

## Mera Aspatal Department Wise Report

State : Delhi



Ministry of Health and Family Welfare  
Government of India

Facility : Safdarjung Hospital Delhi

From : 2020-09-27 To : 2020-10-31

### 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>	86,682	16,086	19	1,322	8	424	32	502	38	396	30
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	19,212	1,810	9	127	7	41	32	56	44	30	24
4	Nephrology	0	0	0	0	0	0	0	0	0	0	0
5	Obstetrics and Gynaecology	6,904	681	10	57	8	17	30	18	32	22	38
6	Orthopaedics	0	0	0	0	0	0	0	0	0	0	0
7	Otorhinolaryngology	5,784	527	9	42	8	12	29	19	45	11	26
8	Paediatrics	5,214	439	8	29	7	9	31	12	41	8	28
9	Paediatric Surgery	1,130	84	7	5	6	2	40	0	0	3	60

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 (%)
10	Physical Medicine & Rehabilitation	5,149	341	7	25	7	4	16	14	56	7	28
11	Psychiatry	1,840	1,441	78	107	7	36	34	48	45	23	21
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	4,667	354	8	32	9	13	41	15	47	4	12
16	Skin	10,200	970	10	78	8	27	35	33	42	18	23
17	Apex Regional STD Centre	167	9	5	1	11	0	0	1	100	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	534	74	14	5	7	1	20	2	40	2	40
21	Dental Surgery	2,055	1,703	83	126	7	45	36	44	35	37	29
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	120	37	31	3	8	1	33	1	33	1	34
26	General Surgery	10,158	984	10	76	8	21	28	22	29	33	43
27	Radiotherapy	486	204	42	22	11	9	41	9	41	4	18
28	Dept-41	0	0	0	0	0	0	0	0	0	0	0
29	Dept-87	5,710	872	15	55	6	19	35	20	36	16	29

<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>
30	Dept-88	7,333	5,543	76	532	10	167	31	188	35	177	34
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-0	1	1	100	0	0	0	0	0	0	0	0
34	Dept-60	0	0	0	0	0	0	0	0	0	0	0
35	Dept-89	18	12	67	0	0	0	0	0	0	0	0
36	Dept-46	0	0	0	0	0	0	0	0	0	0	0
37	Dept-90	0	0	0	0	0	0	0	0	0	0	0
38	Dept-92	0	0	0	0	0	0	0	0	0	0	0
39	Dept-95	0	0	0	0	0	0	0	0	0	0	0
40	Dept-43	0	0	0	0	0	0	0	0	0	0	0
41	Dept-31	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>	340	149	44	46	14	54	16	0	0	91	26
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>	26	14	54	2	8	5	19	0	0	5	19
4	<b>Nephrology</b>	0	0	0	0	0	0	0	0	0	0	0
5	<b>Obstetrics and Gynaecology</b>	20	8	40	2	10	3	15	0	0	7	35
6	<b>Orthopaedics</b>	0	0	0	0	0	0	0	0	0	0	0
7	<b>Otorhinolaryngology</b>	8	2	25	1	13	1	13	0	0	4	49
8	<b>Paediatrics</b>	6	2	33	2	33	2	34	0	0	0	0
9	<b>Paediatric Surgery</b>	2	0	0	0	0	0	0	0	0	2	100
10	<b>Physical Medicine &amp; Rehabilitation</b>	6	3	50	1	17	1	17	0	0	1	16
11	<b>Psychiatry</b>	20	8	40	4	20	1	5	0	0	7	35
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>	4	1	25	1	25	1	25	0	0	1	25
16	<b>Skin</b>	16	4	25	1	6	6	38	0	0	5	31
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
19	<b>Medical Oncology</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 (%)
20	Cancer Surgery	1	0	0	0	0	1	100	0	0	0	0
21	Dental Surgery	38	14	37	3	8	11	29	0	0	10	26
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	1	0	0	0	0	1	100	0	0	0	0
26	General Surgery	30	9	30	9	30	4	13	0	0	8	27
27	Radiotherapy	4	1	25	1	25	2	50	0	0	0	0
28	Dept-41	0	0	0	0	0	0	0	0	0	0	0
29	Dept-87	9	4	44	2	22	1	11	0	0	2	23
30	Dept-88	149	79	53	17	11	14	9	0	0	39	27
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-0	0	0	0	0	0	0	0	0	0	0	0
34	Dept-60	0	0	0	0	0	0	0	0	0	0	0
35	Dept-89	0	0	0	0	0	0	0	0	0	0	0
36	Dept-46	0	0	0	0	0	0	0	0	0	0	0
37	Dept-90	0	0	0	0	0	0	0	0	0	0	0
38	Dept-92	0	0	0	0	0	0	0	0	0	0	0
39	Dept-95	0	0	0	0	0	0	0	0	0	0	0
40	Dept-43	0	0	0	0	0	0	0	0	0	0	0
41	Dept-31	0	0	0	0	0	0	0	0	0	0	0