

## Mera Aspatal Department Wise Report

State : Delhi

Facility : Safdarjung Hospital Delhi

From : 2020-08-30 To : 2020-10-03



Ministry of Health and Family Welfare  
Government of India



### 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>	88,792	15,472	17	1,213	8	371	31	458	38	384	31
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	19,947	2,014	10	141	7	48	34	48	34	45	32
4	Nephrology	0	0	0	0	0	0	0	0	0	0	0
5	Obstetrics and Gynaecology	6,950	685	10	68	10	19	28	31	46	18	26
6	Orthopaedics	0	0	0	0	0	0	0	0	0	0	0
7	Otorhinolaryngology	5,784	553	10	45	8	13	29	18	40	14	31
8	Paediatrics	5,056	426	8	37	9	16	43	17	46	4	11
9	Paediatric Surgery	1,132	105	9	6	6	1	17	2	33	3	50

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10	Physical Medicine & Rehabilitation	6,866	508	7	29	6	11	38	9	31	9	31
11	Psychiatry	1,414	1,086	77	86	8	24	28	34	40	28	32
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	4,307	355	8	22	6	9	41	8	36	5	23
16	Skin	10,935	1,185	11	90	8	32	36	36	40	22	24
17	Apex Regional STD Centre	151	5	3	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
20	Cancer Surgery	512	87	17	3	3	1	33	2	67	0	0
21	Dental Surgery	1,885	1,498	79	105	7	32	30	37	35	36	35
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	131	51	39	4	8	1	25	2	50	1	25
26	General Surgery	10,359	1,078	10	79	7	26	33	26	33	27	34
27	Radiotherapy	530	207	39	16	8	6	38	9	56	1	6
28	Dept-41	0	0	0	0	0	0	0	0	0	0	0
29	Dept-87	5,916	1,033	17	57	6	17	30	21	37	19	33

<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	6,910	4,591	66	425	9	115	27	158	37	152	36
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	6	4	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>	325	139	43	44	14	50	15	0	0	92	28
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>	38	18	47	3	8	5	13	0	0	12	32
4	<b>Nephrology</b>	0	0	0	0	0	0	0	0	0	0	0
5	<b>Obstetrics and Gynaecology</b>	16	7	44	2	13	3	19	0	0	4	24
6	<b>Orthopaedics</b>	0	0	0	0	0	0	0	0	0	0	0
7	<b>Otorhinolaryngology</b>	13	5	38	1	8	3	23	0	0	4	31
8	<b>Paediatrics</b>	1	1	100	0	0	0	0	0	0	0	0
9	<b>Paediatric Surgery</b>	1	1	100	0	0	0	0	0	0	0	0
10	<b>Physical Medicine &amp; Rehabilitation</b>	8	4	50	1	13	1	13	0	0	2	24
11	<b>Psychiatry</b>	17	3	18	0	0	3	18	0	0	11	64
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>	3	2	67	0	0	0	0	0	0	1	33
16	<b>Skin</b>	17	7	41	3	18	3	18	0	0	4	23
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	0	0	0	0	0	0	0	0	0	0	0
21	Dental Surgery	32	13	41	3	9	7	22	0	0	9	28
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	0	0	0	0	1	100
26	General Surgery	31	13	42	4	13	3	10	0	0	11	35
27	Radiotherapy	1	0	0	0	0	0	0	0	0	1	100
28	Dept-41	0	0	0	0	0	0	0	0	0	0	0
29	Dept-87	12	4	33	3	25	2	17	0	0	3	25
30	Dept-88	134	61	46	24	18	20	15	0	0	29	21
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