



Ministry of Health and Family Welfare  
Government of India

## Mera Aspataal Department Wise Report

Facility : Safdarjung Hospital Delhi



From : 2022-03-27 To : 2022-04-30

### 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>	1,58,402	87,882	55	2,123	2	728	34	785	37	610	29
1	<b>Cardiology</b>	665	202	30	9	4	5	56	3	33	1	11
2	<b>Haematology</b>	4	1	25	0	0	0	0	0	0	0	0
3	<b>Medicine</b>	27,094	13,234	49	327	2	104	32	107	33	116	35
4	<b>Nephrology</b>	68	21	31	1	5	0	0	1	100	0	0
5	<b>Obstetrics and Gynaecology</b>	9,373	4,607	49	109	2	27	25	45	41	37	34
6	<b>Orthopaedics</b>	15,798	10,571	67	262	2	93	35	92	35	77	30
7	<b>Otorhinolaryngology</b>	9,926	5,171	52	115	2	40	35	42	37	33	28
8	<b>Paediatrics</b>	7,427	3,087	42	67	2	32	48	19	28	16	24
9	<b>Paediatric Surgery</b>	1,574	759	48	17	2	8	47	6	35	3	18
10	<b>Physical Medicine &amp; Rehabilitation</b>	10,062	4,998	50	109	2	37	34	38	35	34	31
11	<b>Psychiatry</b>	1,190	992	83	18	2	3	17	7	39	8	44

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	319	119	37	4	3	3	75	0	0	1	25
13	CTVS	72	21	29	0	0	0	0	0	0	0	0
14	Endocrinology	47	15	32	0	0	0	0	0	0	0	0
15	EYE	6,432	2,945	46	67	2	26	39	22	33	19	28
16	Skin	11,078	5,451	49	122	2	48	39	51	42	23	19
17	Apex Regional STD Centre	95	47	49	1	2	0	0	1	100	0	0
18	Neurology	50	23	46	1	4	1	100	0	0	0	0
19	Medical Oncology	1,221	1,141	93	25	2	7	28	14	56	4	16
20	Cancer Surgery	554	326	59	12	4	2	17	6	50	4	33
21	Dental Surgery	4,665	2,263	49	71	3	25	35	28	39	18	26
22	Neuro Surgery	580	111	19	4	4	2	50	1	25	1	25
23	Pulmonary Critical Case & Sleep	67	16	24	0	0	0	0	0	0	0	0
24	Burns Plastic & Maxillofacial Surgery	4,621	4,018	87	92	2	36	39	37	40	19	21
25	Palliative Pain Clinic	273	131	48	3	2	0	0	1	33	2	67
26	General Surgery	13,014	6,611	51	175	3	65	37	68	39	42	24
27	Radiotherapy	1,257	1,014	81	24	2	6	25	8	33	10	42
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	6,361	4,444	70	110	2	30	27	35	32	45	41
31	Dept-88	8,378	5,113	61	141	3	43	30	54	38	44	32

<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	14,209	9,455	67	200	2	79	40	81	41	40	19
33	Dept-39	48	10	21	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	1,880	965	51	37	4	6	16	18	49	13	35
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>	522	211	40	50	10	94	18	2	0	165	32
1	<b>Cardiology</b>	1	0	0	0	0	0	0	0	0	1	100
2	<b>Haematology</b>	0	0	0	0	0	0	0	0	0	0	0
3	<b>Medicine</b>	91	29	32	11	12	18	20	0	0	33	36
4	<b>Nephrology</b>	0	0	0	0	0	0	0	0	0	0	0
5	<b>Obstetrics and Gynaecology</b>	35	14	40	4	11	7	20	0	0	10	29
6	<b>Orthopaedics</b>	74	31	42	10	14	11	15	0	0	22	29
7	<b>Otorhinolaryngology</b>	30	12	40	1	3	8	27	0	0	9	30
8	<b>Paediatrics</b>	12	10	83	0	0	1	8	0	0	1	9
9	<b>Paediatric Surgery</b>	1	0	0	0	0	1	100	0	0	0	0
10	<b>Physical Medicine &amp; Rehabilitation</b>	28	13	46	2	7	5	18	0	0	8	29
11	<b>Psychiatry</b>	12	4	33	2	17	4	33	0	0	2	17
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>	18	6	33	2	11	4	22	0	0	6	34
16	<b>Skin</b>	26	9	35	3	12	6	23	0	0	8	30
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	5	2	40	1	20	2	40	0	0	0	0
20	Cancer Surgery	2	0	0	0	0	1	50	0	0	1	50
21	Dental Surgery	14	4	29	0	0	3	21	0	0	7	50
22	Neuro Surgery	1	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
24	Burns Plastic & Maxillofacial Surgery	15	5	33	0	0	2	13	0	0	8	54
25	Palliative Pain Clinic	1	1	100	0	0	0	0	0	0	0	0
26	General Surgery	35	13	37	3	9	5	14	1	3	13	37
27	Radiotherapy	8	2	25	1	13	3	38	0	0	2	24
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	40	19	48	4	10	4	10	1	3	12	29
31	Dept-88	38	22	58	2	5	3	8	0	0	11	29
32	Dept-89	28	10	36	3	11	6	21	0	0	9	32
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	7	4	57	1	14	0	0	0	0	2	29
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>	391	139	36	37	9	61	16	27	7	0	0	127	32
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>	66	17	26	7	11	14	21	9	14	0	0	19	28
4	<b>Nephrology</b>	0	0	0	0	0	0	0	0	0	0	0	0	0
5	<b>Obstetrics and Gynaecology</b>	25	14	56	5	20	1	4	1	4	0	0	4	16
6	<b>Orthopaedics</b>	57	15	26	4	7	7	12	5	9	0	0	26	46
7	<b>Otorhinolaryngology</b>	23	8	35	2	9	5	22	0	0	0	0	8	34
8	<b>Paediatrics</b>	10	8	80	0	0	0	0	0	0	0	0	2	20
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>	22	7	32	1	5	4	18	1	5	0	0	9	40
11	<b>Psychiatry</b>	6	3	50	0	0	0	0	1	17	0	0	2	33
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>	15	4	27	3	20	2	13	1	7	0	0	5	33
16	<b>Skin</b>	14	5	36	2	14	1	7	2	14	0	0	4	29

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	5	3	60	0	0	1	20	1	20	0	0	0	0
20	Cancer Surgery	1	1	100	0	0	0	0	0	0	0	0	0	0
21	Dental Surgery	10	4	40	0	0	1	10	2	20	0	0	3	30
22	Neuro Surgery	1	0	0	0	0	1	100	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	13	4	31	0	0	5	38	0	0	0	0	4	31
25	Palliative Pain Clinic	2	1	50	0	0	0	0	0	0	0	0	1	50
26	General Surgery	24	9	38	1	4	3	13	1	4	0	0	10	41
27	Radiotherapy	4	1	25	0	0	0	0	1	25	0	0	2	50
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	35	11	31	4	11	9	26	0	0	0	0	11	32
31	Dept-88	29	13	45	5	17	2	7	0	0	0	0	9	31
32	Dept-89	22	9	41	2	9	5	23	2	9	0	0	4	18
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	7	2	29	1	14	0	0	0	0	0	0	4	57
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>	258	93	36	1	0	49	19	23	9	54	21	0	0	38	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>	40	14	35	0	0	7	18	6	15	8	20	0	0	5	12
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>	24	7	29	0	0	5	21	3	13	4	17	0	0	5	20
6	<b>Orthopaedics</b>	43	15	35	0	0	10	23	6	14	8	19	0	0	4	9
7	<b>Otorhinolaryngology</b>	16	7	44	0	0	2	13	2	13	3	19	0	0	2	11
8	<b>Paediatrics</b>	7	3	43	1	14	0	0	0	0	2	29	0	0	1	14
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>	12	8	67	0	0	1	8	0	0	2	17	0	0	1	8
11	<b>Psychiatry</b>	3	1	33	0	0	1	33	0	0	1	34	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>	13	1	8	0	0	5	38	0	0	5	38	0	0	2	16
16	<b>Skin</b>	6	3	50	0	0	1	17	0	0	0	0	0	0	2	33

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	3	1	33	0	0	1	33	0	0	0	0	0	0	1	34
20	Cancer Surgery	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
21	Dental Surgery	5	3	60	0	0	1	20	0	0	1	20	0	0	0	0
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	8	2	25	0	0	2	25	1	13	2	25	0	0	1	12
25	Palliative Pain Clinic	1	0	0	0	0	0	0	0	0	1	100	0	0	0	0
26	General Surgery	18	9	50	0	0	5	28	0	0	2	11	0	0	2	11
27	Radiotherapy	3	1	33	0	0	0	0	0	0	1	33	0	0	1	34
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	23	7	30	0	0	3	13	2	9	7	30	0	0	4	18
31	Dept-88	13	6	46	0	0	1	8	1	8	3	23	0	0	2	15
32	Dept-89	14	3	21	0	0	2	14	2	14	3	21	0	0	4	30
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	6	2	33	0	0	2	33	0	0	1	17	0	0	1	17

<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>	177	77	44	56	32	44	24
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>	31	13	42	9	29	9	29
4	<b>Nephrology</b>	0	0	0	0	0	0	0
5	<b>Obstetrics and Gynaecology</b>	18	5	28	6	33	7	39
6	<b>Orthopaedics</b>	23	11	48	7	30	5	22
7	<b>Otorhinolaryngology</b>	13	6	46	4	31	3	23
8	<b>Paediatrics</b>	6	3	50	1	17	2	33
9	<b>Paediatric Surgery</b>	0	0	0	0	0	0	0
10	<b>Physical Medicine &amp; Rehabilitation</b>	10	4	40	3	30	3	30
11	<b>Psychiatry</b>	3	1	33	1	33	1	34
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>	7	4	57	2	29	1	14
16	<b>Skin</b>	4	3	75	1	25	0	0
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>	3	2	67	1	33	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	2	1	50	1	50	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	5	3	60	0	0	2	40
25	Palliative Pain Clinic	1	1	100	0	0	0	0
26	General Surgery	13	3	23	7	54	3	23
27	Radiotherapy	1	1	100	0	0	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	14	5	36	5	36	4	28
31	Dept-88	10	3	30	5	50	2	20
32	Dept-89	9	5	56	3	33	1	11
33	Dept-39	0	0	0	0	0	0	0
34	Dept-91	0	0	0	0	0	0	0
35	Dept-31	4	3	75	0	0	1	25
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	2	1	50	0	0	1	50	0	0	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	0	0	0	0	0	0	0	0	0	0	0
4	Nephrology	0	0	0	0	0	0	0	0	0	0	0
5	Obstetrics and Gynaecology	1	0	0	0	0	1	100	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	1	1	100	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 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	<b>Total</b>	178	93	52	15	8	15	8	0	0	26	15	29	17
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>	32	15	47	4	13	2	6	0	0	4	13	7	21
4	<b>Nephrology</b>	0	0	0	0	0	0	0	0	0	0	0	0	0
5	<b>Obstetrics and Gynaecology</b>	20	9	45	3	15	2	10	0	0	4	20	2	10
6	<b>Orthopaedics</b>	20	8	40	2	10	3	15	0	0	3	15	4	20
7	<b>Otorhinolaryngology</b>	13	8	62	0	0	0	0	0	0	3	23	2	15
8	<b>Paediatrics</b>	6	3	50	1	17	0	0	0	0	1	17	1	16
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>	9	4	44	1	11	0	0	0	0	3	33	1	12
11	<b>Psychiatry</b>	4	1	25	0	0	2	50	0	0	1	25	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>	6	5	83	0	0	0	0	0	0	0	0	1	17
16	<b>Skin</b>	7	3	43	2	29	1	14	0	0	1	14	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	3	3	100	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	2	1	50	0	0	0	0	0	0	0	0	1	50
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	4	4	100	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	15	10	67	1	7	1	7	0	0	1	7	2	12
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	13	6	46	0	0	0	0	0	0	3	23	4	31
31	Dept-88	7	3	43	1	14	2	29	0	0	1	14	0	0
32	Dept-89	11	4	36	0	0	2	18	0	0	1	9	4	37
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	4	4	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