



Ministry of Health and Family Welfare
Government of India

Mera Aspataal Department Wise Report

Facility : Safdarjung Hospital Delhi



From : 2019-12-01 To : 2020-01-04

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	Total	1,46,320	26,460	18	2,600	10	849	33	1,070	41	681	26
1	Cardiology	594	310	52	21	7	13	62	5	24	3	14
2	Haematology	0	0	0	0	0	0	0	0	0	0	0
3	Medicine	31,979	4,588	14	437	10	115	26	171	39	151	35
4	Nephrology	25	11	44	2	18	0	0	0	0	2	100
5	Obstetrics and Gynaecology	10,264	1,011	10	92	9	24	26	45	49	23	25
6	Orthopaedics	484	279	58	28	10	7	25	9	32	12	43
7	Otorhinolaryngology	11,891	1,182	10	98	8	36	37	44	45	18	18
8	Paediatrics	9,583	1,409	15	142	10	52	37	62	44	28	19
9	Paediatric Surgery	1,675	181	11	26	14	9	35	12	46	5	19
10	Physical Medicine & Rehabilitation	11,727	949	8	97	10	39	40	36	37	22	23
11	Psychiatry	2,033	1,553	76	147	9	60	41	58	39	29	20

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	335	191	57	19	10	6	32	6	32	7	36
13	CTVS	103	67	65	9	13	3	33	4	44	2	23
14	Endocrinology	68	49	72	6	12	2	33	3	50	1	17
15	EYE	7,071	804	11	74	9	26	35	37	50	11	15
16	Skin	16,520	2,356	14	273	12	69	25	139	51	65	24
17	Apex Regional STD Centre	247	17	7	1	6	1	100	0	0	0	0
18	Neurology	75	45	60	9	20	4	44	4	44	1	12
19	Medical Oncology	1	1	100	1	100	0	0	0	0	1	100
20	Cancer Surgery	601	100	17	10	10	2	20	5	50	3	30
21	Dental Surgery	5,838	4,025	69	359	9	123	34	136	38	100	28
22	Neuro Surgery	634	330	52	32	10	15	47	6	19	11	34
23	Pulmonary Critical Case & Sleep	104	54	52	4	7	2	50	2	50	0	0
24	Burns Plastic & Maxillofacial Surgery	186	117	63	16	14	5	31	8	50	3	19
25	Palliative Pain Clinic	194	34	18	2	6	1	50	1	50	0	0
26	General Surgery	13,599	1,632	12	172	11	59	34	81	47	32	19
27	Radiotherapy	962	232	24	26	11	6	23	13	50	7	27
28	Dept-41	0	0	0	0	0	0	0	0	0	0	0
29	Dept-87	10,030	2,087	21	192	9	64	33	77	40	51	27
30	Dept-88	9,496	2,846	30	305	11	106	35	106	35	93	30
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	1	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
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	579	212	37	55	9	106	18	25	4	181	32
1	Cardiology	3	0	0	0	0	2	67	1	33	0	0
2	Haematology	0	0	0	0	0	0	0	0	0	0	0
3	Medicine	135	47	35	12	9	23	17	16	12	37	27
4	Nephrology	2	0	0	0	0	1	50	0	0	1	50
5	Obstetrics and Gynaecology	17	9	53	0	0	3	18	0	0	5	29
6	Orthopaedics	9	3	33	0	0	0	0	3	33	3	34
7	Otorhinolaryngology	20	4	20	3	15	6	30	0	0	7	35
8	Paediatrics	24	10	42	3	13	2	8	1	4	8	33
9	Paediatric Surgery	4	3	75	0	0	0	0	0	0	1	25
10	Physical Medicine & Rehabilitation	21	7	33	1	5	7	33	0	0	6	29
11	Psychiatry	22	7	32	1	5	8	36	0	0	6	27
12	Urology	7	4	57	2	29	0	0	0	0	1	14
13	CTVS	1	0	0	1	100	0	0	0	0	0	0
14	Endocrinology	1	0	0	0	0	0	0	0	0	1	100
15	EYE	10	5	50	1	10	2	20	0	0	2	20
16	Skin	63	17	27	9	14	13	21	0	0	24	38
17	Apex Regional STD Centre	0	0	0	0	0	0	0	0	0	0	0
18	Neurology	1	0	0	0	0	0	0	0	0	1	100

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	3	2	67	0	0	0	0	0	0	1	33
21	Dental Surgery	73	26	36	6	8	7	10	0	0	34	46
22	Neuro Surgery	13	7	54	2	15	2	15	1	8	1	8
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	26	8	31	5	19	4	15	1	4	8	31
27	Radiotherapy	3	0	0	0	0	1	33	0	0	2	67
28	Dept-41	0	0	0	0	0	0	0	0	0	0	0
29	Dept-87	51	22	43	6	12	11	22	2	4	10	19
30	Dept-88	70	31	44	3	4	14	20	0	0	22	32
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	213	75	35	34	16	30	14	14	7	9	4	51	24
1	Cardiology	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
3	Medicine	49	11	22	11	22	7	14	3	6	4	8	13	28
4	Nephrology	0	0	0	0	0	0	0	0	0	0	0	0	0
5	Obstetrics and Gynaecology	8	5	63	1	13	0	0	0	0	0	0	2	24
6	Orthopaedics	3	1	33	1	33	0	0	0	0	1	34	0	0
7	Otorhinolaryngology	5	1	20	0	0	1	20	1	20	0	0	2	40
8	Paediatrics	14	6	43	2	14	3	21	0	0	1	7	2	15
9	Paediatric Surgery	4	2	50	0	0	0	0	1	25	0	0	1	25
10	Physical Medicine & Rehabilitation	5	2	40	1	20	2	40	0	0	0	0	0	0
11	Psychiatry	4	2	50	0	0	1	25	0	0	0	0	1	25
12	Urology	3	1	33	0	0	0	0	0	0	1	33	1	34
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	0	0	0	0	0	0	1	25	0	0	3	75
16	Skin	21	8	38	4	19	4	19	2	10	0	0	3	14

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	2	2	100	0	0	0	0	0	0	0	0	0	0
21	Dental Surgery	26	13	50	2	8	6	23	3	12	0	0	2	7
22	Neuro Surgery	6	1	17	1	17	1	17	0	0	2	33	1	16
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	9	3	33	1	11	1	11	0	0	0	0	4	45
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	23	6	26	4	17	3	13	2	9	0	0	8	35
30	Dept-88	27	11	41	6	22	1	4	1	4	0	0	8	29
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	64	6	9	8	13	9	14	11	17	22	34	2	3	6	10
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	20	2	10	4	20	4	20	2	10	6	30	1	5	1	5
4	Nephrology	0	0	0	0	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	0	0	0	0
6	Orthopaedics	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
7	Otorhinolaryngology	3	0	0	0	0	0	0	1	33	2	67	0	0	0	0
8	Paediatrics	3	0	0	1	33	0	0	0	0	2	67	0	0	0	0
9	Paediatric Surgery	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
10	Physical Medicine & Rehabilitation	1	0	0	0	0	1	100	0	0	0	0	0	0	0	0
11	Psychiatry	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
12	Urology	2	0	0	0	0	0	0	0	0	2	100	0	0	0	0
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	1	0	0	0	0	0	0	1	100	0	0	0	0	0	0
16	Skin	16	2	13	0	0	2	13	4	25	4	25	0	0	4	24

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	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
21	Dental Surgery	4	0	0	0	0	1	25	2	50	1	25	0	0	0	0
22	Neuro Surgery	2	0	0	1	50	0	0	0	0	1	50	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	3	1	33	1	33	0	0	0	0	1	34	0	0	0	0
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	7	1	14	1	14	1	14	0	0	2	29	1	14	1	15
30	Dept-88	2	0	0	0	0	0	0	1	50	1	50	0	0	0	0
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	90	50	56	26	29	14	15
1	Cardiology	2	0	0	1	50	1	50
2	Haematology	0	0	0	0	0	0	0
3	Medicine	21	14	67	7	33	0	0
4	Nephrology	1	0	0	1	100	0	0
5	Obstetrics and Gynaecology	3	1	33	2	67	0	0
6	Orthopaedics	0	0	0	0	0	0	0
7	Otorhinolaryngology	4	2	50	1	25	1	25
8	Paediatrics	2	2	100	0	0	0	0
9	Paediatric Surgery	0	0	0	0	0	0	0
10	Physical Medicine & Rehabilitation	6	3	50	3	50	0	0
11	Psychiatry	8	4	50	2	25	2	25
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	1	0	0	0	0	1	100
16	Skin	12	9	75	2	17	1	8
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	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	5	2	40	1	20	2	40
22	Neuro Surgery	1	0	0	1	100	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	4	2	50	0	0	2	50
27	Radiotherapy	0	0	0	0	0	0	0
28	Dept-41	0	0	0	0	0	0	0
29	Dept-87	8	4	50	3	38	1	12
30	Dept-88	12	7	58	2	17	3	25
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	22	7	32	4	18	10	45	1	5	0	0
1	Cardiology	1	0	0	0	0	1	100	0	0	0	0
2	Haematology	0	0	0	0	0	0	0	0	0	0	0
3	Medicine	14	4	29	2	14	7	50	1	7	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	2	1	50	0	0	1	50	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

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	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	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	1	100	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	0	0	1	50	1	50	0	0	0	0
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 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	Total	186	65	35	14	8	21	11	6	3	27	15	53	28
1	Cardiology	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
3	Medicine	44	11	25	3	7	5	11	2	5	9	20	14	32
4	Nephrology	1	1	100	0	0	0	0	0	0	0	0	0	0
5	Obstetrics and Gynaecology	4	2	50	0	0	0	0	0	0	1	25	1	25
6	Orthopaedics	2	1	50	0	0	0	0	1	50	0	0	0	0
7	Otorhinolaryngology	11	4	36	1	9	1	9	0	0	4	36	1	10
8	Paediatrics	10	5	50	1	10	1	10	1	10	0	0	2	20
9	Paediatric Surgery	1	1	100	0	0	0	0	0	0	0	0	0	0
10	Physical Medicine & Rehabilitation	6	3	50	0	0	1	17	0	0	0	0	2	33
11	Psychiatry	3	1	33	0	0	0	0	0	0	0	0	2	67
12	Urology	1	1	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	1	0	0	0	0	0	0	0	0	0	0	1	100
15	EYE	2	2	100	0	0	0	0	0	0	0	0	0	0
16	Skin	26	7	27	3	12	3	12	0	0	3	12	10	37
17	Apex Regional STD Centre	0	0	0	0	0	0	0	0	0	0	0	0	0
18	Neurology	1	0	0	0	0	0	0	0	0	0	0	1	100

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	0	0	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	0	0
21	Dental Surgery	29	16	55	2	7	2	7	0	0	2	7	7	24
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	9	2	22	0	0	1	11	0	0	1	11	5	56
27	Radiotherapy	2	0	0	0	0	1	50	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	12	4	33	1	8	1	8	2	17	3	25	1	9
30	Dept-88	20	3	15	3	15	5	25	0	0	4	20	5	25
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