



Ministry of Health and Family Welfare  
Government of India

## Mera Aspataal Department Wise Report

Facility : Safdarjung Hospital Delhi



From : 2018-07-29 To : 2018-09-01

### 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>	90,586	2,514	3	3,534	141	966	27	1,415	40	1,153	33
1	<b>Cardiology</b>	198	1	1	1	100	1	100	0	0	0	0
2	<b>Haematology</b>	6	0	0	0	0	0	0	0	0	0	0
3	<b>Medicine</b>	21,531	145	1	553	381	129	23	230	42	194	35
4	<b>Nephrology</b>	26	0	0	0	0	0	0	0	0	0	0
5	<b>Obstetrics and Gynaecology</b>	5,702	48	1	145	302	37	26	58	40	50	34
6	<b>Orthopaedics</b>	378	10	3	4	40	0	0	3	75	1	25
7	<b>Otorhinolaryngology</b>	6,476	26	0	175	673	46	26	76	43	53	31
8	<b>Paediatrics</b>	6,012	37	1	128	346	49	38	53	41	26	21
9	<b>Paediatric Surgery</b>	1,103	15	1	32	213	8	25	15	47	9	28
10	<b>Physical Medicine &amp; Rehabilitation</b>	6,637	22	0	144	655	39	27	58	40	47	33
11	<b>Psychiatry</b>	1,573	51	3	263	516	83	32	124	47	56	21

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	61	1	2	1	100	0	0	0	0	1	100
13	CTVS	44	1	2	1	100	0	0	0	0	1	100
14	Endocrinology	37	0	0	0	0	0	0	0	0	0	0
15	EYE	4,052	18	0	116	644	39	34	43	37	34	29
16	Skin	10,440	60	1	413	688	108	26	187	45	118	29
17	Apex Regional STD Centre	128	0	0	2	0	0	0	1	50	1	50
18	Neurology	61	0	0	0	0	0	0	0	0	0	0
19	Medical Oncology	69	0	0	1	0	0	0	1	100	0	0
20	Cancer Surgery	344	0	0	6	0	1	17	4	67	1	16
21	Dental Surgery	2,372	0	0	39	0	11	28	15	38	13	34
22	Neuro Surgery	337	4	1	3	75	2	67	1	33	0	0
23	Pulmonary Critical Case & Sleep	54	0	0	1	0	1	100	0	0	0	0
24	Burns Plastic & Maxillofacial Surgery	137	3	2	0	0	0	0	0	0	0	0
25	Palliative Pain Clinic	97	0	0	5	0	0	0	2	40	3	60
26	General Surgery	8,177	43	1	210	488	64	30	76	36	70	34
27	Radiotherapy	858	5	1	9	180	3	33	4	44	2	23
28	Dept-41	0	0	0	0	0	0	0	0	0	0	0
29	Dept-87	7,291	291	4	453	156	131	29	192	42	130	29
30	Dept-39	0	0	0	0	0	0	0	0	0	0	0
31	Dept-88	6,377	1,733	27	828	48	214	26	271	33	343	41
32	Dept-91	2	0	0	0	0	0	0	0	0	0	0
33	Dept-60	0	0	0	0	0	0	0	0	0	0	0

<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>
34	Dept-46	0	0	0	0	0	0	0	0	0	0	0
35	Dept-90	4	0	0	0	0	0	0	0	0	0	0
36	Dept-92	1	0	0	0	0	0	0	0	0	0	0
37	Dept-95	0	0	0	0	0	0	0	0	0	0	0
38	Dept-43	1	0	0	1	0	0	0	1	100	0	0
39	Dept-89	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

## 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>	1,141	395	35	218	19	153	13	11	1	364	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>	138	48	35	17	12	27	20	5	4	41	29
4	<b>Nephrology</b>	0	0	0	0	0	0	0	0	0	0	0
5	<b>Obstetrics and Gynaecology</b>	47	17	36	7	15	9	19	0	0	14	30
6	<b>Orthopaedics</b>	1	1	100	0	0	0	0	0	0	0	0
7	<b>Otorhinolaryngology</b>	46	13	28	7	15	12	26	0	0	14	31
8	<b>Paediatrics</b>	27	9	33	4	15	6	22	1	4	7	26
9	<b>Paediatric Surgery</b>	7	4	57	0	0	2	29	0	0	1	14
10	<b>Physical Medicine &amp; Rehabilitation</b>	35	15	43	4	11	4	11	0	0	12	35
11	<b>Psychiatry</b>	48	15	31	5	10	17	35	0	0	11	24
12	<b>Urology</b>	0	0	0	0	0	0	0	0	0	0	0
13	<b>CTVS</b>	1	1	100	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>	214	9	4	96	45	5	2	0	0	104	49
16	<b>Skin</b>	89	29	33	8	9	17	19	0	0	35	39
17	<b>Apex Regional STD Centre</b>	1	0	0	1	100	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	14	8	57	2	14	1	7	0	0	3	22
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	3	2	67	1	33	0	0	0	0	0	0
26	General Surgery	55	15	27	6	11	7	13	2	4	25	45
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	117	66	56	14	12	11	9	3	3	23	20
30	Dept-39	0	0	0	0	0	0	0	0	0	0	0
31	Dept-88	297	143	48	46	15	35	12	0	0	73	25
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-92	0	0	0	0	0	0	0	0	0	0	0
37	Dept-95	0	0	0	0	0	0	0	0	0	0	0
38	Dept-43	0	0	0	0	0	0	0	0	0	0	0
39	Dept-89	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

### 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>	363	128	35	74	20	39	11	15	4	2	1	105	29
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>	52	17	33	6	12	7	13	3	6	1	2	18	34
4	<b>Nephrology</b>	0	0	0	0	0	0	0	0	0	0	0	0	0
5	<b>Obstetrics and Gynaecology</b>	17	6	35	4	24	3	18	1	6	0	0	3	17
6	<b>Orthopaedics</b>	1	1	100	0	0	0	0	0	0	0	0	0	0
7	<b>Otorhinolaryngology</b>	10	3	30	1	10	2	20	2	20	0	0	2	20
8	<b>Paediatrics</b>	9	4	44	1	11	2	22	0	0	0	0	2	23
9	<b>Paediatric Surgery</b>	3	0	0	0	0	1	33	0	0	0	0	2	67
10	<b>Physical Medicine &amp; Rehabilitation</b>	12	4	33	1	8	4	33	0	0	0	0	3	26
11	<b>Psychiatry</b>	22	7	32	6	27	4	18	1	5	0	0	4	18
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>	8	3	38	0	0	1	13	1	13	0	0	3	36
16	<b>Skin</b>	29	14	48	4	14	2	7	2	7	0	0	7	24
17	<b>Apex Regional STD Centre</b>	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 (%)
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	0	0	0	0	0	0	0	0	0	0	0	0	0
21	Dental Surgery	11	4	36	1	9	2	18	1	9	0	0	3	28
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	11	3	27	0	0	1	9	0	0	0	0	7	64
27	Radiotherapy	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
29	Dept-87	63	18	29	13	21	5	8	1	2	1	2	25	38
30	Dept-39	0	0	0	0	0	0	0	0	0	0	0	0	0
31	Dept-88	114	44	39	37	32	5	4	3	3	0	0	25	22
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-92	0	0	0	0	0	0	0	0	0	0	0	0	0
37	Dept-95	0	0	0	0	0	0	0	0	0	0	0	0	0
38	Dept-43	0	0	0	0	0	0	0	0	0	0	0	0	0
39	Dept-89	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>
<b>40</b>	<b>Dept-31</b>	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>	563	120	21	1	0	92	16	108	19	133	24	1	0	108	20
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>	13	6	46	0	0	2	15	0	0	2	15	0	0	3	24
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>	9	1	11	0	0	0	0	3	33	4	44	0	0	1	12
6	<b>Orthopaedics</b>	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
7	<b>Otorhinolaryngology</b>	5	2	40	0	0	1	20	0	0	2	40	0	0	0	0
8	<b>Paediatrics</b>	2	0	0	0	0	0	0	0	0	1	50	0	0	1	50
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>	4	0	0	0	0	1	25	0	0	3	75	0	0	0	0
11	<b>Psychiatry</b>	9	2	22	0	0	2	22	1	11	3	33	0	0	1	12
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>	458	94	21	0	0	80	17	94	21	95	21	0	0	95	20
16	<b>Skin</b>	10	2	20	0	0	1	10	3	30	3	30	0	0	1	10
17	<b>Apex Regional STD Centre</b>	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 (%)
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	2	0	0	0	0	0	0	0	0	1	50	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	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
26	General Surgery	6	2	33	1	17	0	0	1	17	1	17	0	0	1	16
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	12	3	25	0	0	1	8	1	8	6	50	1	9	0	0
30	Dept-39	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
31	Dept-88	33	8	24	0	0	4	12	5	15	12	36	0	0	4	13
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
36	Dept-92	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
37	Dept-95	0	0	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 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>
<b>38</b>	<b>Dept-43</b>	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
<b>39</b>	<b>Dept-89</b>	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
<b>40</b>	<b>Dept-31</b>	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>	115	48	42	43	37	24	21
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>	19	10	53	6	32	3	15
4	<b>Nephrology</b>	0	0	0	0	0	0	0
5	<b>Obstetrics and Gynaecology</b>	9	3	33	5	56	1	11
6	<b>Orthopaedics</b>	0	0	0	0	0	0	0
7	<b>Otorhinolaryngology</b>	9	8	89	1	11	0	0
8	<b>Paediatrics</b>	5	1	20	3	60	1	20
9	<b>Paediatric Surgery</b>	1	0	0	0	0	1	100
10	<b>Physical Medicine &amp; Rehabilitation</b>	1	1	100	0	0	0	0
11	<b>Psychiatry</b>	19	7	37	7	37	5	26
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>	3	2	67	1	33	0	0
16	<b>Skin</b>	9	6	67	3	33	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>	0	0	0	0	0	0	0
20	<b>Cancer Surgery</b>	0	0	0	0	0	0	0
21	<b>Dental Surgery</b>	3	1	33	1	33	1	34

Sr. No	Departments	Total responses for dissatisfaction with cost of treatment	Medicines and Supplies	Medicines and Supplies (%)	Investigations	Investigations (%)	Informal payment	Informal payment (%)
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	8	2	25	2	25	4	50
27	Radiotherapy	0	0	0	0	0	0	0
28	Dept-41	0	0	0	0	0	0	0
29	Dept-87	6	0	0	5	83	1	17
30	Dept-39	0	0	0	0	0	0	0
31	Dept-88	23	7	30	9	39	7	31
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-92	0	0	0	0	0	0	0
37	Dept-95	0	0	0	0	0	0	0
38	Dept-43	0	0	0	0	0	0	0
39	Dept-89	0	0	0	0	0	0	0
40	Dept-31	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	9	2	22	3	33	4	45	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	6	2	33	2	33	2	34	0	0	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
18	Neurology	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 (%)
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	1	0	0	0	0	1	100	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	0	0	1	50	1	50	0	0	0	0
30	Dept-39	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-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-92	0	0	0	0	0	0	0	0	0	0	0
37	Dept-95	0	0	0	0	0	0	0	0	0	0	0
38	Dept-43	0	0	0	0	0	0	0	0	0	0	0
39	Dept-89	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>40</b>	<b>Dept-31</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>	241	74	31	19	8	28	12	1	0	44	18	75	31
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>	36	14	39	0	0	1	3	0	0	6	17	15	41
4	<b>Nephrology</b>	0	0	0	0	0	0	0	0	0	0	0	0	0
5	<b>Obstetrics and Gynaecology</b>	16	4	25	2	13	1	6	0	0	4	25	5	31
6	<b>Orthopaedics</b>	0	0	0	0	0	0	0	0	0	0	0	0	0
7	<b>Otorhinolaryngology</b>	9	2	22	2	22	1	11	0	0	0	0	4	45
8	<b>Paediatrics</b>	5	1	20	1	20	1	20	0	0	0	0	2	40
9	<b>Paediatric Surgery</b>	1	0	0	0	0	0	0	0	0	0	0	1	100
10	<b>Physical Medicine &amp; Rehabilitation</b>	10	2	20	1	10	0	0	0	0	2	20	5	50
11	<b>Psychiatry</b>	16	4	25	3	19	4	25	0	0	4	25	1	6
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>	12	3	25	2	17	1	8	0	0	2	17	4	33
16	<b>Skin</b>	38	15	39	4	11	1	3	0	0	11	29	7	18
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 (%)	Lackof support	Lackof 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	3	1	33	0	0	1	33	0	0	0	0	1	34
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	0	0	0	0	0	0	0	0	0	0	0	0	0
26	General Surgery	21	8	38	2	10	2	10	0	0	4	19	5	23
27	Radiotherapy	1	1	100	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
29	Dept-87	20	5	25	0	0	4	20	1	5	6	30	4	20
30	Dept-39	0	0	0	0	0	0	0	0	0	0	0	0	0
31	Dept-88	53	14	26	2	4	11	21	0	0	5	9	21	40
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-92	0	0	0	0	0	0	0	0	0	0	0	0	0
37	Dept-95	0	0	0	0	0	0	0	0	0	0	0	0	0
38	Dept-43	0	0	0	0	0	0	0	0	0	0	0	0	0
39	Dept-89	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>Lackof support</b>	<b>Lackof support (%)</b>	<b>Over crowding</b>	<b>Over crowding (%)</b>	<b>Any other</b>	<b>Any other (%)</b>
<b>40</b>	<b>Dept-31</b>	0	0	0	0	0	0	0	0	0	0	0	0	0