



Ministry of Health and Family Welfare
Government of India

Mera Aspataal Department Wise Report

Facility : Safdarjung Hospital Delhi



From : 2019-09-01 To : 2019-10-05

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	1,71,419	29,756	17	3,400	11	1,035	30	1,315	39	1,050	31
1	Cardiology	596	258	43	29	11	9	31	10	34	10	35
2	Haematology	2	1	50	0	0	0	0	0	0	0	0
3	Medicine	41,333	5,271	13	641	12	204	32	218	34	219	34
4	Nephrology	14	4	29	0	0	0	0	0	0	0	0
5	Obstetrics and Gynaecology	11,315	1,332	12	163	12	36	22	79	48	48	30
6	Orthopaedics	593	297	50	30	10	8	27	13	43	9	30
7	Otorhinolaryngology	13,643	1,279	9	152	12	34	22	69	45	49	33
8	Paediatrics	11,137	1,478	13	153	10	41	27	71	46	41	27
9	Paediatric Surgery	1,913	209	11	29	14	8	28	13	45	8	27
10	Physical Medicine & Rehabilitation	13,792	1,060	8	111	10	33	30	51	46	27	24
11	Psychiatry	2,637	2,042	77	238	12	86	36	97	41	55	23

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	325	158	49	25	16	7	28	14	56	4	16
13	CTVS	106	58	55	9	16	6	67	2	22	1	11
14	Endocrinology	56	38	68	5	13	3	60	2	40	0	0
15	EYE	6,985	703	10	86	12	33	38	41	48	12	14
16	Skin	19,034	2,181	11	215	10	66	31	92	43	57	26
17	Apex Regional STD Centre	215	15	7	0	0	0	0	0	0	0	0
18	Neurology	63	22	35	2	9	0	0	2	100	0	0
19	Medical Oncology	17	10	59	3	30	1	33	1	33	1	34
20	Cancer Surgery	614	104	17	13	13	1	8	5	38	7	54
21	Dental Surgery	5,434	3,947	73	452	11	149	33	167	37	136	30
22	Neuro Surgery	596	278	47	37	13	16	43	13	35	8	22
23	Pulmonary Critical Case & Sleep	109	56	51	6	11	3	50	2	33	1	17
24	Burns Plastic & Maxillofacial Surgery	168	84	50	12	14	4	33	4	33	4	34
25	Palliative Pain Clinic	188	22	12	3	14	1	33	2	67	0	0
26	General Surgery	16,532	1,793	11	188	10	50	27	71	38	67	35
27	Radiotherapy	1,321	246	19	31	13	11	35	15	48	5	17
28	Dept-41	0	0	0	0	0	0	0	0	0	0	0
29	Dept-87	12,033	3,088	26	343	11	97	28	125	36	121	36
30	Dept-88	10,641	3,718	35	424	11	128	30	136	32	160	38
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	7	4	57	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	898	360	40	110	12	145	16	29	3	254	29
1	Cardiology	7	3	43	0	0	1	14	0	0	3	43
2	Haematology	0	0	0	0	0	0	0	0	0	0	0
3	Medicine	196	67	34	30	15	30	15	14	7	55	29
4	Nephrology	0	0	0	0	0	0	0	0	0	0	0
5	Obstetrics and Gynaecology	39	14	36	3	8	9	23	2	5	11	28
6	Orthopaedics	6	3	50	1	17	0	0	1	17	1	16
7	Otorhinolaryngology	42	17	40	8	19	5	12	0	0	12	29
8	Paediatrics	40	17	43	3	8	6	15	6	15	8	19
9	Paediatric Surgery	9	5	56	2	22	1	11	0	0	1	11
10	Physical Medicine & Rehabilitation	24	10	42	2	8	4	17	0	0	8	33
11	Psychiatry	45	21	47	3	7	9	20	0	0	12	26
12	Urology	3	0	0	1	33	0	0	0	0	2	67
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	4	40	0	0	3	30	0	0	3	30
16	Skin	49	20	41	5	10	7	14	0	0	17	35
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	1	0	0	0	0	0	0	0	0	1	100
20	Cancer Surgery	6	4	67	0	0	1	17	0	0	1	16
21	Dental Surgery	111	36	32	13	12	22	20	0	0	40	36
22	Neuro Surgery	4	2	50	0	0	1	25	0	0	1	25
23	Pulmonary Critical Case & Sleep	1	0	0	0	0	0	0	1	100	0	0
24	Burns Plastic & Maxillofacial Surgery	4	3	75	0	0	0	0	0	0	1	25
25	Palliative Pain Clinic	0	0	0	0	0	0	0	0	0	0	0
26	General Surgery	53	22	42	6	11	9	17	2	4	14	26
27	Radiotherapy	3	1	33	0	0	0	0	0	0	2	67
28	Dept-41	0	0	0	0	0	0	0	0	0	0	0
29	Dept-87	107	51	48	10	9	21	20	3	3	22	20
30	Dept-88	138	60	43	23	17	16	12	0	0	39	28
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	358	143	40	57	16	33	9	17	5	6	2	102	28
1	Cardiology	1	0	0	0	0	1	100	0	0	0	0	0	0
2	Haematology	0	0	0	0	0	0	0	0	0	0	0	0	0
3	Medicine	66	32	48	7	11	7	11	3	5	3	5	14	20
4	Nephrology	0	0	0	0	0	0	0	0	0	0	0	0	0
5	Obstetrics and Gynaecology	14	4	29	2	14	1	7	4	29	0	0	3	21
6	Orthopaedics	3	1	33	0	0	0	0	0	0	0	0	2	67
7	Otorhinolaryngology	18	4	22	1	6	4	22	1	6	0	0	8	44
8	Paediatrics	17	6	35	2	12	2	12	1	6	1	6	5	29
9	Paediatric Surgery	4	1	25	1	25	2	50	0	0	0	0	0	0
10	Physical Medicine & Rehabilitation	10	4	40	0	0	1	10	0	0	0	0	5	50
11	Psychiatry	20	8	40	4	20	1	5	0	0	0	0	7	35
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	4	1	25	0	0	1	25	0	0	0	0	2	50
16	Skin	18	6	33	1	6	0	0	3	17	0	0	8	44

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	3	2	67	0	0	0	0	0	0	0	0	1	33
21	Dental Surgery	40	13	33	10	25	6	15	1	3	0	0	10	24
22	Neuro Surgery	1	0	0	0	0	0	0	0	0	0	0	1	100
23	Pulmonary Critical Case & Sleep	0	0	0	0	0	0	0	0	0	0	0	0	0
24	Burns Plastic & Maxillofacial Surgery	3	2	67	1	33	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	22	9	41	4	18	2	9	0	0	0	0	7	32
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	47	17	36	10	21	2	4	2	4	2	4	14	31
30	Dept-88	66	33	50	14	21	3	5	2	3	0	0	14	21
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	109	26	24	8	7	10	9	18	17	32	29	1	1	14	13
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	35	6	17	7	20	4	11	4	11	11	31	1	3	2	7
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	2	33	0	0	1	16
6	Orthopaedics	1	0	0	0	0	0	0	0	0	1	100	0	0	0	0
7	Otorhinolaryngology	6	3	50	0	0	0	0	1	17	1	17	0	0	1	16
8	Paediatrics	3	0	0	1	33	0	0	0	0	1	33	0	0	1	34
9	Paediatric Surgery	2	0	0	0	0	1	50	0	0	1	50	0	0	0	0
10	Physical Medicine & Rehabilitation	4	1	25	0	0	0	0	1	25	1	25	0	0	1	25
11	Psychiatry	2	1	50	0	0	0	0	0	0	1	50	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	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
16	Skin	5	1	20	0	0	0	0	1	20	1	20	0	0	2	40

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	11	3	27	0	0	1	9	3	27	2	18	0	0	2	19
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	2	0	0	0	0	0	0	0	0	1	50	0	0	1	50
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	6	2	33	0	0	0	0	2	33	2	34	0	0	0	0
30	Dept-88	25	8	32	0	0	3	12	5	20	7	28	0	0	2	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	122	67	55	37	30	18	15
1	Cardiology	0	0	0	0	0	0	0
2	Haematology	0	0	0	0	0	0	0
3	Medicine	22	13	59	8	36	1	5
4	Nephrology	0	0	0	0	0	0	0
5	Obstetrics and Gynaecology	8	5	63	2	25	1	12
6	Orthopaedics	0	0	0	0	0	0	0
7	Otorhinolaryngology	6	3	50	1	17	2	33
8	Paediatrics	7	3	43	4	57	0	0
9	Paediatric Surgery	1	0	0	1	100	0	0
10	Physical Medicine & Rehabilitation	3	2	67	0	0	1	33
11	Psychiatry	9	6	67	2	22	1	11
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	3	1	33	1	33	1	34
16	Skin	7	6	86	1	14	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	1	0	0	0	0	1	100

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	20	15	75	4	20	1	5
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	5	2	40	3	60	0	0
27	Radiotherapy	0	0	0	0	0	0	0
28	Dept-41	0	0	0	0	0	0	0
29	Dept-87	17	6	35	5	29	6	36
30	Dept-88	13	5	38	5	38	3	24
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	25	11	44	2	8	9	36	1	4	2	8
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	13	5	38	2	15	4	31	1	8	1	8
4	Nephrology	0	0	0	0	0	0	0	0	0	0	0
5	Obstetrics and Gynaecology	2	1	50	0	0	1	50	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	5	3	60	0	0	2	40	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	1	0	0	0	0	1	100	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	1	1	100	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	1	50	0	0	0	0	0	0	1	50
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	255	94	37	23	9	20	8	5	2	44	17	69	27
1	Cardiology	2	1	50	0	0	0	0	0	0	0	0	1	50
2	Haematology	0	0	0	0	0	0	0	0	0	0	0	0	0
3	Medicine	53	17	32	8	15	6	11	3	6	5	9	14	27
4	Nephrology	0	0	0	0	0	0	0	0	0	0	0	0	0
5	Obstetrics and Gynaecology	8	5	63	0	0	1	13	0	0	1	13	1	11
6	Orthopaedics	1	0	0	0	0	0	0	0	0	1	100	0	0
7	Otorhinolaryngology	15	7	47	1	7	1	7	0	0	3	20	3	19
8	Paediatrics	8	4	50	2	25	1	13	0	0	0	0	1	12
9	Paediatric Surgery	1	0	0	0	0	0	0	0	0	0	0	1	100
10	Physical Medicine & Rehabilitation	12	6	50	0	0	1	8	0	0	4	33	1	9
11	Psychiatry	14	4	29	2	14	2	14	0	0	2	14	4	29
12	Urology	2	2	100	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	2	1	50	0	0	0	0	0	0	0	0	1	50
16	Skin	21	4	19	3	14	1	5	0	0	3	14	10	48
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	1	0	0	0	0	0	0	0	0	1	100	0	0
20	Cancer Surgery	1	0	0	1	100	0	0	0	0	0	0	0	0
21	Dental Surgery	39	15	38	1	3	2	5	0	0	5	13	16	41
22	Neuro Surgery	1	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
24	Burns Plastic & Maxillofacial Surgery	1	0	0	0	0	0	0	1	100	0	0	0	0
25	Palliative Pain Clinic	0	0	0	0	0	0	0	0	0	0	0	0	0
26	General Surgery	15	9	60	1	7	0	0	0	0	4	27	1	6
27	Radiotherapy	2	1	50	0	0	0	0	0	0	0	0	1	50
28	Dept-41	0	0	0	0	0	0	0	0	0	0	0	0	0
29	Dept-87	23	5	22	1	4	2	9	1	4	9	39	5	22
30	Dept-88	33	12	36	3	9	3	9	0	0	6	18	9	28
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