



**MERA ASPATAAL DEPARTMENT WISE PERFORMANCE REPORT**

**SAFDARJUNG HOSPITAL DELHI**

**DECEMBER 2017**



**1. Satisfaction**

S#	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	<b>Total</b>	1,11,091	21,526	20	2,787	13	846	30	1,189	43	752	27
1	<b>Cardiology</b>	3,731	925	25	128	14	43	34	55	43	30	23
2	<b>Haematology</b>	15	0	0	0	0	0	0	0	0	0	0
3	<b>Medicine</b>	22,530	3,611	17	414	11	113	27	173	42	128	31
4	<b>Nephrology</b>	1,167	237	21	32	14	8	25	12	38	12	37
5	<b>Obstetrics and Gynaecology</b>	7,495	1,397	19	178	13	52	29	62	35	64	36
6	<b>Orthopaedics</b>	349	39	12	3	8	0	0	2	67	1	33
7	<b>Otorhinolaryngology</b>	7,002	1,346	20	158	12	61	39	57	36	40	25
8	<b>Paediatrics</b>	6,573	975	15	128	13	44	34	57	45	27	21
9	<b>Paediatric Surgery</b>	1,204	170	15	21	12	8	38	9	43	4	19
10	<b>Physical Medicine &amp; Rehabilitation</b>	7,267	1,197	17	156	13	44	28	64	41	48	31
11	<b>Psychiatry</b>	1,113	651	59	71	11	23	32	33	46	15	22
12	<b>Urology</b>	2,915	713	25	102	14	29	28	45	44	28	28

S#	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 (%)
13	CTVS	746	191	26	34	18	13	38	12	35	9	27
14	Endocrinology	2,427	584	25	69	12	21	30	31	45	17	25
15	EYE	4,760	796	17	75	9	31	41	36	48	8	11
16	Skin	10,743	2,376	23	321	14	98	31	149	46	74	23
17	Apex Regional STD Centre	16	3	19	0	0	0	0	0	0	0	0
18	Neurology	3,156	727	24	126	17	34	27	52	41	40	32
19	Medical Oncology	120	4	4	1	25	1	100	0	0	0	0
20	Cancer Surgery	433	133	31	20	15	3	15	12	60	5	25
21	Dental Surgery	2,885	1,158	41	165	14	52	32	68	41	45	27
22	Neuro Surgery	1,346	385	29	33	9	11	33	14	42	8	25
23	Pulmonary,Critical Case & Sleep	47	0	0	0	0	0	0	0	0	0	0
24	Burns,Plastic & Maxillofacial Surgery	181	27	15	7	26	2	29	2	29	3	42
25	Palliative Pain Clinic	59	5	9	0	0	0	0	0	0	0	0
26	General Surgery	8,636	1,505	18	188	12	52	28	84	45	52	27
27	Radiotherapy	766	44	6	1	2	1	100	0	0	0	0
28	Dept-87	7,496	2,150	29	339	16	96	28	153	45	90	27
29	Dept-41	2	1	50	0	0	0	0	0	0	0	0
30	Dept-88	5,911	176	3	17	10	6	35	7	41	4	24
31	Dept-91	0	0	0	0	0	0	0	0	0	0	0
32	Dept-60	0	0	0	0	0	0	0	0	0	0	0
33	Dept-39	0	0	0	0	0	0	0	0	0	0	0
34	Dept-46	0	0	0	0	0	0	0	0	0	0	0

<b>S#</b>	<b>Departments</b>	<b>Patient visits</b>	<b>Patients with valid phone numbers</b>	<b>Patients with valid phone numbers (%)</b>	<b>Total responses</b>	<b>Total responses (%)</b>	<b>Very satisfied</b>	<b>Very satisfied (%)</b>	<b>Satisfied</b>	<b>Satisfied (%)</b>	<b>Not satisfied</b>	<b>Not satisfied (%)</b>
35	Dept-95	0	0	0	0	0	0	0	0	0	0	0
36	Dept-89	0	0	0	0	0	0	0	0	0	0	0
37	Dept-31	0	0	0	0	0	0	0	0	0	0	0

## 2. Reasons for Dissatisfaction (Overall)

S#	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	<b>Total</b>	623	230	37	70	11	112	18	2	0	209	34
1	<b>Cardiology</b>	22	7	32	2	9	3	14	0	0	10	45
2	<b>Haematology</b>	0	0	0	0	0	0	0	0	0	0	0
3	<b>Medicine</b>	101	38	38	10	10	17	17	0	0	36	35
4	<b>Nephrology</b>	10	3	30	0	0	2	20	0	0	5	50
5	<b>Obstetrics and Gynaecology</b>	53	18	34	7	13	8	15	0	0	20	38
6	<b>Orthopaedics</b>	0	0	0	0	0	0	0	0	0	0	0
7	<b>Otorhinolaryngology</b>	39	18	46	3	8	6	15	0	0	12	31
8	<b>Paediatrics</b>	23	8	35	4	17	5	22	0	0	6	26
9	<b>Paediatric Surgery</b>	3	0	0	0	0	1	33	0	0	2	67
10	<b>Physical Medicine &amp; Rehabilitation</b>	37	13	35	2	5	10	27	0	0	12	33
11	<b>Psychiatry</b>	13	4	31	2	15	3	23	0	0	4	31
12	<b>Urology</b>	27	14	52	1	4	3	11	0	0	9	33
13	<b>CTVS</b>	6	3	50	1	17	0	0	0	0	2	33
14	<b>Endocrinology</b>	13	4	31	2	15	3	23	0	0	4	31
15	<b>EYE</b>	6	1	17	1	17	2	33	0	0	2	33
16	<b>Skin</b>	54	19	35	6	11	11	20	0	0	18	34
17	<b>Apex Regional STD Centre</b>	0	0	0	0	0	0	0	0	0	0	0
18	<b>Neurology</b>	36	14	39	6	17	6	17	0	0	10	27
19	<b>Medical Oncology</b>	0	0	0	0	0	0	0	0	0	0	0

S#	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	7	1	14	1	14	1	14	0	0	4	58
21	Dental Surgery	34	12	35	2	6	8	24	0	0	12	35
22	Neuro Surgery	6	1	17	0	0	3	50	0	0	2	33
23	Pulmonary,Critical Case & Sleep	0	0	0	0	0	0	0	0	0	0	0
24	Burns,Plastic & Maxillofacial Surgery	6	2	33	1	17	1	17	1	17	1	16
25	Palliative Pain Clinic	0	0	0	0	0	0	0	0	0	0	0
26	General Surgery	39	14	36	5	13	5	13	0	0	15	38
27	Radiotherapy	0	0	0	0	0	0	0	0	0	0	0
28	Dept-87	85	35	41	13	15	14	16	1	1	22	27
29	Dept-41	0	0	0	0	0	0	0	0	0	0	0
30	Dept-88	3	1	33	1	33	0	0	0	0	1	34
31	Dept-91	0	0	0	0	0	0	0	0	0	0	0
32	Dept-60	0	0	0	0	0	0	0	0	0	0	0
33	Dept-39	0	0	0	0	0	0	0	0	0	0	0
34	Dept-46	0	0	0	0	0	0	0	0	0	0	0
35	Dept-95	0	0	0	0	0	0	0	0	0	0	0
36	Dept-89	0	0	0	0	0	0	0	0	0	0	0
37	Dept-31	0	0	0	0	0	0	0	0	0	0	0

### 3. Reasons for Dissatisfaction (Drill Down)

#### 3.1 Staff Behaviour

S#	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	<b>Total</b>	203	74	36	27	13	32	16	12	6	0	0	58	29
1	<b>Cardiology</b>	7	1	14	1	14	2	29	1	14	0	0	2	29
2	<b>Haematology</b>	0	0	0	0	0	0	0	0	0	0	0	0	0
3	<b>Medicine</b>	36	6	17	2	6	10	28	4	11	0	0	14	38
4	<b>Nephrology</b>	2	1	50	0	0	0	0	0	0	0	0	1	50
5	<b>Obstetrics and Gynaecology</b>	15	9	60	3	20	0	0	0	0	0	0	3	20
6	<b>Orthopaedics</b>	0	0	0	0	0	0	0	0	0	0	0	0	0
7	<b>Otorhinolaryngology</b>	19	5	26	4	21	5	26	1	5	0	0	4	22
8	<b>Paediatrics</b>	4	2	50	1	25	0	0	1	25	0	0	0	0
9	<b>Paediatric Surgery</b>	0	0	0	0	0	0	0	0	0	0	0	0	0
10	<b>Physical Medicine &amp; Rehabilitation</b>	11	4	36	0	0	1	9	0	0	0	0	6	55
11	<b>Psychiatry</b>	2	1	50	0	0	0	0	0	0	0	0	1	50
12	<b>Urology</b>	16	8	50	0	0	3	19	1	6	0	0	4	25
13	<b>CTVS</b>	4	3	75	1	25	0	0	0	0	0	0	0	0
14	<b>Endocrinology</b>	3	1	33	0	0	1	33	0	0	0	0	1	34
15	<b>EYE</b>	1	0	0	1	100	0	0	0	0	0	0	0	0
16	<b>Skin</b>	16	6	38	3	19	2	13	3	19	0	0	2	11
17	<b>Apex Regional STD Centre</b>	0	0	0	0	0	0	0	0	0	0	0	0	0

S#	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 (%)
18	Neurology	9	4	44	2	22	1	11	0	0	0	0	2	23
19	Medical Oncology	0	0	0	0	0	0	0	0	0	0	0	0	0
20	Cancer Surgery	1	1	100	0	0	0	0	0	0	0	0	0	0
21	Dental Surgery	13	3	23	2	15	2	15	1	8	0	0	5	39
22	Neuro Surgery	0	0	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	0	0
24	Burns,Plastic & Maxillofacial Surgery	0	0	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	0	0
26	General Surgery	11	4	36	0	0	3	27	0	0	0	0	4	37
27	Radiotherapy	0	0	0	0	0	0	0	0	0	0	0	0	0
28	Dept-87	32	14	44	7	22	2	6	0	0	0	0	9	28
29	Dept-41	0	0	0	0	0	0	0	0	0	0	0	0	0
30	Dept-88	1	1	100	0	0	0	0	0	0	0	0	0	0
31	Dept-91	0	0	0	0	0	0	0	0	0	0	0	0	0
32	Dept-60	0	0	0	0	0	0	0	0	0	0	0	0	0
33	Dept-39	0	0	0	0	0	0	0	0	0	0	0	0	0
34	Dept-46	0	0	0	0	0	0	0	0	0	0	0	0	0
35	Dept-95	0	0	0	0	0	0	0	0	0	0	0	0	0
36	Dept-89	0	0	0	0	0	0	0	0	0	0	0	0	0
37	Dept-31	0	0	0	0	0	0	0	0	0	0	0	0	0

### 3.2 Cleanliness

S#	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	<b>Total</b>	64	13	20	0	0	8	13	9	14	24	38	0	0	10	15
1	<b>Cardiology</b>	3	1	33	0	0	2	67	0	0	0	0	0	0	0	0
2	<b>Haematology</b>	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
3	<b>Medicine</b>	12	5	42	0	0	2	17	1	8	2	17	0	0	2	16
4	<b>Nephrology</b>	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
5	<b>Obstetrics and Gynaecology</b>	6	0	0	0	0	1	17	0	0	4	67	0	0	1	16
6	<b>Orthopaedics</b>	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
7	<b>Otorhinolaryngology</b>	6	1	17	0	0	2	33	1	17	1	17	0	0	1	16
8	<b>Paediatrics</b>	2	0	0	0	0	0	0	1	50	1	50	0	0	0	0
9	<b>Paediatric Surgery</b>	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
10	<b>Physical Medicine &amp; Rehabilitation</b>	3	0	0	0	0	0	0	1	33	2	67	0	0	0	0
11	<b>Psychiatry</b>	1	0	0	0	0	0	0	0	0	0	0	0	0	1	100
12	<b>Urology</b>	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
13	<b>CTVS</b>	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
14	<b>Endocrinology</b>	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
15	<b>EYE</b>	3	0	0	0	0	0	0	1	33	1	33	0	0	1	34
16	<b>Skin</b>	5	3	60	0	0	0	0	0	0	2	40	0	0	0	0
17	<b>Apex Regional STD Centre</b>	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0



S#	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 (%)
18	Neurology	4	0	0	0	0	1	25	0	0	1	25	0	0	2	50
19	Medical Oncology	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
20	Cancer Surgery	3	0	0	0	0	0	0	1	33	1	33	0	0	1	34
21	Dental Surgery	1	0	0	0	0	0	0	1	100	0	0	0	0	0	0
22	Neuro Surgery	0	0	0	0	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	0	0	0	0
24	Burns,Plastic & Maxillofacial Surgery	0	0	0	0	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	0	0	0	0
26	General Surgery	3	1	33	0	0	0	0	1	33	1	34	0	0	0	0
27	Radiotherapy	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
28	Dept-87	11	2	18	0	0	0	0	1	9	7	64	0	0	1	9
29	Dept-41	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
30	Dept-88	1	0	0	0	0	0	0	0	0	1	100	0	0	0	0
31	Dept-91	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
32	Dept-60	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
33	Dept-39	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
34	Dept-46	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
35	Dept-95	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
36	Dept-89	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
37	Dept-31	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0

### 3.3 Cost of Treatment

S#	Departments	Total responses for dissatisfaction with cost of treatment	Medicines and Supplies	Medicines and Supplies (%)	Investigations	Investigations (%)	Informal payment	Informal payment (%)
0	<b>Total</b>	89	48	54	27	30	14	16
1	<b>Cardiology</b>	3	2	67	1	33	0	0
2	<b>Haematology</b>	0	0	0	0	0	0	0
3	<b>Medicine</b>	10	6	60	1	10	3	30
4	<b>Nephrology</b>	2	1	50	0	0	1	50
5	<b>Obstetrics and Gynaecology</b>	6	3	50	2	33	1	17
6	<b>Orthopaedics</b>	0	0	0	0	0	0	0
7	<b>Otorhinolaryngology</b>	7	2	29	3	43	2	28
8	<b>Paediatrics</b>	4	4	100	0	0	0	0
9	<b>Paediatric Surgery</b>	3	1	33	1	33	1	34
10	<b>Physical Medicine &amp; Rehabilitation</b>	11	8	73	2	18	1	9
11	<b>Psychiatry</b>	2	1	50	1	50	0	0
12	<b>Urology</b>	0	0	0	0	0	0	0
13	<b>CTVS</b>	0	0	0	0	0	0	0
14	<b>Endocrinology</b>	2	0	0	2	100	0	0
15	<b>EYE</b>	2	2	100	0	0	0	0
16	<b>Skin</b>	9	6	67	2	22	1	11
17	<b>Apex Regional STD Centre</b>	0	0	0	0	0	0	0
18	<b>Neurology</b>	6	3	50	1	17	2	33
19	<b>Medical Oncology</b>	0	0	0	0	0	0	0
20	<b>Cancer Surgery</b>	2	1	50	1	50	0	0
21	<b>Dental Surgery</b>	6	3	50	2	33	1	17

S#	Departments	Total responses for dissatisfaction with cost of treatment	Medicines and Supplies	Medicines and Supplies (%)	Investigations	Investigations (%)	Informal payment	Informal payment (%)
22	Neuro Surgery	2	0	0	2	100	0	0
23	Pulmonary,Critical Case & Sleep	0	0	0	0	0	0	0
24	Burns,Plastic & Maxillofacial Surgery	0	0	0	0	0	0	0
25	Palliative Pain Clinic	0	0	0	0	0	0	0
26	General Surgery	3	2	67	1	33	0	0
27	Radiotherapy	0	0	0	0	0	0	0
28	Dept-87	9	3	33	5	56	1	11
29	Dept-41	0	0	0	0	0	0	0
30	Dept-88	0	0	0	0	0	0	0
31	Dept-91	0	0	0	0	0	0	0
32	Dept-60	0	0	0	0	0	0	0
33	Dept-39	0	0	0	0	0	0	0
34	Dept-46	0	0	0	0	0	0	0
35	Dept-95	0	0	0	0	0	0	0
36	Dept-89	0	0	0	0	0	0	0
37	Dept-31	0	0	0	0	0	0	0

### 3.4 Quality of Treatment

S#	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	0	0	0	0	0	0	0	0	0	0	0
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	0	0	0	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	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
18	Neurology	0	0	0	0	0	0	0	0	0	0	0

S#	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 (%)
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	Dept-87	0	0	0	0	0	0	0	0	0	0	0
29	Dept-41	0	0	0	0	0	0	0	0	0	0	0
30	Dept-88	0	0	0	0	0	0	0	0	0	0	0
31	Dept-91	0	0	0	0	0	0	0	0	0	0	0
32	Dept-60	0	0	0	0	0	0	0	0	0	0	0
33	Dept-39	0	0	0	0	0	0	0	0	0	0	0
34	Dept-46	0	0	0	0	0	0	0	0	0	0	0
35	Dept-95	0	0	0	0	0	0	0	0	0	0	0
36	Dept-89	0	0	0	0	0	0	0	0	0	0	0
37	Dept-31	0	0	0	0	0	0	0	0	0	0	0

### 3.5 Other Reasons

S#	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	<b>Total</b>	201	61	30	15	7	17	8	0	0	46	23	62	32
1	<b>Cardiology</b>	8	5	63	0	0	0	0	0	0	2	25	1	12
2	<b>Haematology</b>	0	0	0	0	0	0	0	0	0	0	0	0	0
3	<b>Medicine</b>	34	12	35	2	6	1	3	0	0	10	29	9	27
4	<b>Nephrology</b>	3	1	33	0	0	0	0	0	0	0	0	2	67
5	<b>Obstetrics and Gynaecology</b>	16	4	25	0	0	1	6	0	0	4	25	7	44
6	<b>Orthopaedics</b>	0	0	0	0	0	0	0	0	0	0	0	0	0
7	<b>Otorhinolaryngology</b>	17	4	24	2	12	2	12	0	0	2	12	7	40
8	<b>Paediatrics</b>	6	3	50	0	0	0	0	0	0	1	17	2	33
9	<b>Paediatric Surgery</b>	1	0	0	1	100	0	0	0	0	0	0	0	0
10	<b>Physical Medicine &amp; Rehabilitation</b>	12	5	42	0	0	0	0	0	0	4	33	3	25
11	<b>Psychiatry</b>	2	0	0	1	50	0	0	0	0	1	50	0	0
12	<b>Urology</b>	9	3	33	2	22	2	22	0	0	0	0	2	23
13	<b>CTVS</b>	2	0	0	1	50	0	0	0	0	0	0	1	50
14	<b>Endocrinology</b>	8	2	25	1	13	0	0	0	0	3	38	2	24
15	<b>EYE</b>	2	0	0	0	0	0	0	0	0	2	100	0	0
16	<b>Skin</b>	18	4	22	2	11	2	11	0	0	3	17	7	39
17	<b>Apex Regional STD Centre</b>	0	0	0	0	0	0	0	0	0	0	0	0	0
18	<b>Neurology</b>	7	4	57	0	0	0	0	0	0	1	14	2	29

S#	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	0	0	0	0	0	0	0	0	0	0	0	0	0
20	Cancer Surgery	7	1	14	0	0	2	29	0	0	3	43	1	14
21	Dental Surgery	11	3	27	0	0	1	9	0	0	3	27	4	37
22	Neuro Surgery	2	0	0	1	50	0	0	0	0	0	0	1	50
23	Pulmonary,Critical Case & Sleep	0	0	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	0	0
25	Palliative Pain Clinic	0	0	0	0	0	0	0	0	0	0	0	0	0
26	General Surgery	16	6	38	2	13	1	6	0	0	2	13	5	30
27	Radiotherapy	0	0	0	0	0	0	0	0	0	0	0	0	0
28	Dept-87	19	4	21	0	0	4	21	0	0	5	26	6	32
29	Dept-41	0	0	0	0	0	0	0	0	0	0	0	0	0
30	Dept-88	1	0	0	0	0	1	100	0	0	0	0	0	0
31	Dept-91	0	0	0	0	0	0	0	0	0	0	0	0	0
32	Dept-60	0	0	0	0	0	0	0	0	0	0	0	0	0
33	Dept-39	0	0	0	0	0	0	0	0	0	0	0	0	0
34	Dept-46	0	0	0	0	0	0	0	0	0	0	0	0	0
35	Dept-95	0	0	0	0	0	0	0	0	0	0	0	0	0
36	Dept-89	0	0	0	0	0	0	0	0	0	0	0	0	0
37	Dept-31	0	0	0	0	0	0	0	0	0	0	0	0	0