



Ministry of Health and Family Welfare  
Government of India

## Mera Aspataal Department Wise Report

Facility : Safdarjung Hospital Delhi



From : 2021-10-31 To : 2021-12-04

### 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>	1,46,396	77,558	53	1,011	1	349	35	389	38	273	27
1	<b>Cardiology</b>	602	197	33	2	1	0	0	2	100	0	0
2	<b>Haematology</b>	7	2	29	0	0	0	0	0	0	0	0
3	<b>Medicine</b>	24,983	12,344	49	179	1	66	37	65	36	48	27
4	<b>Nephrology</b>	28	6	21	0	0	0	0	0	0	0	0
5	<b>Obstetrics and Gynaecology</b>	9,103	4,219	46	38	1	14	37	12	32	12	31
6	<b>Orthopaedics</b>	15,363	10,158	66	165	2	57	35	61	37	47	28
7	<b>Otorhinolaryngology</b>	9,228	5,008	54	62	1	31	50	19	31	12	19
8	<b>Paediatrics</b>	7,053	2,860	41	31	1	14	45	12	39	5	16
9	<b>Paediatric Surgery</b>	1,620	775	48	5	1	3	60	2	40	0	0
10	<b>Physical Medicine &amp; Rehabilitation</b>	8,524	4,223	50	57	1	15	26	29	51	13	23
11	<b>Psychiatry</b>	1,480	1,206	81	11	1	4	36	5	45	2	19

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	305	125	41	2	2	0	0	2	100	0	0
13	CTVS	59	12	20	0	0	0	0	0	0	0	0
14	Endocrinology	33	14	42	0	0	0	0	0	0	0	0
15	EYE	5,430	2,744	51	37	1	12	32	13	35	12	33
16	Skin	10,816	5,702	53	65	1	22	34	27	42	16	24
17	Apex Regional STD Centre	87	49	56	0	0	0	0	0	0	0	0
18	Neurology	48	20	42	0	0	0	0	0	0	0	0
19	Medical Oncology	17	1	6	0	0	0	0	0	0	0	0
20	Cancer Surgery	505	234	46	5	2	0	0	3	60	2	40
21	Dental Surgery	4,314	1,131	26	14	1	2	14	7	50	5	36
22	Neuro Surgery	587	118	20	1	1	0	0	1	100	0	0
23	Pulmonary Critical Case & Sleep	75	24	32	1	4	0	0	1	100	0	0
24	Burns Plastic & Maxillofacial Surgery	153	16	10	0	0	0	0	0	0	0	0
25	Palliative Pain Clinic	204	82	40	1	1	0	0	0	0	1	100
26	General Surgery	12,510	6,417	51	108	2	34	31	40	37	34	32
27	Radiotherapy	916	685	75	7	1	2	29	4	57	1	14
28	Dept-0	0	0	0	0	0	0	0	0	0	0	0
29	Dept-41	0	0	0	0	0	0	0	0	0	0	0
30	Dept-87	7,336	3,586	49	38	1	15	39	10	26	13	35
31	Dept-88	9,761	5,754	59	96	2	28	29	39	41	29	30

<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>
32	Dept-89	13,550	9,055	67	83	1	29	35	34	41	20	24
33	Dept-39	13	6	46	0	0	0	0	0	0	0	0
34	Dept-91	0	0	0	0	0	0	0	0	0	0	0
35	Dept-31	1,686	785	47	3	0	1	33	1	33	1	34
36	Dept-60	0	0	0	0	0	0	0	0	0	0	0
37	Dept-46	0	0	0	0	0	0	0	0	0	0	0
38	Dept-90	0	0	0	0	0	0	0	0	0	0	0
39	Dept-92	0	0	0	0	0	0	0	0	0	0	0
40	Dept-95	0	0	0	0	0	0	0	0	0	0	0
41	Dept-43	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>	236	83	35	29	12	50	21	1	0	73	32
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	8	21	2	5	9	24	1	3	18	47
4	<b>Nephrology</b>	0	0	0	0	0	0	0	0	0	0	0
5	<b>Obstetrics and Gynaecology</b>	9	4	44	0	0	3	33	0	0	2	23
6	<b>Orthopaedics</b>	42	17	40	6	14	9	21	0	0	10	25
7	<b>Otorhinolaryngology</b>	13	3	23	1	8	3	23	0	0	6	46
8	<b>Paediatrics</b>	7	2	29	2	29	1	14	0	0	2	28
9	<b>Paediatric Surgery</b>	0	0	0	0	0	0	0	0	0	0	0
10	<b>Physical Medicine &amp; Rehabilitation</b>	12	5	42	2	17	0	0	0	0	5	41
11	<b>Psychiatry</b>	2	1	50	0	0	0	0	0	0	1	50
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>	11	3	27	4	36	2	18	0	0	2	19
16	<b>Skin</b>	15	9	60	3	20	1	7	0	0	2	13
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

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	1	1	100	0	0	0	0	0	0	0	0
21	Dental Surgery	4	2	50	0	0	1	25	0	0	1	25
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	27	9	33	1	4	8	30	0	0	9	33
27	Radiotherapy	1	1	100	0	0	0	0	0	0	0	0
28	Dept-0	0	0	0	0	0	0	0	0	0	0	0
29	Dept-41	0	0	0	0	0	0	0	0	0	0	0
30	Dept-87	14	6	43	3	21	1	7	0	0	4	29
31	Dept-88	21	7	33	2	10	4	19	0	0	8	38
32	Dept-89	17	5	29	3	18	6	35	0	0	3	18
33	Dept-39	0	0	0	0	0	0	0	0	0	0	0
34	Dept-91	0	0	0	0	0	0	0	0	0	0	0
35	Dept-31	1	0	0	0	0	1	100	0	0	0	0
36	Dept-60	0	0	0	0	0	0	0	0	0	0	0
37	Dept-46	0	0	0	0	0	0	0	0	0	0	0
38	Dept-90	0	0	0	0	0	0	0	0	0	0	0
39	Dept-92	0	0	0	0	0	0	0	0	0	0	0
40	Dept-95	0	0	0	0	0	0	0	0	0	0	0

<b>Sr. No</b>	<b>Departments</b>	<b>Total responses for dissatisfaction</b>	<b>Staff behaviour</b>	<b>Staff behaviour (%)</b>	<b>Cleanliness</b>	<b>Cleanliness (%)</b>	<b>Cost of treatment</b>	<b>Cost of treatment (%)</b>	<b>Quality of treatment</b>	<b>Quality of treatment (%)</b>	<b>Other reasons</b>	<b>Other reasons (%)</b>
<b>41</b>	<b>Dept-43</b>	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	<b>Total</b>	186	67	36	23	12	34	18	10	5	2	1	50	28
1	<b>Cardiology</b>	0	0	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	0	0
3	<b>Medicine</b>	31	6	19	4	13	9	29	2	6	2	6	8	27
4	<b>Nephrology</b>	0	0	0	0	0	0	0	0	0	0	0	0	0
5	<b>Obstetrics and Gynaecology</b>	9	3	33	1	11	1	11	1	11	0	0	3	34
6	<b>Orthopaedics</b>	29	11	38	3	10	7	24	0	0	0	0	8	28
7	<b>Otorhinolaryngology</b>	9	5	56	0	0	0	0	1	11	0	0	3	33
8	<b>Paediatrics</b>	4	2	50	0	0	1	25	0	0	0	0	1	25
9	<b>Paediatric Surgery</b>	0	0	0	0	0	0	0	0	0	0	0	0	0
10	<b>Physical Medicine &amp; Rehabilitation</b>	11	5	45	2	18	1	9	2	18	0	0	1	10
11	<b>Psychiatry</b>	2	0	0	0	0	1	50	0	0	0	0	1	50
12	<b>Urology</b>	0	0	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	0	0
14	<b>Endocrinology</b>	0	0	0	0	0	0	0	0	0	0	0	0	0
15	<b>EYE</b>	10	4	40	2	20	2	20	1	10	0	0	1	10
16	<b>Skin</b>	12	4	33	2	17	2	17	2	17	0	0	2	16

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	1	0	0	0	0	0	0	0	0	0	0	1	100
21	Dental Surgery	3	3	100	0	0	0	0	0	0	0	0	0	0
22	Neuro Surgery	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
24	Burns Plastic & Maxillofacial Surgery	0	0	0	0	0	0	0	0	0	0	0	0	0
25	Palliative Pain Clinic	1	0	0	0	0	0	0	0	0	0	0	1	100
26	General Surgery	22	8	36	2	9	7	32	1	5	0	0	4	18
27	Radiotherapy	1	1	100	0	0	0	0	0	0	0	0	0	0
28	Dept-0	0	0	0	0	0	0	0	0	0	0	0	0	0
29	Dept-41	0	0	0	0	0	0	0	0	0	0	0	0	0
30	Dept-87	12	5	42	4	33	0	0	0	0	0	0	3	25
31	Dept-88	17	7	41	3	18	0	0	0	0	0	0	7	41
32	Dept-89	11	2	18	0	0	3	27	0	0	0	0	6	55
33	Dept-39	0	0	0	0	0	0	0	0	0	0	0	0	0
34	Dept-91	0	0	0	0	0	0	0	0	0	0	0	0	0
35	Dept-31	1	1	100	0	0	0	0	0	0	0	0	0	0
36	Dept-60	0	0	0	0	0	0	0	0	0	0	0	0	0



<b>Sr. No</b>	<b>Departments</b>	<b>Total responses for dissatisfaction with staff behaviour</b>	<b>Doctor</b>	<b>Doctor (%)</b>	<b>Nurse</b>	<b>Nurse (%)</b>	<b>Laboratory/X-Ray technician</b>	<b>Laboratory/X-Ray technician (%)</b>	<b>Pharmacist</b>	<b>Pharmacist (%)</b>	<b>Ward boy</b>	<b>Ward boy (%)</b>	<b>Other Staff</b>	<b>Other Staff (%)</b>
37	Dept-46	0	0	0	0	0	0	0	0	0	0	0	0	0
38	Dept-90	0	0	0	0	0	0	0	0	0	0	0	0	0
39	Dept-92	0	0	0	0	0	0	0	0	0	0	0	0	0
40	Dept-95	0	0	0	0	0	0	0	0	0	0	0	0	0
41	Dept-43	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	<b>Total</b>	120	36	30	0	0	23	19	14	12	28	23	1	1	18	15
1	<b>Cardiology</b>	0	0	0	0	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	0	0	0	0
3	<b>Medicine</b>	20	4	20	0	0	6	30	2	10	3	15	1	5	4	20
4	<b>Nephrology</b>	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
5	<b>Obstetrics and Gynaecology</b>	7	3	43	0	0	2	29	0	0	1	14	0	0	1	14
6	<b>Orthopaedics</b>	21	9	43	0	0	5	24	1	5	4	19	0	0	2	9
7	<b>Otorhinolaryngology</b>	6	2	33	0	0	0	0	0	0	4	67	0	0	0	0
8	<b>Paediatrics</b>	3	0	0	0	0	1	33	1	33	0	0	0	0	1	34
9	<b>Paediatric Surgery</b>	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
10	<b>Physical Medicine &amp; Rehabilitation</b>	10	3	30	0	0	1	10	2	20	4	40	0	0	0	0
11	<b>Psychiatry</b>	1	1	100	0	0	0	0	0	0	0	0	0	0	0	0
12	<b>Urology</b>	0	0	0	0	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	0	0	0	0
14	<b>Endocrinology</b>	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
15	<b>EYE</b>	3	1	33	0	0	0	0	0	0	0	0	0	0	2	67
16	<b>Skin</b>	9	2	22	0	0	1	11	1	11	4	44	0	0	1	12

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	1	0	0	0	0	0	0	0	0	0	0	0	0	1	100
21	Dental Surgery	2	0	0	0	0	1	50	0	0	0	0	0	0	1	50
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	1	1	100	0	0	0	0	0	0	0	0	0	0	0	0
26	General Surgery	11	3	27	0	0	4	36	1	9	2	18	0	0	1	10
27	Radiotherapy	1	1	100	0	0	0	0	0	0	0	0	0	0	0	0
28	Dept-0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
29	Dept-41	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
30	Dept-87	7	3	43	0	0	0	0	1	14	2	29	0	0	1	14
31	Dept-88	12	2	17	0	0	2	17	4	33	3	25	0	0	1	8
32	Dept-89	4	1	25	0	0	0	0	0	0	1	25	0	0	2	50
33	Dept-39	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
34	Dept-91	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
35	Dept-31	1	0	0	0	0	0	0	1	100	0	0	0	0	0	0

<b>Sr. No</b>	<b>Departments</b>	<b>Total responses for dissatisfaction with cleanliness</b>	<b>Patient registration and waiting area</b>	<b>Patient registration and waiting area (%)</b>	<b>wards</b>	<b>wards (%)</b>	<b>Examination room and table</b>	<b>Examination room and table (%)</b>	<b>Corridors</b>	<b>Corridors (%)</b>	<b>Toilet</b>	<b>Toilet (%)</b>	<b>Bed sheets</b>	<b>Bed sheets (%)</b>	<b>General surrounding</b>	<b>General surrounding (%)</b>
36	Dept-60	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
37	Dept-46	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
38	Dept-90	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
39	Dept-92	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
40	Dept-95	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
41	Dept-43	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	<b>Total</b>	79	37	47	20	25	22	28
1	<b>Cardiology</b>	0	0	0	0	0	0	0
2	<b>Haematology</b>	0	0	0	0	0	0	0
3	<b>Medicine</b>	12	7	58	2	17	3	25
4	<b>Nephrology</b>	0	0	0	0	0	0	0
5	<b>Obstetrics and Gynaecology</b>	5	2	40	1	20	2	40
6	<b>Orthopaedics</b>	16	5	31	4	25	7	44
7	<b>Otorhinolaryngology</b>	5	4	80	0	0	1	20
8	<b>Paediatrics</b>	1	1	100	0	0	0	0
9	<b>Paediatric Surgery</b>	0	0	0	0	0	0	0
10	<b>Physical Medicine &amp; Rehabilitation</b>	5	2	40	2	40	1	20
11	<b>Psychiatry</b>	1	1	100	0	0	0	0
12	<b>Urology</b>	0	0	0	0	0	0	0
13	<b>CTVS</b>	0	0	0	0	0	0	0
14	<b>Endocrinology</b>	0	0	0	0	0	0	0
15	<b>EYE</b>	2	0	0	1	50	1	50
16	<b>Skin</b>	5	3	60	1	20	1	20
17	<b>Apex Regional STD Centre</b>	0	0	0	0	0	0	0
18	<b>Neurology</b>	0	0	0	0	0	0	0
19	<b>Medical Oncology</b>	0	0	0	0	0	0	0
20	<b>Cancer Surgery</b>	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	1	1	100	0	0	0	0
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	1	1	100	0	0	0	0
26	General Surgery	7	4	57	2	29	1	14
27	Radiotherapy	1	0	0	1	100	0	0
28	Dept-0	0	0	0	0	0	0	0
29	Dept-41	0	0	0	0	0	0	0
30	Dept-87	4	1	25	1	25	2	50
31	Dept-88	8	4	50	2	25	2	25
32	Dept-89	4	0	0	3	75	1	25
33	Dept-39	0	0	0	0	0	0	0
34	Dept-91	0	0	0	0	0	0	0
35	Dept-31	1	1	100	0	0	0	0
36	Dept-60	0	0	0	0	0	0	0
37	Dept-46	0	0	0	0	0	0	0
38	Dept-90	0	0	0	0	0	0	0
39	Dept-92	0	0	0	0	0	0	0
40	Dept-95	0	0	0	0	0	0	0
41	Dept-43	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	3	0	0	0	0	2	67	1	33	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	3	0	0	0	0	2	67	1	33	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	0	0	0	0	0	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

<b>Sr. No</b>	<b>Departments</b>	<b>Total responses for dissatisfaction with quality of treatment</b>	<b>No relief in symptoms</b>	<b>No relief in symptoms (%)</b>	<b>Health condition worsened</b>	<b>Health condition worsened (%)</b>	<b>Doctor did not listen carefully</b>	<b>Doctor did not listen carefully (%)</b>	<b>Inadequately skilled nurses</b>	<b>Inadequately skilled nurses (%)</b>	<b>Poor quality of food</b>	<b>Poor quality of food (%)</b>
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-0	0	0	0	0	0	0	0	0	0	0	0
29	Dept-41	0	0	0	0	0	0	0	0	0	0	0
30	Dept-87	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-89	0	0	0	0	0	0	0	0	0	0	0
33	Dept-39	0	0	0	0	0	0	0	0	0	0	0
34	Dept-91	0	0	0	0	0	0	0	0	0	0	0
35	Dept-31	0	0	0	0	0	0	0	0	0	0	0
36	Dept-60	0	0	0	0	0	0	0	0	0	0	0
37	Dept-46	0	0	0	0	0	0	0	0	0	0	0
38	Dept-90	0	0	0	0	0	0	0	0	0	0	0



<b>Sr. No</b>	<b>Departments</b>	<b>Total responses for dissatisfaction with quality of treatment</b>	<b>No relief in symptoms</b>	<b>No relief in symptoms (%)</b>	<b>Health condition worsened</b>	<b>Health condition worsened (%)</b>	<b>Doctor did not listen carefully</b>	<b>Doctor did not listen carefully (%)</b>	<b>Inadequately skilled nurses</b>	<b>Inadequately skilled nurses (%)</b>	<b>Poor quality of food</b>	<b>Poor quality of food (%)</b>
<b>39</b>	<b>Dept-92</b>	0	0	0	0	0	0	0	0	0	0	0
<b>40</b>	<b>Dept-95</b>	0	0	0	0	0	0	0	0	0	0	0
<b>41</b>	<b>Dept-43</b>	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	<b>Total</b>	82	44	54	4	5	7	9	1	1	13	16	13	15
1	<b>Cardiology</b>	0	0	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	0	0
3	<b>Medicine</b>	13	7	54	0	0	1	8	1	8	2	15	2	15
4	<b>Nephrology</b>	0	0	0	0	0	0	0	0	0	0	0	0	0
5	<b>Obstetrics and Gynaecology</b>	5	4	80	0	0	0	0	0	0	0	0	1	20
6	<b>Orthopaedics</b>	14	9	64	2	14	1	7	0	0	2	15	0	0
7	<b>Otorhinolaryngology</b>	6	3	50	0	0	0	0	0	0	1	17	2	33
8	<b>Paediatrics</b>	1	0	0	0	0	0	0	0	0	0	0	1	100
9	<b>Paediatric Surgery</b>	0	0	0	0	0	0	0	0	0	0	0	0	0
10	<b>Physical Medicine &amp; Rehabilitation</b>	6	3	50	0	0	1	17	0	0	1	17	1	16
11	<b>Psychiatry</b>	1	1	100	0	0	0	0	0	0	0	0	0	0
12	<b>Urology</b>	0	0	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	0	0
14	<b>Endocrinology</b>	0	0	0	0	0	0	0	0	0	0	0	0	0
15	<b>EYE</b>	3	1	33	1	33	0	0	0	0	1	34	0	0
16	<b>Skin</b>	7	4	57	1	14	1	14	0	0	1	15	0	0
17	<b>Apex Regional STD Centre</b>	0	0	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	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 (%)
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	1	0	0	0	0	0	0	0	0	0	0	1	100
22	Neuro Surgery	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
24	Burns Plastic & Maxillofacial Surgery	0	0	0	0	0	0	0	0	0	0	0	0	0
25	Palliative Pain Clinic	1	1	100	0	0	0	0	0	0	0	0	0	0
26	General Surgery	7	2	29	0	0	2	29	0	0	1	14	2	28
27	Radiotherapy	1	1	100	0	0	0	0	0	0	0	0	0	0
28	Dept-0	0	0	0	0	0	0	0	0	0	0	0	0	0
29	Dept-41	0	0	0	0	0	0	0	0	0	0	0	0	0
30	Dept-87	4	3	75	0	0	0	0	0	0	0	0	1	25
31	Dept-88	8	3	38	0	0	1	13	0	0	3	38	1	11
32	Dept-89	3	1	33	0	0	0	0	0	0	1	33	1	34
33	Dept-39	0	0	0	0	0	0	0	0	0	0	0	0	0
34	Dept-91	0	0	0	0	0	0	0	0	0	0	0	0	0
35	Dept-31	1	1	100	0	0	0	0	0	0	0	0	0	0
36	Dept-60	0	0	0	0	0	0	0	0	0	0	0	0	0
37	Dept-46	0	0	0	0	0	0	0	0	0	0	0	0	0
38	Dept-90	0	0	0	0	0	0	0	0	0	0	0	0	0
39	Dept-92	0	0	0	0	0	0	0	0	0	0	0	0	0

<b>Sr. No</b>	<b>Departments</b>	<b>Total responses for dis-satisfaction with other reasons</b>	<b>Long waiting time</b>	<b>Long waiting time (%)</b>	<b>Inadequate information</b>	<b>Inadequate information (%)</b>	<b>Lack of amenities</b>	<b>Lack of amenities (%)</b>	<b>Lack of support</b>	<b>Lack of support (%)</b>	<b>Over crowding</b>	<b>Over crowding (%)</b>	<b>Any other</b>	<b>Any other (%)</b>
<b>40</b>	<b>Dept-95</b>	0	0	0	0	0	0	0	0	0	0	0	0	0
<b>41</b>	<b>Dept-43</b>	0	0	0	0	0	0	0	0	0	0	0	0	0