



Ministry of Health and Family Welfare  
Government of India

## Mera Aspataal Department Wise Report

Facility : Safdarjung Hospital Delhi



From : 2018-07-01 To : 2018-08-04

### 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>	56,693	715	1	1,251	175	313	25	531	42	407	33
1	<b>Cardiology</b>	103	4	4	4	100	1	25	2	50	1	25
2	<b>Haematology</b>	9	0	0	0	0	0	0	0	0	0	0
3	<b>Medicine</b>	12,901	79	1	197	249	53	27	92	47	52	26
4	<b>Nephrology</b>	33	0	0	1	0	0	0	0	0	1	100
5	<b>Obstetrics and Gynaecology</b>	3,903	10	0	80	800	21	26	39	49	20	25
6	<b>Orthopaedics</b>	227	12	5	2	17	0	0	1	50	1	50
7	<b>Otorhinolaryngology</b>	4,028	1	0	76	7,600	17	22	41	54	18	24
8	<b>Paediatrics</b>	3,317	25	1	51	204	15	29	19	37	17	34
9	<b>Paediatric Surgery</b>	725	4	1	13	325	3	23	6	46	4	31
10	<b>Physical Medicine &amp; Rehabilitation</b>	4,453	0	0	58	0	15	26	20	34	23	40
11	<b>Psychiatry</b>	1,046	0	0	107	0	39	36	40	37	28	27

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	28	0	0	1	0	0	0	0	0	1	100
13	CTVS	24	0	0	1	0	0	0	0	0	1	100
14	Endocrinology	20	0	0	0	0	0	0	0	0	0	0
15	EYE	2,661	0	0	36	0	8	22	20	56	8	22
16	Skin	6,241	0	0	149	0	25	17	75	50	49	33
17	Apex Regional STD Centre	72	0	0	0	0	0	0	0	0	0	0
18	Neurology	36	0	0	0	0	0	0	0	0	0	0
19	Medical Oncology	39	0	0	1	0	0	0	1	100	0	0
20	Cancer Surgery	223	0	0	5	0	0	0	4	80	1	20
21	Dental Surgery	1,775	0	0	24	0	10	42	8	33	6	25
22	Neuro Surgery	188	10	5	2	20	1	50	0	0	1	50
23	Pulmonary Critical Case & Sleep	18	0	0	0	0	0	0	0	0	0	0
24	Burns Plastic & Maxillofacial Surgery	79	4	5	2	50	1	50	1	50	0	0
25	Palliative Pain Clinic	39	0	0	0	0	0	0	0	0	0	0
26	General Surgery	5,549	11	0	78	709	21	27	31	40	26	33
27	Radiotherapy	636	0	0	2	0	1	50	1	50	0	0
28	Dept-41	5	0	0	0	0	0	0	0	0	0	0
29	Dept-87	4,762	97	2	176	181	44	25	69	39	63	36
30	Dept-39	0	0	0	0	0	0	0	0	0	0	0
31	Dept-88	3,548	458	13	185	40	38	21	61	33	86	46
32	Dept-91	1	0	0	0	0	0	0	0	0	0	0
33	Dept-60	1	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	1	0	0	0	0	0	0	0	0	0	0
36	Dept-92	2	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

## 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>	347	152	44	41	12	60	17	3	1	91	26
1	<b>Cardiology</b>	1	1	100	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>	39	17	44	5	13	9	23	0	0	8	20
4	<b>Nephrology</b>	1	1	100	0	0	0	0	0	0	0	0
5	<b>Obstetrics and Gynaecology</b>	18	10	56	2	11	2	11	0	0	4	22
6	<b>Orthopaedics</b>	1	1	100	0	0	0	0	0	0	0	0
7	<b>Otorhinolaryngology</b>	14	4	29	2	14	3	21	0	0	5	36
8	<b>Paediatrics</b>	15	5	33	1	7	4	27	0	0	5	33
9	<b>Paediatric Surgery</b>	3	1	33	0	0	1	33	0	0	1	34
10	<b>Physical Medicine &amp; Rehabilitation</b>	20	6	30	2	10	4	20	0	0	8	40
11	<b>Psychiatry</b>	21	9	43	3	14	6	29	0	0	3	14
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>	8	3	38	1	13	1	13	0	0	3	36
16	<b>Skin</b>	50	9	18	7	14	13	26	0	0	21	42
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
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	6	4	67	0	0	0	0	0	0	2	33
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	24	12	50	3	13	3	13	1	4	5	20
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	57	33	58	6	11	5	9	2	4	11	18
30	Dept-39	0	0	0	0	0	0	0	0	0	0	0
31	Dept-88	67	34	51	9	13	9	13	0	0	15	23
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>	144	56	39	26	18	17	12	3	2	0	0	42	29
1	<b>Cardiology</b>	1	0	0	0	0	1	100	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>	14	3	21	1	7	4	29	1	7	0	0	5	36
4	<b>Nephrology</b>	1	0	0	0	0	1	100	0	0	0	0	0	0
5	<b>Obstetrics and Gynaecology</b>	10	7	70	1	10	0	0	0	0	0	0	2	20
6	<b>Orthopaedics</b>	1	1	100	0	0	0	0	0	0	0	0	0	0
7	<b>Otorhinolaryngology</b>	4	3	75	0	0	0	0	0	0	0	0	1	25
8	<b>Paediatrics</b>	5	3	60	0	0	1	20	0	0	0	0	1	20
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>	6	3	50	0	0	2	33	0	0	0	0	1	17
11	<b>Psychiatry</b>	10	2	20	2	20	2	20	1	10	0	0	3	30
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>	2	0	0	0	0	0	0	0	0	0	0	2	100
16	<b>Skin</b>	10	2	20	3	30	1	10	1	10	0	0	3	30
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	4	3	75	1	25	0	0	0	0	0	0	0	0
22	Neuro Surgery	1	1	100	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	3	33	0	0	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	33	12	36	8	24	2	6	0	0	0	0	11	34
30	Dept-39	0	0	0	0	0	0	0	0	0	0	0	0	0
31	Dept-88	32	14	44	7	22	3	9	0	0	0	0	8	25
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>	36	6	17	0	0	0	0	6	17	18	50	0	0	6	16
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>	4	3	75	0	0	0	0	0	0	1	25	0	0	0	0
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>	2	0	0	0	0	0	0	0	0	2	100	0	0	0	0
6	<b>Orthopaedics</b>	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
7	<b>Otorhinolaryngology</b>	3	0	0	0	0	0	0	1	33	1	33	0	0	1	34
8	<b>Paediatrics</b>	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
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>	2	0	0	0	0	0	0	1	50	1	50	0	0	0	0
11	<b>Psychiatry</b>	4	0	0	0	0	0	0	0	0	3	75	0	0	1	25
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>	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
16	<b>Skin</b>	6	0	0	0	0	0	0	1	17	4	67	0	0	1	16
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	0	0	0	0	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	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	2	1	50	0	0	0	0	0	0	0	0	0	0	1	50
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	6	0	0	0	0	0	0	1	17	4	67	0	0	1	16
30	Dept-39	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
31	Dept-88	7	2	29	0	0	0	0	2	29	2	29	0	0	1	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

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 (%)
38	Dept-43	0	0	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	0	0
40	Dept-31	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>	52	19	37	22	42	11	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>	8	3	38	3	38	2	24
4	<b>Nephrology</b>	0	0	0	0	0	0	0
5	<b>Obstetrics and Gynaecology</b>	3	1	33	2	67	0	0
6	<b>Orthopaedics</b>	0	0	0	0	0	0	0
7	<b>Otorhinolaryngology</b>	2	1	50	1	50	0	0
8	<b>Paediatrics</b>	4	2	50	1	25	1	25
9	<b>Paediatric Surgery</b>	1	0	0	1	100	0	0
10	<b>Physical Medicine &amp; Rehabilitation</b>	3	1	33	1	33	1	34
11	<b>Psychiatry</b>	6	1	17	4	67	1	16
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>	0	0	0	0	0	0	0
16	<b>Skin</b>	8	6	75	1	13	1	12
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>	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 (%)
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	5	2	40	1	20	2	40
27	Radiotherapy	0	0	0	0	0	0	0
28	Dept-41	0	0	0	0	0	0	0
29	Dept-87	4	2	50	2	50	0	0
30	Dept-39	0	0	0	0	0	0	0
31	Dept-88	8	0	0	5	63	3	37
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	1	0	0	0	0	1	100	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	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	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-41	0	0	0	0	0	0	0	0	0	0	0
29	Dept-87	1	0	0	0	0	1	100	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>	90	25	28	13	14	7	8	0	0	16	18	29	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>	10	0	0	2	20	1	10	0	0	3	30	4	40
4	<b>Nephrology</b>	0	0	0	0	0	0	0	0	0	0	0	0	0
5	<b>Obstetrics and Gynaecology</b>	4	1	25	1	25	0	0	0	0	0	0	2	50
6	<b>Orthopaedics</b>	0	0	0	0	0	0	0	0	0	0	0	0	0
7	<b>Otorhinolaryngology</b>	6	2	33	0	0	0	0	0	0	1	17	3	50
8	<b>Paediatrics</b>	4	1	25	1	25	1	25	0	0	1	25	0	0
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>	8	4	50	1	13	0	0	0	0	1	13	2	24
11	<b>Psychiatry</b>	6	0	0	2	33	1	17	0	0	2	33	1	17
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	0	0	1	33	0	0	0	0	0	0	2	67
16	<b>Skin</b>	18	7	39	1	6	0	0	0	0	4	22	6	33
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	2	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
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	4	2	50	0	0	0	0	0	0	0	0	2	50
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	9	3	33	0	0	2	22	0	0	3	33	1	12
30	Dept-39	0	0	0	0	0	0	0	0	0	0	0	0	0
31	Dept-88	15	5	33	3	20	2	13	0	0	1	7	4	27
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