



Ministry of Health and Family Welfare  
Government of India

## Mera Aspataal Department Wise Report

Facility : Safdarjung Hospital Delhi



From : 2020-12-27 To : 2021-02-06

### 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      | <b>Total</b>                                  | 1,10,179       | 27,050                            | 25                                    | 97              | 0                   | 42             | 43                 | 32        | 33            | 23            | 24                |
| 1      | <b>Cardiology</b>                             | 0              | 0                                 | 0                                     | 0               | 0                   | 0              | 0                  | 0         | 0             | 0             | 0                 |
| 2      | <b>Haematology</b>                            | 0              | 0                                 | 0                                     | 0               | 0                   | 0              | 0                  | 0         | 0             | 0             | 0                 |
| 3      | <b>Medicine</b>                               | 19,654         | 1,976                             | 10                                    | 10              | 1                   | 2              | 20                 | 3         | 30            | 5             | 50                |
| 4      | <b>Nephrology</b>                             | 0              | 0                                 | 0                                     | 0               | 0                   | 0              | 0                  | 0         | 0             | 0             | 0                 |
| 5      | <b>Obstetrics and Gynaecology</b>             | 8,546          | 892                               | 10                                    | 5               | 1                   | 0              | 0                  | 4         | 80            | 1             | 20                |
| 6      | <b>Orthopaedics</b>                           | 0              | 0                                 | 0                                     | 0               | 0                   | 0              | 0                  | 0         | 0             | 0             | 0                 |
| 7      | <b>Otorhinolaryngology</b>                    | 7,660          | 612                               | 8                                     | 3               | 0                   | 2              | 67                 | 1         | 33            | 0             | 0                 |
| 8      | <b>Paediatrics</b>                            | 5,345          | 432                               | 8                                     | 1               | 0                   | 1              | 100                | 0         | 0             | 0             | 0                 |
| 9      | <b>Paediatric Surgery</b>                     | 1,165          | 112                               | 10                                    | 0               | 0                   | 0              | 0                  | 0         | 0             | 0             | 0                 |
| 10     | <b>Physical Medicine &amp; Rehabilitation</b> | 8,083          | 538                               | 7                                     | 2               | 0                   | 1              | 50                 | 0         | 0             | 1             | 50                |
| 11     | <b>Psychiatry</b>                             | 2,261          | 1,868                             | 83                                    | 7               | 0                   | 4              | 57                 | 2         | 29            | 1             | 14                |

| 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                               | 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                                   | 5,526          | 495                               | 9                                     | 5               | 1                   | 4              | 80                 | 1         | 20            | 0             | 0                 |
| 16     | Skin                                  | 11,111         | 1,171                             | 11                                    | 5               | 0                   | 1              | 20                 | 2         | 40            | 2             | 40                |
| 17     | Apex Regional STD Centre              | 204            | 15                                | 7                                     | 0               | 0                   | 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                 |
| 20     | Cancer Surgery                        | 515            | 68                                | 13                                    | 0               | 0                   | 0              | 0                  | 0         | 0             | 0             | 0                 |
| 21     | Dental Surgery                        | 4,216          | 3,540                             | 84                                    | 3               | 0                   | 1              | 33                 | 2         | 67            | 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                | 97             | 23                                | 24                                    | 0               | 0                   | 0              | 0                  | 0         | 0             | 0             | 0                 |
| 26     | General Surgery                       | 11,828         | 1,085                             | 9                                     | 5               | 0                   | 3              | 60                 | 2         | 40            | 0             | 0                 |
| 27     | Radiotherapy                          | 483            | 223                               | 46                                    | 0               | 0                   | 0              | 0                  | 0         | 0             | 0             | 0                 |
| 28     | Dept-0                                | 4              | 3                                 | 75                                    | 0               | 0                   | 0              | 0                  | 0         | 0             | 0             | 0                 |
| 29     | Dept-41                               | 0              | 0                                 | 0                                     | 0               | 0                   | 0              | 0                  | 0         | 0             | 0             | 0                 |
| 30     | Dept-87                               | 6,070          | 1,664                             | 27                                    | 1               | 0                   | 0              | 0                  | 1         | 100           | 0             | 0                 |
| 31     | Dept-88                               | 8,000          | 5,930                             | 74                                    | 34              | 1                   | 15             | 44                 | 9         | 26            | 10            | 30                |

| <b>Sr. No</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> |
|---------------|--------------------|-----------------------|--|--|------------------------|----------------------------|-----------------------|---------------------------|------------------|----------------------|----------------------|--------------------------|
| 32            | Dept-89            | 9,411                 | 6,403                                    | 68   | 16                     | 0                          | 8                     | 50                        | 5                | 31                   | 3                    | 19                       |
| 33            | Dept-39            | 0                     | 0  | 0  | 0                      | 0                          | 0                     | 0                         | 0                | 0                    | 0                    | 0                        |
| 34            | Dept-91            | 0                     | 0  | 0  | 0                      | 0                          | 0                     | 0                         | 0                | 0                    | 0                    | 0                        |
| 35            | Dept-31            | 0                     | 0  | 0  | 0                      | 0                          | 0                     | 0                         | 0                | 0                    | 0                    | 0                        |
| 36            | Dept-60            | 0                     | 0  | 0  | 0                      | 0                          | 0                     | 0                         | 0                | 0                    | 0                    | 0                        |
| 37            | Dept-46            | 0                     | 0  | 0  | 0                      | 0                          | 0                     | 0                         | 0                | 0                    | 0                    | 0                        |
| 38            | Dept-90            | 0                     | 0  | 0  | 0                      | 0                          | 0                     | 0                         | 0                | 0                    | 0                    | 0                        |
| 39            | Dept-92            | 0                     | 0  | 0  | 0                      | 0                          | 0                     | 0                         | 0                | 0                    | 0                    | 0                        |
| 40            | Dept-95            | 0                     | 0  | 0  | 0                      | 0                          | 0                     | 0                         | 0                | 0                    | 0                    | 0                        |
| 41            | 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      | <b>Total</b>                                  | 24                                  | 6               | 25                  | 4           | 17              | 3                 | 13                    | 0                    | 0                        | 11            | 45                |
| 1      | <b>Cardiology</b>                             | 0                                   | 0               | 0                   | 0           | 0               | 0                 | 0                     | 0                    | 0                        | 0             | 0                 |
| 2      | <b>Haematology</b>                            | 0                                   | 0               | 0                   | 0           | 0               | 0                 | 0                     | 0                    | 0                        | 0             | 0                 |
| 3      | <b>Medicine</b>                               | 4                                   | 1               | 25                  | 0           | 0               | 0                 | 0                     | 0                    | 0                        | 3             | 75                |
| 4      | <b>Nephrology</b>                             | 0                                   | 0               | 0                   | 0           | 0               | 0                 | 0                     | 0                    | 0                        | 0             | 0                 |
| 5      | <b>Obstetrics and Gynaecology</b>             | 0                                   | 0               | 0                   | 0           | 0               | 0                 | 0                     | 0                    | 0                        | 0             | 0                 |
| 6      | <b>Orthopaedics</b>                           | 0                                   | 0               | 0                   | 0           | 0               | 0                 | 0                     | 0                    | 0                        | 0             | 0                 |
| 7      | <b>Otorhinolaryngology</b>                    | 0                                   | 0               | 0                   | 0           | 0               | 0                 | 0                     | 0                    | 0                        | 0             | 0                 |
| 8      | <b>Paediatrics</b>                            | 0                                   | 0               | 0                   | 0           | 0               | 0                 | 0                     | 0                    | 0                        | 0             | 0                 |
| 9      | <b>Paediatric Surgery</b>                     | 0                                   | 0               | 0                   | 0           | 0               | 0                 | 0                     | 0                    | 0                        | 0             | 0                 |
| 10     | <b>Physical Medicine &amp; Rehabilitation</b> | 2                                   | 0               | 0                   | 0           | 0               | 1                 | 50                    | 0                    | 0                        | 1             | 50                |
| 11     | <b>Psychiatry</b>                             | 1                                   | 0               | 0                   | 0           | 0               | 1                 | 100                   | 0                    | 0                        | 0             | 0                 |
| 12     | <b>Urology</b>                                | 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                 |
| 14     | <b>Endocrinology</b>                          | 0                                   | 0               | 0                   | 0           | 0               | 0                 | 0                     | 0                    | 0                        | 0             | 0                 |
| 15     | <b>EYE</b>                                    | 0                                   | 0               | 0                   | 0           | 0               | 0                 | 0                     | 0                    | 0                        | 0             | 0                 |
| 16     | <b>Skin</b>                                   | 3                                   | 0               | 0                   | 1           | 33              | 0                 | 0                     | 0                    | 0                        | 2             | 67                |
| 17     | <b>Apex Regional STD Centre</b>               | 0                                   | 0               | 0                   | 0           | 0               | 0                 | 0                     | 0                    | 0                        | 0             | 0                 |
| 18     | <b>Neurology</b>                              | 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 (%) |
|--------|---------------------------------------|-------------------------------------|-----------------|---------------------|-------------|-----------------|-------------------|-----------------------|----------------------|--------------------------|---------------|-------------------|
| 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-0                                | 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-87                               | 0                                   | 0               | 0                   | 0           | 0               | 0                 | 0                     | 0                    | 0                        | 0             | 0                 |
| 31     | Dept-88                               | 13                                  | 4               | 31                  | 3           | 23              | 1                 | 8                     | 0                    | 0                        | 5             | 38                |
| 32     | Dept-89                               | 1                                   | 1               | 100                 | 0           | 0               | 0                 | 0                     | 0                    | 0                        | 0             | 0                 |
| 33     | Dept-39                               | 0                                   | 0               | 0                   | 0           | 0               | 0                 | 0                     | 0                    | 0                        | 0             | 0                 |
| 34     | Dept-91                               | 0                                   | 0               | 0                   | 0           | 0               | 0                 | 0                     | 0                    | 0                        | 0             | 0                 |
| 35     | Dept-31                               | 0                                   | 0               | 0                   | 0           | 0               | 0                 | 0                     | 0                    | 0                        | 0             | 0                 |
| 36     | Dept-60                               | 0                                   | 0               | 0                   | 0           | 0               | 0                 | 0                     | 0                    | 0                        | 0             | 0                 |
| 37     | Dept-46                               | 0                                   | 0               | 0                   | 0           | 0               | 0                 | 0                     | 0                    | 0                        | 0             | 0                 |
| 38     | Dept-90                               | 0                                   | 0               | 0                   | 0           | 0               | 0                 | 0                     | 0                    | 0                        | 0             | 0                 |
| 39     | Dept-92                               | 0                                   | 0               | 0                   | 0           | 0               | 0                 | 0                     | 0                    | 0                        | 0             | 0                 |
| 40     | Dept-95                               | 0                                   | 0               | 0                   | 0           | 0               | 0                 | 0                     | 0                    | 0                        | 0             | 0                 |

| <b>Sr. No</b> | <b>Departments</b> | <b>Total responses for dissatisfaction</b> | <b>Staff behaviour</b> | <b>Staff behaviour (%)</b> | <b>Cleanliness</b> | <b>Cleanliness (%)</b> | <b>Cost of treatment</b> | <b>Cost of treatment (%)</b> | <b>Quality of treatment</b> | <b>Quality of treatment (%)</b> | <b>Other reasons</b> | <b>Other reasons (%)</b> |
|---------------|--------------------|--|------------------------|----------------------------|--------------------|------------------------|--------------------------|------------------------------|-----------------------------|---------------------------------|----------------------|--------------------------|
| <b>41</b>     | <b>Dept-43</b>     | 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      | <b>Total</b>                                  | 19   | 6      | 32         | 4     | 21        | 1                           | 5                               | 0          | 0              | 0        | 0            | 8           | 42              |
| 1      | <b>Cardiology</b>                             | 0  | 0      | 0          | 0     | 0         | 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               |
| 3      | <b>Medicine</b>                               | 5  | 1      | 20         | 1     | 20        | 1                           | 20                              | 0          | 0              | 0        | 0            | 2           | 40              |
| 4      | <b>Nephrology</b>                             | 0  | 0      | 0          | 0     | 0         | 0                           | 0                               | 0          | 0              | 0        | 0            | 0           | 0               |
| 5      | <b>Obstetrics and Gynaecology</b>             | 0  | 0      | 0          | 0     | 0         | 0                           | 0                               | 0          | 0              | 0        | 0            | 0           | 0               |
| 6      | <b>Orthopaedics</b>                           | 0  | 0      | 0          | 0     | 0         | 0                           | 0                               | 0          | 0              | 0        | 0            | 0           | 0               |
| 7      | <b>Otorhinolaryngology</b>                    | 0  | 0      | 0          | 0     | 0         | 0                           | 0                               | 0          | 0              | 0        | 0            | 0           | 0               |
| 8      | <b>Paediatrics</b>                            | 0  | 0      | 0          | 0     | 0         | 0                           | 0                               | 0          | 0              | 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> | 1  | 1      | 100        | 0     | 0         | 0                           | 0                               | 0          | 0              | 0        | 0            | 0           | 0               |
| 11     | <b>Psychiatry</b>                             | 1  | 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               |
| 13     | <b>CTVS</b>                                   | 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               |
| 15     | <b>EYE</b>                                    | 0  | 0      | 0          | 0     | 0         | 0                           | 0                               | 0          | 0              | 0        | 0            | 0           | 0               |
| 16     | <b>Skin</b>                                   | 1  | 0      | 0          | 0     | 0         | 0                           | 0                               | 0          | 0              | 0        | 0            | 1           | 100             |

| 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                             | 0  | 0      | 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            | 0           | 0               |
| 20     | Cancer Surgery                        | 0  | 0      | 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            | 0           | 0               |
| 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                       | 0  | 0      | 0          | 0     | 0         | 0                           | 0                               | 0          | 0              | 0        | 0            | 0           | 0               |
| 27     | Radiotherapy                          | 0  | 0      | 0          | 0     | 0         | 0                           | 0                               | 0          | 0              | 0        | 0            | 0           | 0               |
| 28     | Dept-0                                | 0  | 0      | 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            | 0           | 0               |
| 30     | Dept-87                               | 0  | 0      | 0          | 0     | 0         | 0                           | 0                               | 0          | 0              | 0        | 0            | 0           | 0               |
| 31     | Dept-88                               | 10   | 4      | 40         | 3     | 30        | 0                           | 0                               | 0          | 0              | 0        | 0            | 3           | 30              |
| 32     | Dept-89                               | 1  | 0      | 0          | 0     | 0         | 0                           | 0                               | 0          | 0              | 0        | 0            | 1           | 100             |
| 33     | Dept-39                               | 0  | 0      | 0          | 0     | 0         | 0                           | 0                               | 0          | 0              | 0        | 0            | 0           | 0               |
| 34     | Dept-91                               | 0  | 0      | 0          | 0     | 0         | 0                           | 0                               | 0          | 0              | 0        | 0            | 0           | 0               |
| 35     | Dept-31                               | 0  | 0      | 0          | 0     | 0         | 0                           | 0                               | 0          | 0              | 0        | 0            | 0           | 0               |
| 36     | Dept-60                               | 0  | 0      | 0          | 0     | 0         | 0                           | 0                               | 0          | 0              | 0        | 0            | 0           | 0               |



| <b>Sr. No</b> | <b>Departments</b> | <b>Total responses for dissatisfaction with staff behaviour</b> | <b>Doctor</b> | <b>Doctor (%)</b> | <b>Nurse</b> | <b>Nurse (%)</b> | <b>Laboratory/X-Ray technician</b> | <b>Laboratory/X-Ray technician (%)</b> | <b>Pharmacist</b> | <b>Pharmacist (%)</b> | <b>Ward boy</b> | <b>Ward boy (%)</b> | <b>Other Staff</b> | <b>Other Staff (%)</b> |
|---------------|--------------------|---|---------------|-------------------|--------------|------------------|------------------------------------|--|-------------------|-----------------------|-----------------|---------------------|--------------------|------------------------|
| 37            | Dept-46            | 0   | 0             | 0                 | 0            | 0                | 0                                  | 0                                      | 0                 | 0                     | 0               | 0                   | 0                  | 0                      |
| 38            | Dept-90            | 0   | 0             | 0                 | 0            | 0                | 0                                  | 0                                      | 0                 | 0                     | 0               | 0                   | 0                  | 0                      |
| 39            | Dept-92            | 0   | 0             | 0                 | 0            | 0                | 0                                  | 0                                      | 0                 | 0                     | 0               | 0                   | 0                  | 0                      |
| 40            | Dept-95            | 0   | 0             | 0                 | 0            | 0                | 0                                  | 0                                      | 0                 | 0                     | 0               | 0                   | 0                  | 0                      |
| 41            | 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      | <b>Total</b>                                  | 17   | 3                                     | 18  | 0     | 0         | 5                          | 29                             | 3         | 18            | 4      | 24         | 0          | 0              | 2                   | 11                      |
| 1      | <b>Cardiology</b>                             | 0  | 0                                     | 0   | 0     | 0         | 0                          | 0                              | 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>                               | 5  | 1                                     | 20  | 0     | 0         | 1                          | 20                             | 1         | 20            | 1      | 20         | 0          | 0              | 1                   | 20                      |
| 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>             | 0  | 0                                     | 0   | 0     | 0         | 0                          | 0                              | 0         | 0             | 0      | 0          | 0          | 0              | 0                   | 0                       |
| 6      | <b>Orthopaedics</b>                           | 0  | 0                                     | 0   | 0     | 0         | 0                          | 0                              | 0         | 0             | 0      | 0          | 0          | 0              | 0                   | 0                       |
| 7      | <b>Otorhinolaryngology</b>                    | 0  | 0                                     | 0   | 0     | 0         | 0                          | 0                              | 0         | 0             | 0      | 0          | 0          | 0              | 0                   | 0                       |
| 8      | <b>Paediatrics</b>                            | 0  | 0                                     | 0   | 0     | 0         | 0                          | 0                              | 0         | 0             | 0      | 0          | 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> | 1  | 0                                     | 0   | 0     | 0         | 0                          | 0                              | 0         | 0             | 1      | 100        | 0          | 0              | 0                   | 0                       |
| 11     | <b>Psychiatry</b>                             | 1  | 0                                     | 0   | 0     | 0         | 1                          | 100                            | 0         | 0             | 0      | 0          | 0          | 0              | 0                   | 0                       |
| 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>                                    | 0  | 0                                     | 0   | 0     | 0         | 0                          | 0                              | 0         | 0             | 0      | 0          | 0          | 0              | 0                   | 0                       |
| 16     | <b>Skin</b>                                   | 0  | 0                                     | 0   | 0     | 0         | 0                          | 0                              | 0         | 0             | 0      | 0          | 0          | 0              | 0                   | 0                       |

| 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 (%) |
|--------|---------------------------------------|--|---------------------------------------|---|-------|-----------|----------------------------|--------------------------------|-----------|---------------|--------|------------|------------|----------------|---------------------|-------------------------|
| 17     | Apex Regional STD Centre              | 0  | 0                                     | 0   | 0     | 0         | 0                          | 0                              | 0         | 0             | 0      | 0          | 0          | 0              | 0                   | 0                       |
| 18     | Neurology                             | 0  | 0                                     | 0   | 0     | 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          | 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                        | 0  | 0                                     | 0   | 0     | 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          | 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                       | 0  | 0                                     | 0   | 0     | 0         | 0                          | 0                              | 0         | 0             | 0      | 0          | 0          | 0              | 0                   | 0                       |
| 27     | Radiotherapy                          | 0  | 0                                     | 0   | 0     | 0         | 0                          | 0                              | 0         | 0             | 0      | 0          | 0          | 0              | 0                   | 0                       |
| 28     | Dept-0                                | 0  | 0                                     | 0   | 0     | 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          | 0          | 0              | 0                   | 0                       |
| 30     | Dept-87                               | 0  | 0                                     | 0   | 0     | 0         | 0                          | 0                              | 0         | 0             | 0      | 0          | 0          | 0              | 0                   | 0                       |
| 31     | Dept-88                               | 10   | 2                                     | 20  | 0     | 0         | 3                          | 30                             | 2         | 20            | 2      | 20         | 0          | 0              | 1                   | 10                      |
| 32     | Dept-89                               | 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-91                               | 0  | 0                                     | 0   | 0     | 0         | 0                          | 0                              | 0         | 0             | 0      | 0          | 0          | 0              | 0                   | 0                       |
| 35     | Dept-31                               | 0  | 0                                     | 0   | 0     | 0         | 0                          | 0                              | 0         | 0             | 0      | 0          | 0          | 0              | 0                   | 0                       |

| <b>Sr. No</b> | <b>Departments</b> | <b>Total responses for dissatisfaction with cleanliness</b> | <b>Patient registration and waiting area</b> | <b>Patient registration and waiting area (%)</b> | <b>wards</b> | <b>wards (%)</b> | <b>Examination room and table</b> | <b>Examination room and table (%)</b> | <b>Corridors</b> | <b>Corridors (%)</b> | <b>Toilet</b> | <b>Toilet (%)</b> | <b>Bed sheets</b> | <b>Bed sheets (%)</b> | <b>General surrounding</b> | <b>General surrounding (%)</b> |
|---------------|--------------------|---|--|--|--------------|------------------|-----------------------------------|---------------------------------------|------------------|----------------------|---------------|-------------------|-------------------|-----------------------|----------------------------|--------------------------------|
| 36            | Dept-60            | 0   | 0  | 0  | 0            | 0                | 0                                 | 0                                     | 0                | 0                    | 0             | 0                 | 0                 | 0                     | 0                          | 0                              |
| 37            | Dept-46            | 0   | 0  | 0  | 0            | 0                | 0                                 | 0                                     | 0                | 0                    | 0             | 0                 | 0                 | 0                     | 0                          | 0                              |
| 38            | Dept-90            | 0   | 0  | 0  | 0            | 0                | 0                                 | 0                                     | 0                | 0                    | 0             | 0                 | 0                 | 0                     | 0                          | 0                              |
| 39            | Dept-92            | 0   | 0  | 0  | 0            | 0                | 0                                 | 0                                     | 0                | 0                    | 0             | 0                 | 0                 | 0                     | 0                          | 0                              |
| 40            | Dept-95            | 0   | 0  | 0  | 0            | 0                | 0                                 | 0                                     | 0                | 0                    | 0             | 0                 | 0                 | 0                     | 0                          | 0                              |
| 41            | 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      | <b>Total</b>                                  | 7  | 3                      | 43                         | 3              | 43                 | 1                | 14                   |
| 1      | <b>Cardiology</b>                             | 0  | 0                      | 0                          | 0              | 0                  | 0                | 0                    |
| 2      | <b>Haematology</b>                            | 0  | 0                      | 0                          | 0              | 0                  | 0                | 0                    |
| 3      | <b>Medicine</b>                               | 2  | 0                      | 0                          | 1              | 50                 | 1                | 50                   |
| 4      | <b>Nephrology</b>                             | 0  | 0                      | 0                          | 0              | 0                  | 0                | 0                    |
| 5      | <b>Obstetrics and Gynaecology</b>             | 0  | 0                      | 0                          | 0              | 0                  | 0                | 0                    |
| 6      | <b>Orthopaedics</b>                           | 0  | 0                      | 0                          | 0              | 0                  | 0                | 0                    |
| 7      | <b>Otorhinolaryngology</b>                    | 0  | 0                      | 0                          | 0              | 0                  | 0                | 0                    |
| 8      | <b>Paediatrics</b>                            | 0  | 0                      | 0                          | 0              | 0                  | 0                | 0                    |
| 9      | <b>Paediatric Surgery</b>                     | 0  | 0                      | 0                          | 0              | 0                  | 0                | 0                    |
| 10     | <b>Physical Medicine &amp; Rehabilitation</b> | 1  | 1                      | 100                        | 0              | 0                  | 0                | 0                    |
| 11     | <b>Psychiatry</b>                             | 1  | 1                      | 100                        | 0              | 0                  | 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>                          | 0  | 0                      | 0                          | 0              | 0                  | 0                | 0                    |
| 15     | <b>EYE</b>                                    | 0  | 0                      | 0                          | 0              | 0                  | 0                | 0                    |
| 16     | <b>Skin</b>                                   | 0  | 0                      | 0                          | 0              | 0                  | 0                | 0                    |
| 17     | <b>Apex Regional STD Centre</b>               | 0  | 0                      | 0                          | 0              | 0                  | 0                | 0                    |
| 18     | <b>Neurology</b>                              | 0  | 0                      | 0                          | 0              | 0                  | 0                | 0                    |
| 19     | <b>Medical Oncology</b>                       | 0  | 0                      | 0                          | 0              | 0                  | 0                | 0                    |
| 20     | <b>Cancer Surgery</b>                         | 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                        | 0  | 0                      | 0                          | 0              | 0                  | 0                | 0                    |
| 22     | Neuro Surgery                         | 0  | 0                      | 0                          | 0              | 0                  | 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                       | 0  | 0                      | 0                          | 0              | 0                  | 0                | 0                    |
| 27     | Radiotherapy                          | 0  | 0                      | 0                          | 0              | 0                  | 0                | 0                    |
| 28     | Dept-0                                | 0  | 0                      | 0                          | 0              | 0                  | 0                | 0                    |
| 29     | Dept-41                               | 0  | 0                      | 0                          | 0              | 0                  | 0                | 0                    |
| 30     | Dept-87                               | 0  | 0                      | 0                          | 0              | 0                  | 0                | 0                    |
| 31     | Dept-88                               | 3  | 1                      | 33                         | 2              | 67                 | 0                | 0                    |
| 32     | Dept-89                               | 0  | 0                      | 0                          | 0              | 0                  | 0                | 0                    |
| 33     | Dept-39                               | 0  | 0                      | 0                          | 0              | 0                  | 0                | 0                    |
| 34     | Dept-91                               | 0  | 0                      | 0                          | 0              | 0                  | 0                | 0                    |
| 35     | Dept-31                               | 0  | 0                      | 0                          | 0              | 0                  | 0                | 0                    |
| 36     | Dept-60                               | 0  | 0                      | 0                          | 0              | 0                  | 0                | 0                    |
| 37     | Dept-46                               | 0  | 0                      | 0                          | 0              | 0                  | 0                | 0                    |
| 38     | Dept-90                               | 0  | 0                      | 0                          | 0              | 0                  | 0                | 0                    |
| 39     | Dept-92                               | 0  | 0                      | 0                          | 0              | 0                  | 0                | 0                    |
| 40     | Dept-95                               | 0  | 0                      | 0                          | 0              | 0                  | 0                | 0                    |
| 41     | 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                              | 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                        |

| <b>Sr. No</b> | <b>Departments</b>                    | <b>Total responses for dissatisfaction with quality of treatment</b> | <b>No relief in symptoms</b> | <b>No relief in symptoms (%)</b> | <b>Health condition worsened</b> | <b>Health condition worsened (%)</b> | <b>Doctor did not listen carefully</b> | <b>Doctor did not listen carefully (%)</b> | <b>Inadequately skilled nurses</b> | <b>Inadequately skilled nurses (%)</b> | <b>Poor quality of food</b> | <b>Poor quality of food (%)</b> |
|---------------|---------------------------------------|--|------------------------------|----------------------------------|----------------------------------|--------------------------------------|--|--|------------------------------------|--|-----------------------------|---------------------------------|
| 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            | Dept-0                                | 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-87                               | 0  | 0                            | 0                                | 0                                | 0                                    | 0                                      | 0  | 0                                  | 0                                      | 0                           | 0                               |
| 31            | Dept-88                               | 0  | 0                            | 0                                | 0                                | 0                                    | 0                                      | 0  | 0                                  | 0                                      | 0                           | 0                               |
| 32            | Dept-89                               | 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-91                               | 0  | 0                            | 0                                | 0                                | 0                                    | 0                                      | 0  | 0                                  | 0                                      | 0                           | 0                               |
| 35            | Dept-31                               | 0  | 0                            | 0                                | 0                                | 0                                    | 0                                      | 0  | 0                                  | 0                                      | 0                           | 0                               |
| 36            | Dept-60                               | 0  | 0                            | 0                                | 0                                | 0                                    | 0                                      | 0  | 0                                  | 0                                      | 0                           | 0                               |
| 37            | Dept-46                               | 0  | 0                            | 0                                | 0                                | 0                                    | 0                                      | 0  | 0                                  | 0                                      | 0                           | 0                               |
| 38            | Dept-90                               | 0  | 0                            | 0                                | 0                                | 0                                    | 0                                      | 0  | 0                                  | 0                                      | 0                           | 0                               |



| <b>Sr. No</b> | <b>Departments</b> | <b>Total responses for dissatisfaction with quality of treatment</b> | <b>No relief in symptoms</b> | <b>No relief in symptoms (%)</b> | <b>Health condition worsened</b> | <b>Health condition worsened (%)</b> | <b>Doctor did not listen carefully</b> | <b>Doctor did not listen carefully (%)</b> | <b>Inadequately skilled nurses</b> | <b>Inadequately skilled nurses (%)</b> | <b>Poor quality of food</b> | <b>Poor quality of food (%)</b> |
|---------------|--------------------|--|------------------------------|----------------------------------|----------------------------------|--------------------------------------|--|--|------------------------------------|--|-----------------------------|---------------------------------|
| <b>39</b>     | <b>Dept-92</b>     | 0  | 0                            | 0                                | 0                                | 0                                    | 0                                      | 0  | 0                                  | 0                                      | 0                           | 0                               |
| <b>40</b>     | <b>Dept-95</b>     | 0  | 0                            | 0                                | 0                                | 0                                    | 0                                      | 0  | 0                                  | 0                                      | 0                           | 0                               |
| <b>41</b>     | <b>Dept-43</b>     | 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      | <b>Total</b>                                  | 12  | 5                 | 42                    | 1                      | 8                          | 2                 | 17                    | 0               | 0                   | 3             | 25                | 1         | 8             |
| 1      | <b>Cardiology</b>                             | 0   | 0                 | 0                     | 0                      | 0                          | 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             |
| 3      | <b>Medicine</b>                               | 5   | 1                 | 20                    | 1                      | 20                         | 1                 | 20                    | 0               | 0                   | 2             | 40                | 0         | 0             |
| 4      | <b>Nephrology</b>                             | 0   | 0                 | 0                     | 0                      | 0                          | 0                 | 0                     | 0               | 0                   | 0             | 0                 | 0         | 0             |
| 5      | <b>Obstetrics and Gynaecology</b>             | 0   | 0                 | 0                     | 0                      | 0                          | 0                 | 0                     | 0               | 0                   | 0             | 0                 | 0         | 0             |
| 6      | <b>Orthopaedics</b>                           | 0   | 0                 | 0                     | 0                      | 0                          | 0                 | 0                     | 0               | 0                   | 0             | 0                 | 0         | 0             |
| 7      | <b>Otorhinolaryngology</b>                    | 0   | 0                 | 0                     | 0                      | 0                          | 0                 | 0                     | 0               | 0                   | 0             | 0                 | 0         | 0             |
| 8      | <b>Paediatrics</b>                            | 0   | 0                 | 0                     | 0                      | 0                          | 0                 | 0                     | 0               | 0                   | 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> | 3   | 1                 | 33                    | 0                      | 0                          | 0                 | 0                     | 0               | 0                   | 1             | 33                | 1         | 34            |
| 11     | <b>Psychiatry</b>                             | 1   | 1                 | 100                   | 0                      | 0                          | 0                 | 0                     | 0               | 0                   | 0             | 0                 | 0         | 0             |
| 12     | <b>Urology</b>                                | 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             |
| 14     | <b>Endocrinology</b>                          | 0   | 0                 | 0                     | 0                      | 0                          | 0                 | 0                     | 0               | 0                   | 0             | 0                 | 0         | 0             |
| 15     | <b>EYE</b>                                    | 0   | 0                 | 0                     | 0                      | 0                          | 0                 | 0                     | 0               | 0                   | 0             | 0                 | 0         | 0             |
| 16     | <b>Skin</b>                                   | 0   | 0                 | 0                     | 0                      | 0                          | 0                 | 0                     | 0               | 0                   | 0             | 0                 | 0         | 0             |
| 17     | <b>Apex Regional STD Centre</b>               | 0   | 0                 | 0                     | 0                      | 0                          | 0                 | 0                     | 0               | 0                   | 0             | 0                 | 0         | 0             |
| 18     | <b>Neurology</b>                              | 0   | 0                 | 0                     | 0                      | 0                          | 0                 | 0                     | 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 (%) |
|--------|---------------------------------------|---|-------------------|-----------------------|------------------------|----------------------------|-------------------|-----------------------|-----------------|---------------------|---------------|-------------------|-----------|---------------|
| 19     | Medical Oncology                      | 0   | 0                 | 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                 | 0         | 0             |
| 21     | Dental Surgery                        | 0   | 0                 | 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                 | 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                       | 0   | 0                 | 0                     | 0                      | 0                          | 0                 | 0                     | 0               | 0                   | 0             | 0                 | 0         | 0             |
| 27     | Radiotherapy                          | 0   | 0                 | 0                     | 0                      | 0                          | 0                 | 0                     | 0               | 0                   | 0             | 0                 | 0         | 0             |
| 28     | Dept-0                                | 0   | 0                 | 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                 | 0         | 0             |
| 30     | Dept-87                               | 0   | 0                 | 0                     | 0                      | 0                          | 0                 | 0                     | 0               | 0                   | 0             | 0                 | 0         | 0             |
| 31     | Dept-88                               | 3   | 2                 | 67                    | 0                      | 0                          | 1                 | 33                    | 0               | 0                   | 0             | 0                 | 0         | 0             |
| 32     | Dept-89                               | 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-91                               | 0   | 0                 | 0                     | 0                      | 0                          | 0                 | 0                     | 0               | 0                   | 0             | 0                 | 0         | 0             |
| 35     | Dept-31                               | 0   | 0                 | 0                     | 0                      | 0                          | 0                 | 0                     | 0               | 0                   | 0             | 0                 | 0         | 0             |
| 36     | Dept-60                               | 0   | 0                 | 0                     | 0                      | 0                          | 0                 | 0                     | 0               | 0                   | 0             | 0                 | 0         | 0             |
| 37     | Dept-46                               | 0   | 0                 | 0                     | 0                      | 0                          | 0                 | 0                     | 0               | 0                   | 0             | 0                 | 0         | 0             |
| 38     | Dept-90                               | 0   | 0                 | 0                     | 0                      | 0                          | 0                 | 0                     | 0               | 0                   | 0             | 0                 | 0         | 0             |
| 39     | Dept-92                               | 0   | 0                 | 0                     | 0                      | 0                          | 0                 | 0                     | 0               | 0                   | 0             | 0                 | 0         | 0             |

| <b>Sr. No</b> | <b>Departments</b> | <b>Total responses for dis-satisfaction with other reasons</b> | <b>Long waiting time</b> | <b>Long waiting time (%)</b> | <b>Inadequate information</b> | <b>Inadequate information (%)</b> | <b>Lack of amenities</b> | <b>Lack of amenities (%)</b> | <b>Lack of support</b> | <b>Lack of support (%)</b> | <b>Over crowding</b> | <b>Over crowding (%)</b> | <b>Any other</b> | <b>Any other (%)</b> |
|---------------|--------------------|--|--------------------------|------------------------------|-------------------------------|-----------------------------------|--------------------------|------------------------------|------------------------|----------------------------|----------------------|--------------------------|------------------|----------------------|
| <b>40</b>     | <b>Dept-95</b>     | 0  | 0                        | 0                            | 0                             | 0                                 | 0                        | 0                            | 0                      | 0                          | 0                    | 0                        | 0                | 0                    |
| <b>41</b>     | <b>Dept-43</b>     | 0  | 0                        | 0                            | 0                             | 0                                 | 0                        | 0                            | 0                      | 0                          | 0                    | 0                        | 0                | 0                    |