



Mera Aspataal Department Wise Report

Facility : Safdarjung Hospital Delhi



From : 2019-09-29 To : 2019-11-02

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	1,38,926	23,790	17	2,421	10	786	32	945	39	690	29
1	Cardiology	571	236	41	19	8	6	32	6	32	7	36
2	Haematology	0	0	0	0	0	0	0	0	0	0	0
3	Medicine	33,112	4,311	13	403	9	132	33	139	34	132	33
4	Nephrology	16	3	19	0	0	0	0	0	0	0	0
5	Obstetrics and Gynaecology	8,560	912	11	99	11	17	17	46	46	36	37
6	Orthopaedics	484	236	49	32	14	13	41	8	25	11	34
7	Otorhinolaryngology	10,719	1,035	10	99	10	26	26	40	40	33	34
8	Paediatrics	9,818	1,365	14	131	10	38	29	52	40	41	31
9	Paediatric Surgery	1,603	182	11	35	19	10	29	19	54	6	17
10	Physical Medicine & Rehabilitation	11,027	848	8	78	9	24	31	38	49	16	20
11	Psychiatry	1,430	1,022	71	124	12	47	38	49	40	28	22

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	284	151	53	19	13	3	16	14	74	2	10
13	CTVS	97	57	59	6	11	3	50	3	50	0	0
14	Endocrinology	47	24	51	2	8	1	50	1	50	0	0
15	EYE	5,900	576	10	65	11	23	35	27	42	15	23
16	Skin	15,501	1,779	11	179	10	61	34	80	45	38	21
17	Apex Regional STD Centre	181	8	4	1	13	0	0	0	0	1	100
18	Neurology	58	21	36	3	14	0	0	2	67	1	33
19	Medical Oncology	4	2	50	1	50	1	100	0	0	0	0
20	Cancer Surgery	506	88	17	10	11	4	40	3	30	3	30
21	Dental Surgery	4,197	2,856	68	308	11	113	37	119	39	76	24
22	Neuro Surgery	628	275	44	29	11	11	38	8	28	10	34
23	Pulmonary Critical Case & Sleep	99	52	53	4	8	2	50	2	50	0	0
24	Burns Plastic & Maxillofacial Surgery	214	101	47	14	14	5	36	8	57	1	7
25	Palliative Pain Clinic	185	14	8	0	0	0	0	0	0	0	0
26	General Surgery	13,001	1,419	11	137	10	32	23	58	42	47	35
27	Radiotherapy	960	190	20	17	9	6	35	7	41	4	24
28	Dept-41	0	0	0	0	0	0	0	0	0	0	0
29	Dept-87	9,733	2,680	28	267	10	89	33	100	37	78	30
30	Dept-39	0	0	0	0	0	0	0	0	0	0	0
31	Dept-88	9,987	3,345	33	339	10	119	35	116	34	104	31
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 withValid Phone Numbers	Patients withvalid 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	4	2	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	586	210	36	74	13	109	19	21	4	172	28
1	Cardiology	7	3	43	1	14	1	14	1	14	1	15
2	Haematology	0	0	0	0	0	0	0	0	0	0	0
3	Medicine	119	36	30	14	12	23	19	9	8	37	31
4	Nephrology	0	0	0	0	0	0	0	0	0	0	0
5	Obstetrics and Gynaecology	26	8	31	4	15	2	8	0	0	12	46
6	Orthopaedics	8	4	50	0	0	1	13	1	13	2	24
7	Otorhinolaryngology	31	9	29	5	16	7	23	0	0	10	32
8	Paediatrics	35	11	31	2	6	5	14	5	14	12	35
9	Paediatric Surgery	8	2	25	2	25	1	13	0	0	3	37
10	Physical Medicine & Rehabilitation	14	5	36	0	0	4	29	0	0	5	35
11	Psychiatry	21	12	57	3	14	2	10	0	0	4	19
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	11	4	36	1	9	2	18	0	0	4	37
16	Skin	30	8	27	7	23	3	10	0	0	12	40
17	Apex Regional STD Centre	1	0	0	0	0	1	100	0	0	0	0
18	Neurology	1	0	0	0	0	0	0	1	100	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	3	3	100	0	0	0	0	0	0	0	0
21	Dental Surgery	61	21	34	4	7	19	31	0	0	17	28
22	Neuro Surgery	6	3	50	1	17	1	17	0	0	1	16
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	36	13	36	2	6	11	31	1	3	9	24
27	Radiotherapy	5	1	20	1	20	2	40	0	0	1	20
28	Dept-41	0	0	0	0	0	0	0	0	0	0	0
29	Dept-87	66	22	33	8	12	13	20	3	5	20	30
30	Dept-39	0	0	0	0	0	0	0	0	0	0	0
31	Dept-88	96	45	47	19	20	11	11	0	0	21	22
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	203	97	48	29	14	21	10	8	4	4	2	44	22
1	Cardiology	3	0	0	1	33	1	33	0	0	1	34	0	0
2	Haematology	0	0	0	0	0	0	0	0	0	0	0	0	0
3	Medicine	34	14	41	5	15	3	9	2	6	1	3	9	26
4	Nephrology	0	0	0	0	0	0	0	0	0	0	0	0	0
5	Obstetrics and Gynaecology	8	4	50	0	0	0	0	1	13	0	0	3	37
6	Orthopaedics	4	1	25	0	0	0	0	0	0	2	50	1	25
7	Otorhinolaryngology	13	7	54	1	8	1	8	1	8	0	0	3	22
8	Paediatrics	11	5	45	2	18	0	0	0	0	0	0	4	37
9	Paediatric Surgery	2	0	0	1	50	1	50	0	0	0	0	0	0
10	Physical Medicine & Rehabilitation	5	1	20	0	0	1	20	0	0	0	0	3	60
11	Psychiatry	10	7	70	0	0	0	0	0	0	0	0	3	30
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	6	2	33	1	17	2	33	1	17	0	0	0	0
16	Skin	10	3	30	2	20	2	20	1	10	0	0	2	20
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	2	1	50	0	0	0	0	0	0	0	0	1	50
21	Dental Surgery	21	11	52	2	10	4	19	1	5	0	0	3	14
22	Neuro Surgery	2	1	50	1	50	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	3	25	1	8	0	0	0	0	2	17
27	Radiotherapy	1	0	0	0	0	0	0	0	0	0	0	1	100
28	Dept-41	0	0	0	0	0	0	0	0	0	0	0	0	0
29	Dept-87	20	10	50	2	10	2	10	1	5	0	0	5	25
30	Dept-39	0	0	0	0	0	0	0	0	0	0	0	0	0
31	Dept-88	39	24	62	8	21	3	8	0	0	0	0	4	9
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	72	16	22	4	6	6	8	9	13	28	39	0	0	9	12
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	14	2	14	3	21	0	0	3	21	5	36	0	0	1	8
4	Nephrology	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
5	Obstetrics and Gynaecology	6	1	17	0	0	1	17	1	17	3	49	0	0	0	0
6	Orthopaedics	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
7	Otorhinolaryngology	5	1	20	0	0	2	40	0	0	1	20	0	0	1	20
8	Paediatrics	0	0	0	0	0	0	0	0	0	0	0	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	2	1	50	0	0	0	0	0	0	1	50	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	2	0	0	0	0	0	0	0	0	1	50	0	0	1	50
16	Skin	8	4	50	0	0	0	0	1	13	1	13	0	0	2	24
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	1	50	0	0	0	0	0	0
22	Neuro Surgery	1	0	0	1	100	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	4	1	25	0	0	1	25	1	25	1	25	0	0	0	0
27	Radiotherapy	1	0	0	0	0	0	0	0	0	0	0	0	0	1	100
28	Dept-41	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
29	Dept-87	10	2	20	0	0	1	10	1	10	6	60	0	0	0	0
30	Dept-39	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
31	Dept-88	15	3	20	0	0	0	0	1	7	8	53	0	0	3	20
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	94	56	60	24	26	14	14
1	Cardiology	1	0	0	1	100	0	0
2	Haematology	0	0	0	0	0	0	0
3	Medicine	19	14	74	5	26	0	0
4	Nephrology	0	0	0	0	0	0	0
5	Obstetrics and Gynaecology	2	1	50	1	50	0	0
6	Orthopaedics	1	1	100	0	0	0	0
7	Otorhinolaryngology	7	5	71	2	29	0	0
8	Paediatrics	5	4	80	0	0	1	20
9	Paediatric Surgery	1	0	0	1	100	0	0
10	Physical Medicine & Rehabilitation	4	2	50	0	0	2	50
11	Psychiatry	1	1	100	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	2	1	50	1	50	0	0
16	Skin	3	2	67	1	33	0	0
17	Apex Regional STD Centre	1	1	100	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	17	8	47	3	18	6	35

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	1	0	0	1	100	0	0
23	Pulmonary Critical Case & Sleep	0	0	0	0	0	0	0
24	Burns Plastic & Maxillofacial Surgery	0	0	0	0	0	0	0
25	Palliative Pain Clinic	0	0	0	0	0	0	0
26	General Surgery	9	6	67	3	33	0	0
27	Radiotherapy	1	0	0	1	100	0	0
28	Dept-41	0	0	0	0	0	0	0
29	Dept-87	11	6	55	2	18	3	27
30	Dept-39	0	0	0	0	0	0	0
31	Dept-88	8	4	50	2	25	2	25
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	14	4	29	1	7	7	50	1	7	1	7
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	7	2	29	0	0	3	43	1	14	1	14
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	1	0	0	0	0	1	100	0	0	0	0
7	Otorhinolaryngology	0	0	0	0	0	0	0	0	0	0	0
8	Paediatrics	4	1	25	1	25	2	50	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	1	0	0	0	0	1	100	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	1	1	100	0	0	0	0	0	0	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	159	56	35	14	9	23	14	2	1	24	15	40	26
1	Cardiology	1	0	0	0	0	0	0	0	0	0	0	1	100
2	Haematology	0	0	0	0	0	0	0	0	0	0	0	0	0
3	Medicine	36	13	36	4	11	6	17	0	0	6	17	7	19
4	Nephrology	0	0	0	0	0	0	0	0	0	0	0	0	0
5	Obstetrics and Gynaecology	10	5	50	1	10	1	10	0	0	0	0	3	30
6	Orthopaedics	2	1	50	0	0	0	0	0	0	1	50	0	0
7	Otorhinolaryngology	15	6	40	0	0	2	13	0	0	3	20	4	27
8	Paediatrics	11	2	18	1	9	3	27	1	9	1	9	3	28
9	Paediatric Surgery	2	1	50	1	50	0	0	0	0	0	0	0	0
10	Physical Medicine & Rehabilitation	3	0	0	0	0	2	67	0	0	1	33	0	0
11	Psychiatry	4	1	25	0	0	1	25	0	0	0	0	2	50
12	Urology	1	0	0	1	100	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	4	2	50	0	0	0	0	0	0	1	25	1	25
16	Skin	11	3	27	0	0	1	9	0	0	4	36	3	28
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	0	0	0	0	0	0	0	0	0	0	0	0	0
21	Dental Surgery	12	6	50	1	8	1	8	0	0	0	0	4	34
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	10	5	50	1	10	0	0	0	0	2	20	2	20
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	19	7	37	2	11	3	16	1	5	2	11	4	20
30	Dept-39	0	0	0	0	0	0	0	0	0	0	0	0	0
31	Dept-88	17	4	24	1	6	3	18	0	0	3	18	6	34
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