



Mera Aspatal Department Wise Report

Facility : Safdarjung Hospital Delhi



From : 2019-06-30 To : 2019-08-03

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	1,38,820	27,848	20	2,528	9	720	28	1,016	40	792	32
1	Cardiology	451	170	38	23	14	9	39	11	48	3	13
2	Haematology	0	0	0	0	0	0	0	0	0	0	0
3	Medicine	32,658	4,943	15	422	9	117	28	161	38	144	34
4	Nephrology	16	6	38	2	33	0	0	1	50	1	50
5	Obstetrics and Gynaecology	9,439	1,461	15	131	9	29	22	60	46	42	32
6	Orthopaedics	515	170	33	15	9	6	40	4	27	5	33
7	Otorhinolaryngology	10,712	1,422	13	126	9	31	25	54	43	41	32
8	Paediatrics	9,557	1,253	13	118	9	31	26	44	37	43	37
9	Paediatric Surgery	1,769	210	12	21	10	6	29	10	48	5	23
10	Physical Medicine & Rehabilitation	12,131	1,415	12	121	9	37	31	54	45	30	24
11	Psychiatry	2,408	1,827	76	159	9	49	31	71	45	39	24

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	216	111	51	8	7	3	38	1	13	4	49
13	CTVS	66	34	52	3	9	1	33	1	33	1	34
14	Endocrinology	48	29	60	4	14	3	75	1	25	0	0
15	EYE	6,122	813	13	75	9	21	28	35	47	19	25
16	Skin	13,568	2,137	16	185	9	53	29	75	41	57	30
17	Apex Regional STD Centre	175	11	6	2	18	1	50	0	0	1	50
18	Neurology	43	16	37	3	19	2	67	1	33	0	0
19	Medical Oncology	22	9	41	0	0	0	0	0	0	0	0
20	Cancer Surgery	541	82	15	6	7	2	33	4	67	0	0
21	Dental Surgery	4,775	3,000	63	310	10	93	30	120	39	97	31
22	Neuro Surgery	546	185	34	11	6	6	55	5	45	0	0
23	Pulmonary Critical Case & Sleep	91	38	42	3	8	0	0	2	67	1	33
24	Burns Plastic & Maxillofacial Surgery	114	31	27	4	13	2	50	0	0	2	50
25	Palliative Pain Clinic	119	18	15	1	6	0	0	1	100	0	0
26	General Surgery	12,924	1,709	13	148	9	52	35	51	34	45	31
27	Radiotherapy	1,191	106	9	4	4	1	25	1	25	2	50
28	Dept-41	0	0	0	0	0	0	0	0	0	0	0
29	Dept-87	10,635	2,753	26	231	8	67	29	94	41	70	30
30	Dept-39	0	0	0	0	0	0	0	0	0	0	0
31	Dept-88	7,967	3,888	49	392	10	98	25	154	39	140	36
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

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 (%)
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	1	100	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	679	272	40	86	13	121	18	12	2	188	27
1	Cardiology	1	0	0	0	0	0	0	0	0	1	100
2	Haematology	0	0	0	0	0	0	0	0	0	0	0
3	Medicine	126	50	40	18	14	18	14	5	4	35	28
4	Nephrology	1	1	100	0	0	0	0	0	0	0	0
5	Obstetrics and Gynaecology	30	16	53	5	17	4	13	0	0	5	17
6	Orthopaedics	7	2	29	3	43	1	14	1	14	0	0
7	Otorhinolaryngology	38	14	37	4	11	12	32	0	0	8	20
8	Paediatrics	36	19	53	2	6	5	14	2	6	8	21
9	Paediatric Surgery	7	3	43	1	14	3	43	0	0	0	0
10	Physical Medicine & Rehabilitation	28	9	32	4	14	11	39	0	0	4	15
11	Psychiatry	28	9	32	2	7	9	32	0	0	8	29
12	Urology	4	0	0	1	25	0	0	1	25	2	50
13	CTVS	2	0	0	0	0	1	50	1	50	0	0
14	Endocrinology	0	0	0	0	0	0	0	0	0	0	0
15	EYE	14	5	36	2	14	3	21	0	0	4	29
16	Skin	45	19	42	6	13	8	18	0	0	12	27
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	0	0	0	0	0	0	0	0	0	0	0
21	Dental Surgery	83	29	35	10	12	14	17	0	0	30	36
22	Neuro Surgery	0	0	0	0	0	0	0	0	0	0	0
23	Pulmonary Critical Case & Sleep	1	1	100	0	0	0	0	0	0	0	0
24	Burns Plastic & Maxillofacial Surgery	2	0	0	2	100	0	0	0	0	0	0
25	Palliative Pain Clinic	0	0	0	0	0	0	0	0	0	0	0
26	General Surgery	35	11	31	5	14	7	20	1	3	11	32
27	Radiotherapy	2	0	0	0	0	0	0	0	0	2	100
28	Dept-41	0	0	0	0	0	0	0	0	0	0	0
29	Dept-87	69	32	46	6	9	9	13	1	1	21	31
30	Dept-39	0	0	0	0	0	0	0	0	0	0	0
31	Dept-88	120	52	43	15	13	16	13	0	0	37	31
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
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	272	98	36	39	14	31	11	11	4	7	3	86	32
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	59	18	31	7	12	10	17	5	8	2	3	17	29
4	Nephrology	1	1	100	0	0	0	0	0	0	0	0	0	0
5	Obstetrics and Gynaecology	16	4	25	3	19	1	6	2	13	0	0	6	37
6	Orthopaedics	2	1	50	0	0	0	0	0	0	0	0	1	50
7	Otorhinolaryngology	15	5	33	1	7	1	7	1	7	0	0	7	46
8	Paediatrics	16	7	44	3	19	0	0	0	0	1	6	5	31
9	Paediatric Surgery	2	0	0	1	50	0	0	0	0	0	0	1	50
10	Physical Medicine & Rehabilitation	7	3	43	0	0	1	14	0	0	0	0	3	43
11	Psychiatry	12	6	50	0	0	1	8	1	8	0	0	4	34
12	Urology	0	0	0	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	0	0	0	0	0	0	0	0	0	0	0	0	0
15	EYE	4	1	25	0	0	1	25	0	0	0	0	2	50
16	Skin	18	3	17	3	17	2	11	0	0	0	0	10	55
17	Apex Regional STD Centre	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	25	13	52	3	12	5	20	0	0	0	0	4	16
22	Neuro Surgery	0	0	0	0	0	0	0	0	0	0	0	0	0
23	Pulmonary Critical Case & Sleep	1	1	100	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	10	6	60	0	0	1	10	1	10	0	0	2	20
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	31	6	19	6	19	4	13	0	0	4	13	11	36
30	Dept-39	0	0	0	0	0	0	0	0	0	0	0	0	0
31	Dept-88	53	23	43	12	23	4	8	1	2	0	0	13	24
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 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 (%)
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	102	21	21	3	3	11	11	21	21	32	31	2	2	12	11
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	25	5	20	1	4	3	12	3	12	7	28	2	8	4	16
4	Nephrology	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
5	Obstetrics and Gynaecology	7	1	14	0	0	0	0	1	14	4	57	0	0	1	15
6	Orthopaedics	2	0	0	0	0	0	0	0	0	2	100	0	0	0	0
7	Otorhinolaryngology	7	2	29	0	0	2	29	2	29	1	13	0	0	0	0
8	Paediatrics	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
9	Paediatric Surgery	4	1	25	0	0	1	25	1	25	1	25	0	0	0	0
10	Physical Medicine & Rehabilitation	2	0	0	0	0	0	0	1	50	1	50	0	0	0	0
11	Psychiatry	5	2	40	0	0	0	0	1	20	1	20	0	0	1	20
12	Urology	1	1	100	0	0	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	0	0
14	Endocrinology	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
15	EYE	2	0	0	0	0	0	0	0	0	2	100	0	0	0	0
16	Skin	10	1	10	0	0	2	20	4	40	2	20	0	0	1	10
17	Apex Regional STD Centre	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	8	2	25	0	0	0	0	1	13	3	38	0	0	2	24
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	2	0	0	1	50	0	0	0	0	0	0	0	0	1	50
25	Palliative Pain Clinic	0	0	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	2	50	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	6	2	33	1	17	0	0	1	17	2	33	0	0	0	0
30	Dept-39	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
31	Dept-88	17	2	12	0	0	3	18	6	35	4	24	0	0	2	11
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-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

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-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	99	46	46	31	31	22	23
1	Cardiology	0	0	0	0	0	0	0
2	Haematology	0	0	0	0	0	0	0
3	Medicine	13	8	62	3	23	2	15
4	Nephrology	0	0	0	0	0	0	0
5	Obstetrics and Gynaecology	3	2	67	1	33	0	0
6	Orthopaedics	0	0	0	0	0	0	0
7	Otorhinolaryngology	11	2	18	7	64	2	18
8	Paediatrics	5	3	60	0	0	2	40
9	Paediatric Surgery	2	1	50	0	0	1	50
10	Physical Medicine & Rehabilitation	8	4	50	4	50	0	0
11	Psychiatry	8	6	75	2	25	0	0
12	Urology	0	0	0	0	0	0	0
13	CTVS	1	1	100	0	0	0	0
14	Endocrinology	0	0	0	0	0	0	0
15	EYE	3	1	33	2	67	0	0
16	Skin	8	5	63	0	0	3	37
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
21	Dental Surgery	12	3	25	5	42	4	33

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	6	3	50	2	33	1	17
27	Radiotherapy	0	0	0	0	0	0	0
28	Dept-41	0	0	0	0	0	0	0
29	Dept-87	7	1	14	2	29	4	57
30	Dept-39	0	0	0	0	0	0	0
31	Dept-88	12	6	50	3	25	3	25
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	14	6	43	1	7	4	29	2	14	1	7
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	8	3	38	1	13	2	25	1	13	1	11
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	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	1	1	100	0	0	0	0	0	0	0	0
13	CTVS	1	1	100	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	0	0	1	50	1	50	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-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 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 (%)
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	190	76	40	15	8	21	11	4	2	26	14	48	25
1	Cardiology	1	0	0	1	100	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	36	18	50	2	6	3	8	1	3	5	14	7	19
4	Nephrology	0	0	0	0	0	0	0	0	0	0	0	0	0
5	Obstetrics and Gynaecology	5	3	60	0	0	0	0	0	0	0	0	2	40
6	Orthopaedics	0	0	0	0	0	0	0	0	0	0	0	0	0
7	Otorhinolaryngology	11	4	36	2	18	2	18	0	0	2	18	1	10
8	Paediatrics	6	3	50	0	0	1	17	0	0	0	0	2	33
9	Paediatric Surgery	0	0	0	0	0	0	0	0	0	0	0	0	0
10	Physical Medicine & Rehabilitation	2	0	0	1	50	0	0	0	0	1	50	0	0
11	Psychiatry	8	2	25	1	13	1	13	0	0	0	0	4	49
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	0	0	0	0	0	0	0	0	0	0	0	0	0
15	EYE	6	1	17	1	17	1	17	0	0	1	17	2	32
16	Skin	14	2	14	1	7	2	14	0	0	4	29	5	36
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

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	25	11	44	1	4	1	4	0	0	3	12	9	36
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	10	6	60	1	10	1	10	0	0	1	10	1	10
27	Radiotherapy	2	2	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	26	7	27	1	4	3	12	3	12	6	23	6	22
30	Dept-39	0	0	0	0	0	0	0	0	0	0	0	0	0
31	Dept-88	37	16	43	3	8	6	16	0	0	3	8	9	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-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 (%)	Lackof support	Lackof 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