

Mera Aspataal Department Wise Report

State : Delhi



Ministry of Health and Family Welfare
Government of India

Facility : Safdarjung Hospital Delhi

From : 2020-07-26 To : 2020-09-05

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	70,802	13,035	18	1,128	9	383	34	436	39	309	27
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	15,937	1,617	10	147	9	52	35	56	38	39	27
4	Nephrology	0	0	0	0	0	0	0	0	0	0	0
5	Obstetrics and Gynaecology	5,458	560	10	47	8	12	26	24	51	11	23
6	Orthopaedics	0	0	0	0	0	0	0	0	0	0	0
7	Otorhinolaryngology	3,403	373	11	26	7	7	27	12	46	7	27
8	Paediatrics	3,677	408	11	28	7	7	25	16	57	5	18
9	Paediatric Surgery	753	65	9	6	9	3	50	1	17	2	33

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 (%)
10	Physical Medicine & Rehabilitation	5,654	480	8	36	8	14	39	14	39	8	22
11	Psychiatry	1,206	861	71	77	9	28	36	27	35	22	29
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	3,070	264	9	19	7	5	26	11	58	3	16
16	Skin	8,014	773	10	68	9	31	46	21	31	16	23
17	Apex Regional STD Centre	113	9	8	3	33	1	33	1	33	1	34
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	373	58	16	6	10	1	17	3	50	2	33
21	Dental Surgery	1,455	1,147	79	88	8	33	38	29	33	26	29
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	120	32	27	0	0	0	0	0	0	0	0
26	General Surgery	7,877	799	10	76	10	26	34	28	37	22	29
27	Radiotherapy	631	242	38	21	9	6	29	13	62	2	9
28	Dept-41	0	0	0	0	0	0	0	0	0	0	0
29	Dept-87	5,972	1,240	21	80	6	22	28	36	45	22	27

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 (%)
30	Dept-88	7,077	4,099	58	400	10	135	34	144	36	121	30
31	Dept-39	0	0	0	0	0	0	0	0	0	0	0
32	Dept-91	0	0	0	0	0	0	0	0	0	0	0
33	Dept-0	0	0	0	0	0	0	0	0	0	0	0
34	Dept-60	0	0	0	0	0	0	0	0	0	0	0
35	Dept-89	12	8	67	0	0	0	0	0	0	0	0
36	Dept-46	0	0	0	0	0	0	0	0	0	0	0
37	Dept-90	0	0	0	0	0	0	0	0	0	0	0
38	Dept-92	0	0	0	0	0	0	0	0	0	0	0
39	Dept-95	0	0	0	0	0	0	0	0	0	0	0
40	Dept-43	0	0	0	0	0	0	0	0	0	0	0
41	Dept-31	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	249	107	43	41	16	35	14	0	0	66	27
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	30	9	30	7	23	5	17	0	0	9	30
4	Nephrology	0	0	0	0	0	0	0	0	0	0	0
5	Obstetrics and Gynaecology	8	5	63	0	0	1	13	0	0	2	24
6	Orthopaedics	0	0	0	0	0	0	0	0	0	0	0
7	Otorhinolaryngology	8	5	63	1	13	1	13	0	0	1	11
8	Paediatrics	8	3	38	2	25	1	13	0	0	2	24
9	Paediatric Surgery	2	1	50	0	0	1	50	0	0	0	0
10	Physical Medicine & Rehabilitation	5	1	20	0	0	1	20	0	0	3	60
11	Psychiatry	12	6	50	0	0	2	17	0	0	4	33
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	3	1	33	2	67	0	0	0	0	0	0
16	Skin	13	3	23	3	23	2	15	0	0	5	39
17	Apex Regional STD Centre	1	0	0	1	100	0	0	0	0	0	0
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

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 (%)
20	Cancer Surgery	2	1	50	0	0	0	0	0	0	1	50
21	Dental Surgery	23	9	39	4	17	2	9	0	0	8	35
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	18	4	22	3	17	3	17	0	0	8	44
27	Radiotherapy	1	0	0	1	100	0	0	0	0	0	0
28	Dept-41	0	0	0	0	0	0	0	0	0	0	0
29	Dept-87	18	7	39	4	22	2	11	0	0	5	28
30	Dept-88	97	52	54	13	13	14	14	0	0	18	19
31	Dept-39	0	0	0	0	0	0	0	0	0	0	0
32	Dept-91	0	0	0	0	0	0	0	0	0	0	0
33	Dept-0	0	0	0	0	0	0	0	0	0	0	0
34	Dept-60	0	0	0	0	0	0	0	0	0	0	0
35	Dept-89	0	0	0	0	0	0	0	0	0	0	0
36	Dept-46	0	0	0	0	0	0	0	0	0	0	0
37	Dept-90	0	0	0	0	0	0	0	0	0	0	0
38	Dept-92	0	0	0	0	0	0	0	0	0	0	0
39	Dept-95	0	0	0	0	0	0	0	0	0	0	0
40	Dept-43	0	0	0	0	0	0	0	0	0	0	0
41	Dept-31	0	0	0	0	0	0	0	0	0	0	0