	1	5	2	9	2	9	1	5	5	22
23	Pulmonary Critical Case & Sleep	7	4	57	0	0	2	29	0	0	0	0	1	14
24	Burns Plastic & Maxillofacial Surgery	10	8	80	1	10	0	0	0	0	0	0	1	10
25	Palliative Pain Clinic	2	0	0	0	0	0	0	2	100	0	0	0	0
26	General Surgery	82	25	30	6	7	14	17	6	7	1	1	30	38
27	Radiotherapy	6	3	50	0	0	0	0	1	17	0	0	2	33
28	Main Casualty	374	182	49	47	13	44	12	18	5	0	0	83	21
29	Sports Injury Centre	44	16	36	5	11	7	16	3	7	0	0	13	30
30	DEPT OF COMMUNITY MEDICINE	0	0	0	0	0	0	0	0	0	0	0	0	0
31	Anaesthesiology	9	1	11	0	0	3	33	3	33	0	0	2	23
32	ANTINETAL CLINIC	42	14	33	8	19	2	5	1	2	0	0	17	41
33	Radiodiagnosis	0	0	0	0	0	0	0	0	0	0	0	0	0
34	Ayurveda	10	6	60	0	0	1	10	0	0	0	0	3	30

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	3	75	0	0	0	0	0	0	0	0	1	25
36	Medicine Screening OPD	12	4	33	1	8	3	25	0	0	0	0	4	34
37	Gastroenterology	3	0	0	0	0	2	67	1	33	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	791	271	34	4	1	134	17	87	11	195	25	3	0	97	12
1	Cardiology	13	6	46	0	0	0	0	0	0	4	31	1	8	2	15
2	Haematology	1	1	100	0	0	0	0	0	0	0	0	0	0	0	0
3	Medicine	72	29	40	0	0	10	14	12	17	13	18	0	0	8	11
4	Nephrology	4	1	25	1	25	0	0	0	0	2	50	0	0	0	0
5	Obstetrics and Gynaecology	29	9	31	0	0	3	10	4	14	10	34	0	0	3	11
6	Orthopaedics	59	20	34	0	0	14	24	7	12	15	25	0	0	3	5
7	Otorhinolaryngology	34	8	24	0	0	9	26	5	15	4	12	0	0	8	23
8	Paediatrics	21	6	29	1	5	2	10	3	14	6	29	0	0	3	13
9	Paediatric Surgery	1	0	0	0	0	0	0	1	100	0	0	0	0	0	0
10	Physical Medicine & Rehabilitation	24	9	38	0	0	8	33	1	4	1	4	0	0	5	21
11	Psychiatry	1	0	0	0	0	0	0	0	0	1	100	0	0	0	0
12	Urology	10	4	40	0	0	1	10	1	10	3	30	0	0	1	10
13	CTVS	1	0	0	0	0	0	0	1	100	0	0	0	0	0	0
14	Endocrinology	19	7	37	0	0	2	11	1	5	7	37	0	0	2	10
15	EYE	6	2	33	0	0	2	33	0	0	2	34	0	0	0	0
16	Skin	52	19	37	0	0	14	27	6	12	6	12	0	0	7	12

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	9	2	22	0	0	2	22	1	11	3	33	0	0	1	12
19	Medical Oncology	4	1	25	0	0	0	0	0	0	3	75	0	0	0	0
20	Cancer Surgery	2	0	0	0	0	0	0	1	50	1	50	0	0	0	0
21	Dental Surgery	8	2	25	0	0	2	25	0	0	2	25	0	0	2	25
22	Neuro Surgery	13	5	38	0	0	3	23	1	8	3	23	0	0	1	8
23	Pulmonary Critical Case & Sleep	2	0	0	0	0	0	0	1	50	0	0	0	0	1	50
24	Burns Plastic & Maxillofacial Surgery	7	2	29	0	0	3	43	0	0	1	14	0	0	1	14
25	Palliative Pain Clinic	1	1	100	0	0	0	0	0	0	0	0	0	0	0	0
26	General Surgery	57	18	32	1	2	12	21	8	14	8	14	1	2	9	15
27	Radiotherapy	3	1	33	0	0	0	0	1	33	1	34	0	0	0	0
28	Main Casualty	252	85	34	0	0	40	16	24	10	73	29	0	0	30	11
29	Sports Injury Centre	26	7	27	0	0	2	8	2	8	10	38	0	0	5	19
30	DEPT OF COMMUNITY MEDICINE	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
31	Anaesthesiology	5	2	40	0	0	1	20	0	0	2	40	0	0	0	0
32	ANTINETAL CLINIC	35	14	40	1	3	2	6	4	11	10	29	1	3	3	8

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	Radiodiagnosis	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
34	Ayurveda	9	4	44	0	0	1	11	1	11	3	34	0	0	0	0
35	Integrative Medicine	3	2	67	0	0	0	0	0	0	0	0	0	0	1	33
36	Medicine Screening OPD	8	4	50	0	0	1	13	1	13	1	13	0	0	1	11
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	531	231	44	137	26	163	30
1	Cardiology	13	7	54	1	8	5	38
2	Haematology	1	0	0	1	100	0	0
3	Medicine	43	18	42	12	28	13	30
4	Nephrology	2	1	50	0	0	1	50
5	Obstetrics and Gynaecology	13	5	38	4	31	4	31
6	Orthopaedics	39	19	49	10	26	10	25
7	Otorhinolaryngology	25	10	40	8	32	7	28
8	Paediatrics	18	9	50	5	28	4	22
9	Paediatric Surgery	1	1	100	0	0	0	0
10	Physical Medicine & Rehabilitation	17	8	47	6	35	3	18
11	Psychiatry	1	0	0	0	0	1	100
12	Urology	9	4	44	5	56	0	0
13	CTVS	1	0	0	1	100	0	0
14	Endocrinology	6	3	50	1	17	2	33
15	EYE	6	4	67	2	33	0	0
16	Skin	31	18	58	7	23	6	19
17	Apex Regional STD Centre	0	0	0	0	0	0	0
18	Neurology	6	2	33	1	17	3	50
19	Medical Oncology	4	1	25	2	50	1	25
20	Cancer Surgery	2	0	0	2	100	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	3	1	33	1	33	1	34
22	Neuro Surgery	12	6	50	4	33	2	17
23	Pulmonary Critical Case & Sleep	2	1	50	1	50	0	0
24	Burns Plastic & Maxillofacial Surgery	4	1	25	1	25	2	50
25	Palliative Pain Clinic	1	1	100	0	0	0	0
26	General Surgery	41	19	46	10	24	12	30
27	Radiotherapy	2	1	50	1	50	0	0
28	Main Casualty	177	70	40	38	21	69	39
29	Sports Injury Centre	16	7	44	2	13	7	43
30	DEPT OF COMMUNITY MEDICINE	0	0	0	0	0	0	0
31	Anaesthesiology	3	1	33	0	0	2	67
32	ANTINETAL CLINIC	17	6	35	7	41	4	24
33	Radiodiagnosis	0	0	0	0	0	0	0
34	Ayurveda	6	3	50	2	33	1	17
35	Integrative Medicine	2	1	50	0	0	1	50
36	Medicine Screening OPD	7	3	43	2	29	2	28
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	7	3	43	1	14	2	29	0	0	1	14
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	1	100	0	0	0	0	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	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	2	1	50	0	0	1	50	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	3	1	33	1	33	0	0	0	0	1	34
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	525	254	48	59	11	61	12	2	0	79	15	70	14
1	Cardiology	16	10	63	2	13	1	6	0	0	2	13	1	5
2	Haematology	1	1	100	0	0	0	0	0	0	0	0	0	0
3	Medicine	45	22	49	9	20	4	9	0	0	4	9	6	13
4	Nephrology	2	1	50	1	50	0	0	0	0	0	0	0	0
5	Obstetrics and Gynaecology	15	8	53	1	7	2	13	0	0	3	20	1	7
6	Orthopaedics	34	17	50	5	15	6	18	0	0	4	12	2	5
7	Otorhinolaryngology	26	13	50	3	12	3	12	0	0	7	26	0	0
8	Paediatrics	16	10	63	0	0	1	6	1	6	3	19	1	6
9	Paediatric Surgery	1	0	0	0	0	1	100	0	0	0	0	0	0
10	Physical Medicine & Rehabilitation	16	9	56	3	19	1	6	0	0	1	6	2	13
11	Psychiatry	1	0	0	0	0	1	100	0	0	0	0	0	0
12	Urology	6	3	50	1	17	0	0	0	0	1	17	1	16
13	CTVS	1	0	0	0	0	0	0	0	0	1	100	0	0
14	Endocrinology	9	3	33	1	11	1	11	0	0	1	11	3	34
15	EYE	4	2	50	0	0	0	0	0	0	1	25	1	25
16	Skin	31	12	39	2	6	2	6	0	0	10	32	5	17
17	Apex Regional STD Centre	0	0	0	0	0	0	0	0	0	0	0	0	0
18	Neurology	5	2	40	1	20	0	0	0	0	1	20	1	20

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	2	40	1	20	1	20	0	0	1	20	0	0
20	Cancer Surgery	2	1	50	1	50	0	0	0	0	0	0	0	0
21	Dental Surgery	3	2	67	0	0	0	0	0	0	0	0	1	33
22	Neuro Surgery	12	4	33	1	8	5	42	0	0	1	8	1	9
23	Pulmonary Critical Case & Sleep	2	1	50	0	0	1	50	0	0	0	0	0	0
24	Burns Plastic & Maxillofacial Surgery	4	3	75	0	0	0	0	0	0	0	0	1	25
25	Palliative Pain Clinic	1	0	0	0	0	0	0	0	0	1	100	0	0
26	General Surgery	34	17	50	5	15	2	6	1	3	4	12	5	14
27	Radiotherapy	2	1	50	0	0	0	0	0	0	1	50	0	0
28	Main Casualty	174	84	48	15	9	20	11	0	0	25	14	30	18
29	Sports Injury Centre	18	7	39	2	11	4	22	0	0	1	6	4	22
30	DEPT OF COMMUNITY MEDICINE	0	0	0	0	0	0	0	0	0	0	0	0	0
31	Anaesthesiology	3	2	67	0	0	0	0	0	0	0	0	1	33
32	ANTINETAL CLINIC	19	6	32	3	16	3	16	0	0	4	21	3	15
33	Radiodiagnosis	0	0	0	0	0	0	0	0	0	0	0	0	0
34	Ayurveda	8	3	38	2	25	1	13	0	0	2	24	0	0
35	Integrative Medicine	2	2	100	0	0	0	0	0	0	0	0	0	0
36	Medicine Screening OPD	7	6	86	0	0	1	14	0	0	0	0	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 (%)
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