



Ministry of Health and Family Welfare
Government of India

Mera Aspataal Department Wise Report

Facility : Safdarjung Hospital Delhi



From : 2020-03-01 To : 2020-04-04

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	74,060	14,322	19	455	3	138	30	171	38	146	32
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	18,987	2,655	14	54	2	19	35	12	22	23	43
4	Nephrology	5	0	0	0	0	0	0	0	0	0	0
5	Obstetrics and Gynaecology	4,819	692	14	15	2	8	53	3	20	4	27
6	Orthopaedics	0	0	0	0	0	0	0	0	0	0	0
7	Otorhinolaryngology	5,931	781	13	16	2	5	31	9	56	2	13
8	Paediatrics	4,344	559	13	13	2	6	46	3	23	4	31
9	Paediatric Surgery	773	106	14	3	3	0	0	2	67	1	33
10	Physical Medicine & Rehabilitation	6,062	719	12	13	2	6	46	3	23	4	31
11	Psychiatry	717	541	75	13	2	7	54	4	31	2	15

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	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	3,473	524	15	16	3	5	31	8	50	3	19
16	Skin	7,516	1,231	16	53	4	12	23	26	49	15	28
17	Apex Regional STD Centre	112	8	7	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
20	Cancer Surgery	343	69	20	0	0	0	0	0	0	0	0
21	Dental Surgery	2,131	1,081	51	37	3	7	19	20	54	10	27
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	106	18	17	1	6	0	0	0	0	1	100
26	General Surgery	6,877	890	13	17	2	3	18	9	53	5	29
27	Radiotherapy	326	104	32	3	3	1	33	2	67	0	0
28	Dept-41	0	0	0	0	0	0	0	0	0	0	0
29	Dept-87	4,724	1,011	21	24	2	6	25	12	50	6	25
30	Dept-88	6,814	3,333	49	177	5	53	30	58	33	66	37
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-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	108	37	34	16	15	21	19	0	0	34	32
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	23	8	35	5	22	4	17	0	0	6	26
4	Nephrology	0	0	0	0	0	0	0	0	0	0	0
5	Obstetrics and Gynaecology	4	1	25	1	25	1	25	0	0	1	25
6	Orthopaedics	0	0	0	0	0	0	0	0	0	0	0
7	Otorhinolaryngology	1	1	100	0	0	0	0	0	0	0	0
8	Paediatrics	2	0	0	0	0	0	0	0	0	2	100
9	Paediatric Surgery	1	0	0	0	0	0	0	0	0	1	100
10	Physical Medicine & Rehabilitation	2	0	0	1	50	0	0	0	0	1	50
11	Psychiatry	2	2	100	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	3	2	67	0	0	0	0	0	0	1	33
16	Skin	10	2	20	0	0	4	40	0	0	4	40
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	8	3	38	0	0	3	38	0	0	2	24
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	1	1	100	0	0	0	0	0	0	0	0
26	General Surgery	3	1	33	0	0	1	33	0	0	1	34
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	1	50	1	50	0	0	0	0	0	0
30	Dept-88	46	15	33	8	17	8	17	0	0	15	33
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