



Mera Aspataal Department Wise Report

Facility : Safdarjung Hospital Delhi



From : 2019-05-26 To : 2019-07-06

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	Total	1,82,812	38,800	21	3,048	8	886	29	1,167	38	995	33
1	Cardiology	591	216	37	23	11	11	48	7	30	5	22
2	Haematology	0	0	0	0	0	0	0	0	0	0	0
3	Medicine	42,334	6,363	15	479	8	133	28	172	36	174	36
4	Nephrology	17	11	65	0	0	0	0	0	0	0	0
5	Obstetrics and Gynaecology	12,469	1,966	16	138	7	37	27	59	43	42	30
6	Orthopaedics	657	162	25	15	9	3	20	7	47	5	33
7	Otorhinolaryngology	14,070	2,120	15	149	7	35	23	57	38	57	39
8	Paediatrics	12,152	1,561	13	113	7	29	26	52	46	32	28
9	Paediatric Surgery	2,636	281	11	26	9	6	23	12	46	8	31
10	Physical Medicine & Rehabilitation	15,866	2,069	13	133	6	42	32	61	46	30	22
11	Psychiatry	2,941	2,328	79	174	7	69	40	67	39	38	21

Sr. No	Departments	Patient Visits	Patients with Valid Phone Numbers	Patients with valid phone numbers (%)	Total Responses	Total responses (%)	Very Satisfied	Very Satisfied (%)	Satisfied	Satisfied (%)	Not Satisfied	Not Satisfied (%)
12	Urology	293	132	45	19	14	8	42	6	32	5	26
13	CTVS	83	37	45	5	14	4	80	0	0	1	20
14	Endocrinology	39	19	49	0	0	0	0	0	0	0	0
15	EYE	8,775	1,308	15	79	6	24	30	31	39	24	31
16	Skin	18,550	3,409	18	299	9	91	30	116	39	92	31
17	Apex Regional STD Centre	251	31	12	3	10	2	67	0	0	1	33
18	Neurology	65	27	42	3	11	1	33	2	67	0	0
19	Medical Oncology	17	9	53	1	11	0	0	1	100	0	0
20	Cancer Surgery	663	115	17	9	8	2	22	5	56	2	22
21	Dental Surgery	7,493	3,839	51	340	9	112	33	146	43	82	24
22	Neuro Surgery	674	172	26	18	10	7	39	3	17	8	44
23	Pulmonary Critical Case & Sleep	132	51	39	6	12	2	33	1	17	3	50
24	Burns Plastic & Maxillofacial Surgery	182	38	21	3	8	2	67	1	33	0	0
25	Palliative Pain Clinic	146	21	14	3	14	0	0	1	33	2	67
26	General Surgery	16,444	2,199	13	169	8	42	25	71	42	56	33
27	Radiotherapy	1,456	69	5	7	10	3	43	4	57	0	0
28	Dept-41	0	0	0	0	0	0	0	0	0	0	0
29	Dept-87	13,660	4,279	31	328	8	89	27	135	41	104	32
30	Dept-39	0	0	0	0	0	0	0	0	0	0	0
31	Dept-88	10,156	5,968	59	506	8	132	26	150	30	224	44
32	Dept-91	0	0	0	0	0	0	0	0	0	0	0
33	Dept-60	0	0	0	0	0	0	0	0	0	0	0

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 (%)
34	Dept-46	0	0	0	0	0	0	0	0	0	0	0
35	Dept-90	0	0	0	0	0	0	0	0	0	0	0
36	Dept-0	0	0	0	0	0	0	0	0	0	0	0
37	Dept-92	0	0	0	0	0	0	0	0	0	0	0
38	Dept-95	0	0	0	0	0	0	0	0	0	0	0
39	Dept-43	0	0	0	0	0	0	0	0	0	0	0
40	Dept-31	0	0	0	0	0	0	0	0	0	0	0
41	Dept-89	0	0	0	0	0	0	0	0	0	0	0

2. Reasons for Dissatisfaction (Overall)

Sr. No	Departments	Total responses for dissatisfaction	Staff behaviour	Staff behaviour (%)	Cleanliness	Cleanliness (%)	Cost of treatment	Cost of treatment (%)	Quality of treatment	Quality of treatment (%)	Other reasons	Other reasons (%)
0	Total	824	330	40	106	13	128	16	11	1	249	30
1	Cardiology	4	2	50	1	25	0	0	0	0	1	25
2	Haematology	0	0	0	0	0	0	0	0	0	0	0
3	Medicine	161	64	40	24	15	27	17	1	1	45	27
4	Nephrology	0	0	0	0	0	0	0	0	0	0	0
5	Obstetrics and Gynaecology	32	9	28	8	25	6	19	0	0	9	28
6	Orthopaedics	2	2	100	0	0	0	0	0	0	0	0
7	Otorhinolaryngology	42	10	24	5	12	8	19	0	0	19	45
8	Paediatrics	33	14	42	4	12	2	6	2	6	11	34
9	Paediatric Surgery	11	5	45	2	18	3	27	0	0	1	10
10	Physical Medicine & Rehabilitation	19	10	53	0	0	5	26	0	0	4	21
11	Psychiatry	28	8	29	1	4	5	18	0	0	14	49
12	Urology	5	1	20	1	20	1	20	0	0	2	40
13	CTVS	1	1	100	0	0	0	0	0	0	0	0
14	Endocrinology	0	0	0	0	0	0	0	0	0	0	0
15	EYE	25	8	32	3	12	4	16	0	0	10	40
16	Skin	77	29	38	8	10	18	23	0	0	22	29
17	Apex Regional STD Centre	0	0	0	0	0	0	0	0	0	0	0
18	Neurology	0	0	0	0	0	0	0	0	0	0	0
19	Medical Oncology	0	0	0	0	0	0	0	0	0	0	0

Sr. No	Departments	Total responses for dissatisfaction	Staff behaviour	Staff behaviour (%)	Cleanliness	Cleanliness (%)	Cost of treatment	Cost of treatment (%)	Quality of treatment	Quality of treatment (%)	Other reasons	Other reasons (%)
20	Cancer Surgery	2	1	50	0	0	0	0	0	0	1	50
21	Dental Surgery	58	22	38	6	10	9	16	0	0	21	36
22	Neuro Surgery	6	2	33	3	50	0	0	1	17	0	0
23	Pulmonary Critical Case & Sleep	2	0	0	0	0	1	50	0	0	1	50
24	Burns Plastic & Maxillofacial Surgery	0	0	0	0	0	0	0	0	0	0	0
25	Palliative Pain Clinic	2	1	50	0	0	0	0	0	0	1	50
26	General Surgery	33	11	33	6	18	3	9	1	3	12	37
27	Radiotherapy	0	0	0	0	0	0	0	0	0	0	0
28	Dept-41	0	0	0	0	0	0	0	0	0	0	0
29	Dept-87	94	41	44	11	12	16	17	6	6	20	21
30	Dept-39	0	0	0	0	0	0	0	0	0	0	0
31	Dept-88	187	89	48	23	12	20	11	0	0	55	29
32	Dept-91	0	0	0	0	0	0	0	0	0	0	0
33	Dept-60	0	0	0	0	0	0	0	0	0	0	0
34	Dept-46	0	0	0	0	0	0	0	0	0	0	0
35	Dept-90	0	0	0	0	0	0	0	0	0	0	0
36	Dept-0	0	0	0	0	0	0	0	0	0	0	0
37	Dept-92	0	0	0	0	0	0	0	0	0	0	0
38	Dept-95	0	0	0	0	0	0	0	0	0	0	0
39	Dept-43	0	0	0	0	0	0	0	0	0	0	0
40	Dept-31	0	0	0	0	0	0	0	0	0	0	0
41	Dept-89	0	0	0	0	0	0	0	0	0	0	0

3. Reasons for Dissatisfaction (Drill Down)

Staff Behaviour

Sr. No	Departments	Total responses for dissatisfaction with staff behaviour	Doctor	Doctor (%)	Nurse	Nurse (%)	Laboratory/X-Ray technician	Laboratory/X-Ray technician (%)	Pharmacist	Pharmacist (%)	Ward boy	Ward boy (%)	Other Staff	Other Staff (%)
0	Total	310	108	35	42	14	49	16	22	7	4	1	85	27
1	Cardiology	3	1	33	1	33	0	0	0	0	1	34	0	0
2	Haematology	0	0	0	0	0	0	0	0	0	0	0	0	0
3	Medicine	71	26	37	8	11	14	20	8	11	0	0	15	21
4	Nephrology	0	0	0	0	0	0	0	0	0	0	0	0	0
5	Obstetrics and Gynaecology	8	3	38	1	13	2	25	1	13	0	0	1	11
6	Orthopaedics	1	0	0	0	0	0	0	0	0	0	0	1	100
7	Otorhinolaryngology	8	4	50	0	0	0	0	1	13	0	0	3	37
8	Paediatrics	15	5	33	2	13	4	27	0	0	0	0	4	27
9	Paediatric Surgery	5	1	20	0	0	0	0	0	0	0	0	4	80
10	Physical Medicine & Rehabilitation	8	2	25	0	0	5	63	0	0	0	0	1	12
11	Psychiatry	7	2	29	1	14	0	0	0	0	0	0	4	57
12	Urology	1	0	0	0	0	0	0	0	0	0	0	1	100
13	CTVS	1	0	0	0	0	0	0	0	0	0	0	1	100
14	Endocrinology	0	0	0	0	0	0	0	0	0	0	0	0	0
15	EYE	12	3	25	1	8	2	17	3	25	0	0	3	25
16	Skin	29	7	24	3	10	4	14	5	17	0	0	10	35
17	Apex Regional STD Centre	0	0	0	0	0	0	0	0	0	0	0	0	0

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 (%)
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	19	10	53	2	11	5	26	0	0	0	0	2	10
22	Neuro Surgery	2	0	0	0	0	0	0	0	0	1	50	1	50
23	Pulmonary Critical Case & Sleep	0	0	0	0	0	0	0	0	0	0	0	0	0
24	Burns Plastic & Maxillofacial Surgery	0	0	0	0	0	0	0	0	0	0	0	0	0
25	Palliative Pain Clinic	1	0	0	0	0	1	100	0	0	0	0	0	0
26	General Surgery	10	5	50	0	0	1	10	0	0	0	0	4	40
27	Radiotherapy	0	0	0	0	0	0	0	0	0	0	0	0	0
28	Dept-41	0	0	0	0	0	0	0	0	0	0	0	0	0
29	Dept-87	38	8	21	7	18	4	11	3	8	2	5	14	37
30	Dept-39	0	0	0	0	0	0	0	0	0	0	0	0	0
31	Dept-88	71	31	44	16	23	7	10	1	1	0	0	16	22
32	Dept-91	0	0	0	0	0	0	0	0	0	0	0	0	0
33	Dept-60	0	0	0	0	0	0	0	0	0	0	0	0	0
34	Dept-46	0	0	0	0	0	0	0	0	0	0	0	0	0
35	Dept-90	0	0	0	0	0	0	0	0	0	0	0	0	0
36	Dept-0	0	0	0	0	0	0	0	0	0	0	0	0	0
37	Dept-92	0	0	0	0	0	0	0	0	0	0	0	0	0
38	Dept-95	0	0	0	0	0	0	0	0	0	0	0	0	0
39	Dept-43	0	0	0	0	0	0	0	0	0	0	0	0	0

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 (%)
40	Dept-31	0	0	0	0	0	0	0	0	0	0	0	0	0
41	Dept-89	0	0	0	0	0	0	0	0	0	0	0	0	0

Cleanliness

Sr. No	Departments	Total responses for dissatisfaction with cleanliness	Patient registration and waiting area	Patient registration and waiting area (%)	wards	wards (%)	Examination room and table	Examination room and table (%)	Corridors	Corridors (%)	Toilet	Toilet (%)	Bed sheets	Bed sheets (%)	General surrounding	General surrounding (%)
0	Total	108	21	19	4	4	13	12	16	15	41	38	3	3	10	9
1	Cardiology	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
2	Haematology	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
3	Medicine	30	6	20	2	7	5	17	2	7	9	30	1	3	5	16
4	Nephrology	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
5	Obstetrics and Gynaecology	7	0	0	0	0	0	0	0	0	6	86	0	0	1	14
6	Orthopaedics	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
7	Otorhinolaryngology	4	1	25	0	0	0	0	1	25	2	50	0	0	0	0
8	Paediatrics	5	1	20	0	0	1	20	0	0	3	60	0	0	0	0
9	Paediatric Surgery	2	0	0	0	0	1	50	0	0	1	50	0	0	0	0
10	Physical Medicine & Rehabilitation	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
11	Psychiatry	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
12	Urology	1	0	0	0	0	0	0	0	0	0	0	0	0	1	100
13	CTVS	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
14	Endocrinology	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
15	EYE	7	1	14	0	0	1	14	1	14	3	43	0	0	1	15
16	Skin	13	4	31	0	0	2	15	4	31	3	23	0	0	0	0
17	Apex Regional STD Centre	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 (%)
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	2	1	50	0	0	0	0	0	0	1	50	0	0	0	0
22	Neuro Surgery	1	0	0	0	0	0	0	0	0	0	0	1	100	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	6	2	33	0	0	1	17	0	0	3	50	0	0	0	0
27	Radiotherapy	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
28	Dept-41	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
29	Dept-87	16	3	19	2	13	1	6	2	13	5	31	1	6	2	12
30	Dept-39	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
31	Dept-88	14	2	14	0	0	1	7	6	43	5	36	0	0	0	0
32	Dept-91	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
33	Dept-60	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
34	Dept-46	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
35	Dept-90	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
36	Dept-0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
37	Dept-92	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 (%)
38	Dept-95	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
39	Dept-43	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
40	Dept-31	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
41	Dept-89	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0

Cost of Treatment

Sr. No	Departments	Total responses for dissatisfaction with cost of treatment	Medicines and Supplies	Medicines and Supplies (%)	Investigations	Investigations (%)	Informal payment	Informal payment (%)
0	Total	92	50	54	29	32	13	14
1	Cardiology	0	0	0	0	0	0	0
2	Haematology	0	0	0	0	0	0	0
3	Medicine	19	9	47	8	42	2	11
4	Nephrology	0	0	0	0	0	0	0
5	Obstetrics and Gynaecology	6	1	17	4	67	1	16
6	Orthopaedics	0	0	0	0	0	0	0
7	Otorhinolaryngology	7	4	57	3	43	0	0
8	Paediatrics	1	0	0	1	100	0	0
9	Paediatric Surgery	2	1	50	0	0	1	50
10	Physical Medicine & Rehabilitation	3	1	33	2	67	0	0
11	Psychiatry	2	2	100	0	0	0	0
12	Urology	1	1	100	0	0	0	0
13	CTVS	0	0	0	0	0	0	0
14	Endocrinology	0	0	0	0	0	0	0
15	EYE	4	3	75	0	0	1	25
16	Skin	13	12	92	0	0	1	8
17	Apex Regional STD Centre	0	0	0	0	0	0	0
18	Neurology	0	0	0	0	0	0	0
19	Medical Oncology	0	0	0	0	0	0	0
20	Cancer Surgery	0	0	0	0	0	0	0
21	Dental Surgery	9	5	56	3	33	1	11

Sr. No	Departments	Total responses for dissatisfaction with cost of treatment	Medicines and Supplies	Medicines and Supplies (%)	Investigations	Investigations (%)	Informal payment	Informal payment (%)
22	Neuro Surgery	0	0	0	0	0	0	0
23	Pulmonary Critical Case & Sleep	1	1	100	0	0	0	0
24	Burns Plastic & Maxillofacial Surgery	0	0	0	0	0	0	0
25	Palliative Pain Clinic	0	0	0	0	0	0	0
26	General Surgery	3	2	67	1	33	0	0
27	Radiotherapy	0	0	0	0	0	0	0
28	Dept-41	0	0	0	0	0	0	0
29	Dept-87	10	3	30	5	50	2	20
30	Dept-39	0	0	0	0	0	0	0
31	Dept-88	11	5	45	2	18	4	37
32	Dept-91	0	0	0	0	0	0	0
33	Dept-60	0	0	0	0	0	0	0
34	Dept-46	0	0	0	0	0	0	0
35	Dept-90	0	0	0	0	0	0	0
36	Dept-0	0	0	0	0	0	0	0
37	Dept-92	0	0	0	0	0	0	0
38	Dept-95	0	0	0	0	0	0	0
39	Dept-43	0	0	0	0	0	0	0
40	Dept-31	0	0	0	0	0	0	0
41	Dept-89	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	4	2	50	0	0	1	25	1	25	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	1	1	100	0	0	0	0	0	0	0	0
4	Nephrology	0	0	0	0	0	0	0	0	0	0	0
5	Obstetrics and Gynaecology	0	0	0	0	0	0	0	0	0	0	0
6	Orthopaedics	0	0	0	0	0	0	0	0	0	0	0
7	Otorhinolaryngology	0	0	0	0	0	0	0	0	0	0	0
8	Paediatrics	0	0	0	0	0	0	0	0	0	0	0
9	Paediatric Surgery	0	0	0	0	0	0	0	0	0	0	0
10	Physical Medicine & Rehabilitation	0	0	0	0	0	0	0	0	0	0	0
11	Psychiatry	0	0	0	0	0	0	0	0	0	0	0
12	Urology	0	0	0	0	0	0	0	0	0	0	0
13	CTVS	0	0	0	0	0	0	0	0	0	0	0
14	Endocrinology	0	0	0	0	0	0	0	0	0	0	0
15	EYE	0	0	0	0	0	0	0	0	0	0	0
16	Skin	0	0	0	0	0	0	0	0	0	0	0
17	Apex Regional STD Centre	0	0	0	0	0	0	0	0	0	0	0
18	Neurology	0	0	0	0	0	0	0	0	0	0	0

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 (%)
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-41	0	0	0	0	0	0	0	0	0	0	0
29	Dept-87	3	1	33	0	0	1	33	1	34	0	0
30	Dept-39	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-91	0	0	0	0	0	0	0	0	0	0	0
33	Dept-60	0	0	0	0	0	0	0	0	0	0	0
34	Dept-46	0	0	0	0	0	0	0	0	0	0	0
35	Dept-90	0	0	0	0	0	0	0	0	0	0	0
36	Dept-0	0	0	0	0	0	0	0	0	0	0	0
37	Dept-92	0	0	0	0	0	0	0	0	0	0	0
38	Dept-95	0	0	0	0	0	0	0	0	0	0	0
39	Dept-43	0	0	0	0	0	0	0	0	0	0	0
40	Dept-31	0	0	0	0	0	0	0	0	0	0	0

Sr. No	Departments	Total responses for dissatisfaction with quality of treatment	No relief in symptoms	No relief in symptoms (%)	Health condition worsened	Health condition worsened (%)	Doctor did not listen carefully	Doctor did not listen carefully (%)	Inadequately skilled nurses	Inadequately skilled nurses (%)	Poor quality of food	Poor quality of food (%)
41	Dept-89	0	0	0	0	0	0	0	0	0	0	0

Other Reasons

Sr. No	Departments	Total responses for dis-satisfaction with other reasons	Long waiting time	Long waiting time (%)	Inadequate information	Inadequate information (%)	Lack of amenities	Lack of amenities (%)	Lack of support	Lack of support (%)	Over crowding	Over crowding (%)	Any other	Any other (%)
0	Total	218	95	44	16	7	18	8	1	0	29	13	59	28
1	Cardiology	0	0	0	0	0	0	0	0	0	0	0	0	0
2	Haematology	0	0	0	0	0	0	0	0	0	0	0	0	0
3	Medicine	34	21	62	2	6	0	0	0	0	4	12	7	20
4	Nephrology	0	0	0	0	0	0	0	0	0	0	0	0	0
5	Obstetrics and Gynaecology	10	5	50	0	0	0	0	0	0	2	20	3	30
6	Orthopaedics	0	0	0	0	0	0	0	0	0	0	0	0	0
7	Otorhinolaryngology	20	8	40	2	10	2	10	0	0	6	30	2	10
8	Paediatrics	12	1	8	1	8	2	17	0	0	2	17	6	50
9	Paediatric Surgery	1	1	100	0	0	0	0	0	0	0	0	0	0
10	Physical Medicine & Rehabilitation	3	1	33	0	0	0	0	0	0	1	33	1	34
11	Psychiatry	13	4	31	1	8	0	0	0	0	3	23	5	38
12	Urology	2	0	0	0	0	0	0	0	0	0	0	2	100
13	CTVS	0	0	0	0	0	0	0	0	0	0	0	0	0
14	Endocrinology	0	0	0	0	0	0	0	0	0	0	0	0	0
15	EYE	9	3	33	1	11	1	11	0	0	0	0	4	45
16	Skin	24	11	46	4	17	2	8	0	0	2	8	5	21
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

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 (%)	Lackof support	Lackof 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	1	1	100	0	0	0	0	0	0	0	0	0	0
21	Dental Surgery	18	11	61	0	0	2	11	0	0	3	17	2	11
22	Neuro Surgery	0	0	0	0	0	0	0	0	0	0	0	0	0
23	Pulmonary Critical Case & Sleep	1	0	0	1	100	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	1	0	0	1	100	0	0	0	0	0	0	0	0
26	General Surgery	11	5	45	0	0	2	18	0	0	0	0	4	37
27	Radiotherapy	0	0	0	0	0	0	0	0	0	0	0	0	0
28	Dept-41	0	0	0	0	0	0	0	0	0	0	0	0	0
29	Dept-87	17	5	29	1	6	1	6	1	6	3	18	6	35
30	Dept-39	0	0	0	0	0	0	0	0	0	0	0	0	0
31	Dept-88	41	18	44	2	5	6	15	0	0	3	7	12	29
32	Dept-91	0	0	0	0	0	0	0	0	0	0	0	0	0
33	Dept-60	0	0	0	0	0	0	0	0	0	0	0	0	0
34	Dept-46	0	0	0	0	0	0	0	0	0	0	0	0	0
35	Dept-90	0	0	0	0	0	0	0	0	0	0	0	0	0
36	Dept-0	0	0	0	0	0	0	0	0	0	0	0	0	0
37	Dept-92	0	0	0	0	0	0	0	0	0	0	0	0	0
38	Dept-95	0	0	0	0	0	0	0	0	0	0	0	0	0
39	Dept-43	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 (%)	Lackof support	Lackof support (%)	Over crowding	Over crowding (%)	Any other	Any other (%)
40	Dept-31	0	0	0	0	0	0	0	0	0	0	0	0	0
41	Dept-89	0	0	0	0	0	0	0	0	0	0	0	0	0