



Mera Aspataal Department Wise Report

Facility : Safdarjung Hospital Delhi



From : 2019-10-27 To : 2019-11-30

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	1,20,036	18,954	16	1,364	7	447	33	534	39	383	28
1	Cardiology	459	172	37	12	7	6	50	4	33	2	17
2	Haematology	1	1	100	0	0	0	0	0	0	0	0
3	Medicine	28,493	3,534	12	252	7	76	30	87	35	89	35
4	Nephrology	10	2	20	0	0	0	0	0	0	0	0
5	Obstetrics and Gynaecology	7,540	729	10	42	6	12	29	19	45	11	26
6	Orthopaedics	399	202	51	23	11	11	48	6	26	6	26
7	Otorhinolaryngology	9,296	886	10	77	9	22	29	36	47	19	24
8	Paediatrics	8,970	1,216	14	93	8	29	31	31	33	33	36
9	Paediatric Surgery	1,322	151	11	14	9	5	36	7	50	2	14
10	Physical Medicine & Rehabilitation	9,462	705	7	37	5	19	51	14	38	4	11
11	Psychiatry	603	410	68	14	3	6	43	7	50	1	7

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	226	115	51	9	8	4	44	4	44	1	12
13	CTVS	64	37	58	7	19	3	43	3	43	1	14
14	Endocrinology	33	15	45	0	0	0	0	0	0	0	0
15	EYE	5,392	535	10	42	8	11	26	21	50	10	24
16	Skin	13,229	1,384	10	78	6	23	29	33	42	22	29
17	Apex Regional STD Centre	204	12	6	2	17	0	0	2	100	0	0
18	Neurology	54	20	37	0	0	0	0	0	0	0	0
19	Medical Oncology	1	1	100	0	0	0	0	0	0	0	0
20	Cancer Surgery	491	65	13	0	0	0	0	0	0	0	0
21	Dental Surgery	4,232	2,260	53	183	8	51	28	85	46	47	26
22	Neuro Surgery	576	232	40	17	7	6	35	4	24	7	41
23	Pulmonary Critical Case & Sleep	75	48	64	6	13	1	17	4	67	1	16
24	Burns Plastic & Maxillofacial Surgery	174	75	43	10	13	3	30	6	60	1	10
25	Palliative Pain Clinic	171	20	12	1	5	0	0	1	100	0	0
26	General Surgery	10,656	1,127	11	88	8	30	34	33	38	25	28
27	Radiotherapy	820	166	20	15	9	8	53	3	20	4	27
28	Dept-41	0	0	0	0	0	0	0	0	0	0	0
29	Dept-87	8,506	1,918	23	132	7	44	33	52	39	36	28
30	Dept-88	8,575	2,915	34	210	7	77	37	72	34	61	29
31	Dept-39	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 (%)
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	2	1	50	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	345	129	37	44	13	64	19	11	3	97	28
1	Cardiology	2	1	50	0	0	0	0	0	0	1	50
2	Haematology	0	0	0	0	0	0	0	0	0	0	0
3	Medicine	80	24	30	4	5	19	24	4	5	29	36
4	Nephrology	0	0	0	0	0	0	0	0	0	0	0
5	Obstetrics and Gynaecology	7	3	43	1	14	0	0	0	0	3	43
6	Orthopaedics	7	2	29	0	0	3	43	1	14	1	14
7	Otorhinolaryngology	15	2	13	3	20	5	33	0	0	5	34
8	Paediatrics	29	11	38	6	21	4	14	4	14	4	13
9	Paediatric Surgery	2	2	100	0	0	0	0	0	0	0	0
10	Physical Medicine & Rehabilitation	3	2	67	1	33	0	0	0	0	0	0
11	Psychiatry	0	0	0	0	0	0	0	0	0	0	0
12	Urology	1	0	0	0	0	0	0	0	0	1	100
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	10	6	60	0	0	1	10	0	0	3	30
16	Skin	26	7	27	4	15	7	27	0	0	8	31
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	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	43	18	42	7	16	9	21	0	0	9	21
22	Neuro Surgery	4	1	25	1	25	1	25	0	0	1	25
23	Pulmonary Critical Case & Sleep	1	0	0	1	100	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	19	12	63	0	0	2	11	0	0	5	26
27	Radiotherapy	3	1	33	0	0	1	33	0	0	1	34
28	Dept-41	0	0	0	0	0	0	0	0	0	0	0
29	Dept-87	36	14	39	5	14	7	19	2	6	8	22
30	Dept-88	57	23	40	11	19	5	9	0	0	18	32
31	Dept-39	0	0	0	0	0	0	0	0	0	0	0
32	Dept-91	0	0	0	0	0	0	0	0	0	0	0
33	Dept-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	Staff behaviour	Staff behaviour (%)	Cleanliness	Cleanliness (%)	Cost of treatment	Cost of treatment (%)	Quality of treatment	Quality of treatment (%)	Other reasons	Other reasons (%)
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	128	52	41	19	15	17	13	7	5	4	3	29	23
1	Cardiology	2	0	0	1	50	0	0	0	0	1	50	0	0
2	Haematology	0	0	0	0	0	0	0	0	0	0	0	0	0
3	Medicine	20	7	35	4	20	3	15	1	5	1	5	4	20
4	Nephrology	0	0	0	0	0	0	0	0	0	0	0	0	0
5	Obstetrics and Gynaecology	3	2	67	1	33	0	0	0	0	0	0	0	0
6	Orthopaedics	3	2	67	0	0	0	0	0	0	1	33	0	0
7	Otorhinolaryngology	2	1	50	0	0	0	0	1	50	0	0	0	0
8	Paediatrics	9	5	56	0	0	0	0	0	0	0	0	4	44
9	Paediatric Surgery	2	0	0	0	0	0	0	0	0	0	0	2	100
10	Physical Medicine & Rehabilitation	2	1	50	0	0	1	50	0	0	0	0	0	0
11	Psychiatry	0	0	0	0	0	0	0	0	0	0	0	0	0
12	Urology	0	0	0	0	0	0	0	0	0	0	0	0	0
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	2	22	1	11	4	44	1	11	0	0	1	12
16	Skin	7	2	29	2	29	1	14	0	0	0	0	2	28

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	18	5	28	1	6	3	17	2	11	0	0	7	38
22	Neuro Surgery	1	0	0	1	100	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	12	6	50	0	0	3	25	0	0	1	8	2	17
27	Radiotherapy	1	1	100	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	16	8	50	1	6	1	6	2	13	0	0	4	25
30	Dept-88	21	10	48	7	33	1	5	0	0	0	0	3	14
31	Dept-39	0	0	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	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

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 (%)
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
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	48	13	27	2	4	6	13	7	15	17	35	0	0	3	6
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	4	2	50	0	0	0	0	0	0	2	50	0	0	0	0
4	Nephrology	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
5	Obstetrics and Gynaecology	1	0	0	0	0	0	0	0	0	1	100	0	0	0	0
6	Orthopaedics	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
7	Otorhinolaryngology	2	0	0	0	0	1	50	0	0	1	50	0	0	0	0
8	Paediatrics	3	1	33	0	0	1	33	1	34	0	0	0	0	0	0
9	Paediatric Surgery	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
10	Physical Medicine & Rehabilitation	1	0	0	0	0	0	0	0	0	1	100	0	0	0	0
11	Psychiatry	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
12	Urology	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
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	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
16	Skin	3	1	33	0	0	0	0	1	33	1	34	0	0	0	0

Sr. No	Departments	Total responses for dis-satisfaction with cleanliness	Patient registration and waiting area	Patient registration and waiting area (%)	wards	wards (%)	Exam-ination room and table	Exam-ination room and table (%)	Corridors	Corridors (%)	Toilet	Toilet (%)	Bed sheets	Bed sheets (%)	General surro-unding	General surro-unding (%)
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	10	4	40	0	0	2	20	2	20	1	10	0	0	1	10
22	Neuro Surgery	1	0	0	1	100	0	0	0	0	0	0	0	0	0	0
23	Pulmonary Critical Case & Sleep	2	1	50	1	50	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-41	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
29	Dept-87	8	1	13	0	0	1	13	1	13	4	50	0	0	1	11
30	Dept-88	13	3	23	0	0	1	8	2	15	6	46	0	0	1	8
31	Dept-39	0	0	0	0	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	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

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 (%)
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
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	55	31	56	15	27	9	17
1	Cardiology	0	0	0	0	0	0	0
2	Haematology	0	0	0	0	0	0	0
3	Medicine	16	11	69	2	13	3	18
4	Nephrology	0	0	0	0	0	0	0
5	Obstetrics and Gynaecology	0	0	0	0	0	0	0
6	Orthopaedics	1	0	0	0	0	1	100
7	Otorhinolaryngology	4	1	25	3	75	0	0
8	Paediatrics	3	1	33	0	0	2	67
9	Paediatric Surgery	0	0	0	0	0	0	0
10	Physical Medicine & Rehabilitation	0	0	0	0	0	0	0
11	Psychiatry	0	0	0	0	0	0	0
12	Urology	0	0	0	0	0	0	0
13	CTVS	0	0	0	0	0	0	0
14	Endocrinology	0	0	0	0	0	0	0
15	EYE	1	1	100	0	0	0	0
16	Skin	8	5	63	3	37	0	0
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

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	7	5	71	0	0	2	29
22	Neuro Surgery	1	1	100	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	1	1	100	0	0	0	0
27	Radiotherapy	1	0	0	1	100	0	0
28	Dept-41	0	0	0	0	0	0	0
29	Dept-87	9	4	44	4	44	1	12
30	Dept-88	3	1	33	2	67	0	0
31	Dept-39	0	0	0	0	0	0	0
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	7	3	43	1	14	3	43	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	2	1	50	0	0	1	50	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	3	2	67	1	33	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

Sr. No	Departments	Total responses for dissatisfaction with quality of treatment	No relief in symptoms	No relief in symptoms (%)	Health condition worsened	Health condition worsened (%)	Doctor did not listen carefully	Doctor did not listen carefully (%)	Inadequately skilled nurses	Inadequately skilled nurses (%)	Poor quality of food	Poor quality of food (%)
18	Neurology	0	0	0	0	0	0	0	0	0	0	0
19	Medical Oncology	0	0	0	0	0	0	0	0	0	0	0
20	Cancer Surgery	0	0	0	0	0	0	0	0	0	0	0
21	Dental Surgery	0	0	0	0	0	0	0	0	0	0	0
22	Neuro Surgery	0	0	0	0	0	0	0	0	0	0	0
23	Pulmonary Critical Case & Sleep	0	0	0	0	0	0	0	0	0	0	0
24	Burns Plastic & Maxillofacial Surgery	0	0	0	0	0	0	0	0	0	0	0
25	Palliative Pain Clinic	0	0	0	0	0	0	0	0	0	0	0
26	General Surgery	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	2	0	0	0	0	2	100	0	0	0	0
30	Dept-88	0	0	0	0	0	0	0	0	0	0	0
31	Dept-39	0	0	0	0	0	0	0	0	0	0	0
32	Dept-91	0	0	0	0	0	0	0	0	0	0	0
33	Dept-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

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 (%)
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

Other Reasons

Sr. No	Departments	Total responses for dissatisfaction 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	104	44	42	8	8	10	10	2	2	18	17	22	21
1	Cardiology	1	1	100	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	29	14	48	3	10	2	7	1	3	3	10	6	22
4	Nephrology	0	0	0	0	0	0	0	0	0	0	0	0	0
5	Obstetrics and Gynaecology	5	2	40	1	20	0	0	0	0	1	20	1	20
6	Orthopaedics	1	1	100	0	0	0	0	0	0	0	0	0	0
7	Otorhinolaryngology	5	1	20	0	0	1	20	0	0	1	20	2	40
8	Paediatrics	4	2	50	0	0	0	0	1	25	0	0	1	25
9	Paediatric Surgery	0	0	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	0	0
11	Psychiatry	0	0	0	0	0	0	0	0	0	0	0	0	0
12	Urology	1	0	0	0	0	0	0	0	0	1	100	0	0
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	3	1	33	0	0	0	0	0	0	1	33	1	34
16	Skin	9	4	44	0	0	0	0	0	0	2	22	3	34
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 dissatisfaction 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	9	7	78	0	0	1	11	0	0	0	0	1	11
22	Neuro Surgery	1	0	0	1	100	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	5	1	20	0	0	0	0	0	0	2	40	2	40
27	Radiotherapy	1	0	0	0	0	0	0	0	0	1	100	0	0
28	Dept-41	0	0	0	0	0	0	0	0	0	0	0	0	0
29	Dept-87	12	2	17	2	17	2	17	0	0	4	33	2	16
30	Dept-88	18	8	44	1	6	4	22	0	0	2	11	3	17
31	Dept-39	0	0	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	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 (%)	Lack of support	Lack of 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