

## Mera Aspataal Department Wise Report

State : Delhi



Ministry of Health and Family Welfare  
Government of India

Facility : Safdarjung Hospital Delhi

From : 2020-05-31 To : 2020-07-04

### 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>	19,787	6,194	31	646	10	212	33	238	37	196	30
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	5,099	1,402	27	145	10	54	37	48	33	43	30
4	Nephrology	2	0	0	0	0	0	0	0	0	0	0
5	Obstetrics and Gynaecology	1,281	342	27	29	8	3	10	17	59	9	31
6	Orthopaedics	0	0	0	0	0	0	0	0	0	0	0
7	Otorhinolaryngology	1,275	375	29	25	7	7	28	11	44	7	28
8	Paediatrics	812	194	24	19	10	6	32	7	37	6	31
9	Paediatric Surgery	225	75	33	3	4	2	67	1	33	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 (%)
10	Physical Medicine & Rehabilitation	1,288	274	21	28	10	10	36	12	43	6	21
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	695	155	22	22	14	10	45	7	32	5	23
16	Skin	1,451	343	24	27	8	11	41	9	33	7	26
17	Apex Regional STD Centre	26	7	27	0	0	0	0	0	0	0	0
18	Neurology	11	2	18	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	110	31	28	1	3	0	0	1	100	0	0
21	Dental Surgery	327	260	80	29	11	15	52	4	14	10	34
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	34	10	29	0	0	0	0	0	0	0	0
26	General Surgery	1,943	508	26	64	13	16	25	26	41	22	34
27	Radiotherapy	207	71	34	6	8	2	33	2	33	2	34
28	Dept-41	0	0	0	0	0	0	0	0	0	0	0
29	Dept-87	2,406	634	26	62	10	13	21	30	48	19	31

<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>
30	Dept-88	2,594	1,511	58	186	12	63	34	63	34	60	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-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	1	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	<b>Total</b>	153	61	40	22	14	24	16	0	0	46	30
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>	34	13	38	2	6	5	15	0	0	14	41
4	<b>Nephrology</b>	0	0	0	0	0	0	0	0	0	0	0
5	<b>Obstetrics and Gynaecology</b>	8	2	25	0	0	0	0	0	0	6	75
6	<b>Orthopaedics</b>	0	0	0	0	0	0	0	0	0	0	0
7	<b>Otorhinolaryngology</b>	7	2	29	0	0	3	43	0	0	2	28
8	<b>Paediatrics</b>	6	3	50	0	0	3	50	0	0	0	0
9	<b>Paediatric Surgery</b>	0	0	0	0	0	0	0	0	0	0	0
10	<b>Physical Medicine &amp; Rehabilitation</b>	4	2	50	0	0	1	25	0	0	1	25
11	<b>Psychiatry</b>	0	0	0	0	0	0	0	0	0	0	0
12	<b>Urology</b>	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
14	<b>Endocrinology</b>	0	0	0	0	0	0	0	0	0	0	0
15	<b>EYE</b>	3	1	33	0	0	0	0	0	0	2	67
16	<b>Skin</b>	3	1	33	1	33	0	0	0	0	1	34
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	3	50	0	0	2	33	0	0	1	17
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	21	7	33	5	24	3	14	0	0	6	29
27	Radiotherapy	2	1	50	0	0	0	0	0	0	1	50
28	Dept-41	0	0	0	0	0	0	0	0	0	0	0
29	Dept-87	14	4	29	2	14	1	7	0	0	7	50
30	Dept-88	45	22	49	12	27	6	13	0	0	5	11
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