

Mera Aspatal Department Wise Report

State : Delhi

Facility : Safdarjung Hospital Delhi

From : 2019-12-29 To : 2020-02-01



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	Total	97,452	16,067	16	2,245	14	834	37	872	39	539	24
1	Cardiology	2	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	21,072	2,409	11	319	13	125	39	124	39	70	22
4	Nephrology	6	2	33	1	50	0	0	0	0	1	100
5	Obstetrics and Gynaecology	6,942	749	11	115	15	43	37	49	43	23	20
6	Orthopaedics	0	0	0	0	0	0	0	0	0	0	0
7	Otorhinolaryngology	8,389	914	11	145	16	52	36	62	43	31	21
8	Paediatrics	5,628	418	7	58	14	22	38	24	41	12	21
9	Paediatric Surgery	1,115	81	7	8	10	3	38	2	25	3	37

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10	Physical Medicine & Rehabilitation	8,185	671	8	88	13	35	40	38	43	15	17
11	Psychiatry	1,606	1,229	77	139	11	58	42	53	38	28	20
12	Urology	1	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	5,100	611	12	85	14	35	41	34	40	16	19
16	Skin	12,033	1,778	15	248	14	91	37	105	42	52	21
17	Apex Regional STD Centre	195	10	5	3	30	1	33	1	33	1	34
18	Neurology	1	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	381	62	16	11	18	5	45	2	18	4	37
21	Dental Surgery	4,137	2,939	71	371	13	121	33	150	40	100	27
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	114	17	15	1	6	0	0	1	100	0	0
26	General Surgery	9,064	1,005	11	153	15	60	39	49	32	44	29
27	Radiotherapy	684	176	26	18	10	2	11	9	50	7	39
28	Dept-41	0	0	0	0	0	0	0	0	0	0	0
29	Dept-87	6,490	1,124	17	167	15	52	31	66	40	49	29

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 (%)
30	Dept-88	6,306	1,871	30	315	17	129	41	103	33	83	26
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

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	187	74	40	17	9	38	20	0	0	58	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	38	14	37	5	13	8	21	0	0	11	29
4	Nephrology	1	0	0	0	0	1	100	0	0	0	0
5	Obstetrics and Gynaecology	7	3	43	0	0	1	14	0	0	3	43
6	Orthopaedics	0	0	0	0	0	0	0	0	0	0	0
7	Otorhinolaryngology	13	2	15	4	31	3	23	0	0	4	31
8	Paediatrics	2	1	50	0	0	0	0	0	0	1	50
9	Paediatric Surgery	0	0	0	0	0	0	0	0	0	0	0
10	Physical Medicine & Rehabilitation	6	1	17	0	0	3	50	0	0	2	33
11	Psychiatry	11	4	36	0	0	4	36	0	0	3	28
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	7	4	57	1	14	1	14	0	0	1	15
16	Skin	23	6	26	3	13	6	26	0	0	8	35
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
19	Medical Oncology	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	4	2	50	0	0	0	0	0	0	2	50
21	Dental Surgery	25	12	48	3	12	3	12	0	0	7	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	0	0	0	0	0	0	0	0	0	0	0
26	General Surgery	13	6	46	1	8	2	15	0	0	4	31
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	17	10	59	0	0	3	18	0	0	4	23
30	Dept-88	20	9	45	0	0	3	15	0	0	8	40
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