



MERA ASPATAAL DEPARTMENT WISE PERFORMANCE REPORT

SAFDARJUNG HOSPITAL DELHI

MAY 2018



1. Satisfaction

| S# | 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 | 63,105 | 1,653 | 3 | 2,114 | 128 | 559 | 26 | 888 | 42 | 667 | 32 |
| 1 | Cardiology | 1,546 | 10 | 1 | 64 | 640 | 17 | 27 | 25 | 39 | 22 | 34 |
| 2 | Haematology | 15 | 1 | 7 | 1 | 100 | 1 | 100 | 0 | 0 | 0 | 0 |
| 3 | Medicine | 12,481 | 301 | 3 | 328 | 109 | 75 | 23 | 130 | 40 | 123 | 37 |
| 4 | Nephrology | 435 | 0 | 0 | 14 | 0 | 0 | 0 | 9 | 64 | 5 | 36 |
| 5 | Obstetrics and Gynaecology | 3,678 | 93 | 3 | 122 | 131 | 25 | 20 | 55 | 45 | 42 | 35 |
| 6 | Orthopaedics | 230 | 23 | 10 | 8 | 35 | 2 | 25 | 4 | 50 | 2 | 25 |
| 7 | Otorhinolaryngology | 4,104 | 52 | 2 | 96 | 185 | 30 | 31 | 44 | 46 | 22 | 23 |
| 8 | Paediatrics | 3,440 | 80 | 3 | 81 | 101 | 20 | 25 | 39 | 48 | 22 | 27 |
| 9 | Paediatric Surgery | 740 | 8 | 2 | 19 | 238 | 6 | 32 | 9 | 47 | 4 | 21 |
| 10 | Physical Medicine & Rehabilitation | 4,619 | 47 | 2 | 68 | 145 | 20 | 29 | 26 | 38 | 22 | 33 |
| 11 | Psychiatry | 1,154 | 57 | 5 | 159 | 279 | 61 | 38 | 66 | 42 | 32 | 20 |
| 12 | Urology | 1,558 | 1 | 1 | 66 | 6,600 | 9 | 14 | 28 | 42 | 29 | 44 |

| S# | 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 (%) |
|----|---------------------------------------|----------------|-----------------------------------|---------------------------------------|-----------------|---------------------|----------------|--------------------|-----------|---------------|---------------|-------------------|
| 13 | CTVS | 296 | 0 | 0 | 17 | 0 | 5 | 29 | 9 | 53 | 3 | 18 |
| 14 | Endocrinology | 1,256 | 0 | 0 | 66 | 0 | 17 | 26 | 29 | 44 | 20 | 30 |
| 15 | EYE | 2,628 | 23 | 1 | 59 | 257 | 12 | 20 | 23 | 39 | 24 | 41 |
| 16 | Skin | 6,138 | 122 | 2 | 213 | 175 | 67 | 31 | 90 | 42 | 56 | 27 |
| 17 | Apex Regional STD Centre | 62 | 0 | 0 | 1 | 0 | 0 | 0 | 1 | 100 | 0 | 0 |
| 18 | Neurology | 1,708 | 1 | 1 | 83 | 8,300 | 18 | 22 | 29 | 35 | 36 | 43 |
| 19 | Medical Oncology | 77 | 0 | 0 | 1 | 0 | 0 | 0 | 1 | 100 | 0 | 0 |
| 20 | Cancer Surgery | 75 | 0 | 0 | 6 | 0 | 1 | 17 | 3 | 50 | 2 | 33 |
| 21 | Dental Surgery | 2,046 | 17 | 1 | 21 | 124 | 8 | 38 | 10 | 48 | 3 | 14 |
| 22 | Neuro Surgery | 907 | 54 | 6 | 28 | 52 | 4 | 14 | 15 | 54 | 9 | 32 |
| 23 | Pulmonary Critical Case & Sleep | 24 | 1 | 5 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 24 | Burns Plastic & Maxillofacial Surgery | 110 | 13 | 12 | 6 | 46 | 3 | 50 | 3 | 50 | 0 | 0 |
| 25 | Palliative Pain Clinic | 19 | 0 | 0 | 1 | 0 | 1 | 100 | 0 | 0 | 0 | 0 |
| 26 | General Surgery | 4,921 | 64 | 2 | 134 | 209 | 35 | 26 | 60 | 45 | 39 | 29 |
| 27 | Radiotherapy | 615 | 2 | 1 | 1 | 50 | 0 | 0 | 0 | 0 | 1 | 100 |
| 28 | Dept-41 | 4 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 29 | Dept-87 | 4,438 | 189 | 5 | 227 | 120 | 58 | 26 | 107 | 47 | 62 | 27 |
| 30 | Dept-39 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 31 | Dept-88 | 3,781 | 494 | 14 | 224 | 45 | 64 | 29 | 73 | 33 | 87 | 38 |
| 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 |

| S# | 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 (%) |
|-----------|--------------------|-----------------------|--|--|------------------------|----------------------------|-----------------------|---------------------------|------------------|----------------------|----------------------|--------------------------|
| 35 | Dept-95 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 36 | Dept-89 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 37 | Dept-31 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |

2. Reasons for Dissatisfaction (Overall)

| S# | 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 | 532 | 205 | 39 | 71 | 13 | 69 | 13 | 12 | 2 | 175 | 33 |
| 1 | Cardiology | 19 | 8 | 42 | 2 | 11 | 3 | 16 | 0 | 0 | 6 | 31 |
| 2 | Haematology | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 3 | Medicine | 99 | 37 | 37 | 11 | 11 | 11 | 11 | 6 | 6 | 34 | 35 |
| 4 | Nephrology | 3 | 1 | 33 | 0 | 0 | 0 | 0 | 0 | 0 | 2 | 67 |
| 5 | Obstetrics and Gynaecology | 33 | 16 | 48 | 2 | 6 | 2 | 6 | 2 | 6 | 11 | 34 |
| 6 | Orthopaedics | 1 | 1 | 100 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 7 | Otorhinolaryngology | 12 | 4 | 33 | 0 | 0 | 2 | 17 | 0 | 0 | 6 | 50 |
| 8 | Paediatrics | 17 | 8 | 47 | 2 | 12 | 2 | 12 | 1 | 6 | 4 | 23 |
| 9 | Paediatric Surgery | 2 | 0 | 0 | 1 | 50 | 0 | 0 | 0 | 0 | 1 | 50 |
| 10 | Physical Medicine & Rehabilitation | 19 | 7 | 37 | 4 | 21 | 3 | 16 | 0 | 0 | 5 | 26 |
| 11 | Psychiatry | 27 | 10 | 37 | 4 | 15 | 8 | 30 | 0 | 0 | 5 | 18 |
| 12 | Urology | 20 | 7 | 35 | 3 | 15 | 5 | 25 | 0 | 0 | 5 | 25 |
| 13 | CTVS | 1 | 1 | 100 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 14 | Endocrinology | 15 | 3 | 20 | 2 | 13 | 2 | 13 | 0 | 0 | 8 | 54 |
| 15 | EYE | 20 | 7 | 35 | 6 | 30 | 2 | 10 | 0 | 0 | 5 | 25 |
| 16 | Skin | 47 | 13 | 28 | 6 | 13 | 8 | 17 | 0 | 0 | 20 | 42 |
| 17 | Apex Regional STD Centre | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 18 | Neurology | 36 | 15 | 42 | 6 | 17 | 2 | 6 | 0 | 0 | 13 | 35 |
| 19 | Medical Oncology | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |

| S# | 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 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 100 |
| 21 | Dental Surgery | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 2 | 100 |
| 22 | Neuro Surgery | 8 | 2 | 25 | 0 | 0 | 2 | 25 | 1 | 13 | 3 | 37 |
| 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 | 31 | 14 | 45 | 3 | 10 | 4 | 13 | 0 | 0 | 10 | 32 |
| 27 | Radiotherapy | 3 | 1 | 33 | 1 | 33 | 0 | 0 | 0 | 0 | 1 | 34 |
| 28 | Dept-41 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 29 | Dept-87 | 59 | 26 | 44 | 7 | 12 | 7 | 12 | 2 | 3 | 17 | 29 |
| 30 | Dept-39 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 31 | Dept-88 | 57 | 24 | 42 | 11 | 19 | 6 | 11 | 0 | 0 | 16 | 28 |
| 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-95 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 36 | Dept-89 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 37 | Dept-31 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |

3. Reasons for Dissatisfaction (Drill Down)

3.1 Staff Behaviour

| S# | 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 | 165 | 65 | 39 | 18 | 11 | 18 | 11 | 12 | 7 | 8 | 5 | 44 | 27 |
| 1 | Cardiology | 4 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 25 | 3 | 75 |
| 2 | Haematology | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 3 | Medicine | 30 | 8 | 27 | 2 | 7 | 3 | 10 | 2 | 7 | 6 | 20 | 9 | 29 |
| 4 | Nephrology | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 100 |
| 5 | Obstetrics and Gynaecology | 18 | 6 | 33 | 4 | 22 | 2 | 11 | 1 | 6 | 1 | 6 | 4 | 22 |
| 6 | Orthopaedics | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 7 | Otorhinolaryngology | 2 | 1 | 50 | 0 | 0 | 1 | 50 | 0 | 0 | 0 | 0 | 0 | 0 |
| 8 | Paediatrics | 5 | 2 | 40 | 0 | 0 | 2 | 40 | 0 | 0 | 0 | 0 | 1 | 20 |
| 9 | Paediatric Surgery | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 10 | Physical Medicine & Rehabilitation | 6 | 3 | 50 | 0 | 0 | 1 | 17 | 1 | 17 | 0 | 0 | 1 | 16 |
| 11 | Psychiatry | 10 | 6 | 60 | 0 | 0 | 0 | 0 | 1 | 10 | 0 | 0 | 3 | 30 |
| 12 | Urology | 7 | 1 | 14 | 1 | 14 | 2 | 29 | 0 | 0 | 0 | 0 | 3 | 43 |
| 13 | CTVS | 1 | 0 | 0 | 0 | 0 | 1 | 100 | 0 | 0 | 0 | 0 | 0 | 0 |
| 14 | Endocrinology | 4 | 1 | 25 | 1 | 25 | 1 | 25 | 0 | 0 | 0 | 0 | 1 | 25 |
| 15 | EYE | 5 | 3 | 60 | 2 | 40 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 16 | Skin | 12 | 5 | 42 | 2 | 17 | 1 | 8 | 1 | 8 | 0 | 0 | 3 | 25 |
| 17 | Apex Regional STD Centre | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |

| S# | 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 | 10 | 3 | 30 | 0 | 0 | 1 | 10 | 2 | 20 | 0 | 0 | 4 | 40 |
| 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 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 22 | Neuro Surgery | 2 | 1 | 50 | 1 | 50 | 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 | 11 | 7 | 64 | 1 | 9 | 1 | 9 | 0 | 0 | 0 | 0 | 2 | 18 |
| 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 | 25 | 11 | 44 | 2 | 8 | 2 | 8 | 3 | 12 | 0 | 0 | 7 | 28 |
| 30 | Dept-39 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 31 | Dept-88 | 12 | 7 | 58 | 2 | 17 | 0 | 0 | 1 | 8 | 0 | 0 | 2 | 17 |
| 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-95 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 36 | Dept-89 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 37 | Dept-31 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |

3.2 Cleanliness

| S# | 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 | 63 | 14 | 22 | 4 | 6 | 5 | 8 | 7 | 11 | 21 | 33 | 2 | 3 | 10 | 17 |
| 1 | Cardiology | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 100 | 0 | 0 | 0 | 0 |
| 2 | Haematology | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 3 | Medicine | 16 | 2 | 13 | 3 | 19 | 0 | 0 | 0 | 0 | 3 | 19 | 2 | 13 | 6 | 36 |
| 4 | Nephrology | 0 | 0 | 0 | 0 | 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 | 0 | 0 | 0 | 0 |
| 6 | Orthopaedics | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 7 | Otorhinolaryngology | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 8 | Paediatrics | 2 | 1 | 50 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 50 | 0 | 0 | 0 | 0 |
| 9 | Paediatric Surgery | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 10 | Physical Medicine & Rehabilitation | 6 | 1 | 17 | 0 | 0 | 1 | 17 | 1 | 17 | 2 | 33 | 0 | 0 | 1 | 16 |
| 11 | Psychiatry | 5 | 1 | 20 | 1 | 20 | 0 | 0 | 1 | 20 | 2 | 40 | 0 | 0 | 0 | 0 |
| 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 | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 2 | 100 | 0 | 0 | 0 | 0 |
| 15 | EYE | 5 | 3 | 60 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 20 | 0 | 0 | 1 | 20 |
| 16 | Skin | 7 | 1 | 14 | 0 | 0 | 2 | 29 | 3 | 43 | 1 | 14 | 0 | 0 | 0 | 0 |
| 17 | Apex Regional STD Centre | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |

| S# | 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 | 3 | 1 | 33 | 0 | 0 | 0 | 0 | 0 | 0 | 2 | 67 | 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 | 10 | 2 | 20 | 0 | 0 | 1 | 10 | 1 | 10 | 6 | 60 | 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 | 3 | 0 | 0 | 0 | 0 | 1 | 33 | 1 | 33 | 0 | 0 | 0 | 0 | 1 | 34 |
| 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-95 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 36 | Dept-89 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 37 | Dept-31 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |

3.3 Cost of Treatment

| S# | Departments | Total responses for dissatisfaction with cost of treatment | Medicines and Supplies | Medicines and Supplies (%) | Investigations | Investigations (%) | Informal payment | Informal payment (%) |
|----|---|--|------------------------|----------------------------|----------------|--------------------|------------------|----------------------|
| 0 | Total | 49 | 23 | 47 | 19 | 39 | 7 | 14 |
| 1 | Cardiology | 3 | 2 | 67 | 1 | 33 | 0 | 0 |
| 2 | Haematology | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 3 | Medicine | 5 | 4 | 80 | 1 | 20 | 0 | 0 |
| 4 | Nephrology | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 5 | Obstetrics and Gynaecology | 1 | 1 | 100 | 0 | 0 | 0 | 0 |
| 6 | Orthopaedics | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 7 | Otorhinolaryngology | 2 | 1 | 50 | 1 | 50 | 0 | 0 |
| 8 | Paediatrics | 2 | 1 | 50 | 0 | 0 | 1 | 50 |
| 9 | Paediatric Surgery | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 10 | Physical Medicine & Rehabilitation | 3 | 1 | 33 | 1 | 33 | 1 | 34 |
| 11 | Psychiatry | 5 | 4 | 80 | 0 | 0 | 1 | 20 |
| 12 | Urology | 3 | 1 | 33 | 1 | 33 | 1 | 34 |
| 13 | CTVS | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 14 | Endocrinology | 2 | 0 | 0 | 2 | 100 | 0 | 0 |
| 15 | EYE | 2 | 0 | 0 | 1 | 50 | 1 | 50 |
| 16 | Skin | 6 | 2 | 33 | 3 | 50 | 1 | 17 |
| 17 | Apex Regional STD Centre | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 18 | Neurology | 1 | 0 | 0 | 1 | 100 | 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 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |

| S# | Departments | Total responses for dissatisfaction with cost of treatment | Medicines and Supplies | Medicines and Supplies (%) | Investigations | Investigations (%) | Informal payment | Informal payment (%) |
|----|---------------------------------------|--|------------------------|----------------------------|----------------|--------------------|------------------|----------------------|
| 22 | Neuro Surgery | 2 | 0 | 0 | 2 | 100 | 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 | 4 | 2 | 50 | 1 | 25 | 1 | 25 |
| 27 | Radiotherapy | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 28 | Dept-41 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 29 | Dept-87 | 5 | 3 | 60 | 2 | 40 | 0 | 0 |
| 30 | Dept-39 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 31 | Dept-88 | 3 | 1 | 33 | 2 | 67 | 0 | 0 |
| 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-95 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 36 | Dept-89 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 37 | Dept-31 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |

3.4 Quality of Treatment

| S# | 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 | 8 | 2 | 25 | 1 | 13 | 4 | 50 | 0 | 0 | 1 | 12 |
| 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 | 3 | 1 | 33 | 1 | 33 | 1 | 34 | 0 | 0 | 0 | 0 |
| 4 | Nephrology | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 5 | Obstetrics and Gynaecology | 1 | 1 | 100 | 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 | 0 | 0 | 0 | 0 | 1 | 100 | 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 |

| S# | 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 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 100 |
| 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 | 2 | 0 | 0 | 0 | 0 | 2 | 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-95 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 36 | Dept-89 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 37 | Dept-31 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |

3.5 Other Reasons

| S# | 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 | 163 | 57 | 35 | 13 | 8 | 16 | 10 | 0 | 0 | 33 | 20 | 44 | 27 |
| 1 | Cardiology | 6 | 1 | 17 | 1 | 17 | 0 | 0 | 0 | 0 | 3 | 50 | 1 | 16 |
| 2 | Haematology | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 3 | Medicine | 37 | 12 | 32 | 3 | 8 | 5 | 14 | 0 | 0 | 7 | 19 | 10 | 27 |
| 4 | Nephrology | 2 | 2 | 100 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 5 | Obstetrics and Gynaecology | 9 | 5 | 56 | 1 | 11 | 0 | 0 | 0 | 0 | 0 | 0 | 3 | 33 |
| 6 | Orthopaedics | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 7 | Otorhinolaryngology | 4 | 1 | 25 | 0 | 0 | 0 | 0 | 0 | 0 | 2 | 50 | 1 | 25 |
| 8 | Paediatrics | 3 | 1 | 33 | 1 | 33 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 34 |
| 9 | Paediatric Surgery | 1 | 1 | 100 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 10 | Physical Medicine & Rehabilitation | 4 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 4 | 100 |
| 11 | Psychiatry | 3 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 2 | 67 | 1 | 33 |
| 12 | Urology | 4 | 2 | 50 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 2 | 50 |
| 13 | CTVS | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 14 | Endocrinology | 7 | 2 | 29 | 0 | 0 | 1 | 14 | 0 | 0 | 3 | 43 | 1 | 14 |
| 15 | EYE | 5 | 0 | 0 | 2 | 40 | 0 | 0 | 0 | 0 | 1 | 20 | 2 | 40 |
| 16 | Skin | 20 | 10 | 50 | 1 | 5 | 0 | 0 | 0 | 0 | 2 | 10 | 7 | 35 |
| 17 | Apex Regional STD Centre | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 18 | Neurology | 15 | 7 | 47 | 1 | 7 | 2 | 13 | 0 | 0 | 2 | 13 | 3 | 20 |

| S# | 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 | 1 | 1 | 100 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 21 | Dental Surgery | 3 | 0 | 0 | 0 | 0 | 1 | 33 | 0 | 0 | 2 | 67 | 0 | 0 |
| 22 | Neuro Surgery | 3 | 1 | 33 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 33 | 1 | 34 |
| 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 | 4 | 44 | 0 | 0 | 1 | 11 | 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 | 16 | 5 | 31 | 2 | 13 | 3 | 19 | 0 | 0 | 5 | 31 | 1 | 6 |
| 30 | Dept-39 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 31 | Dept-88 | 11 | 2 | 18 | 1 | 9 | 3 | 27 | 0 | 0 | 3 | 27 | 2 | 19 |
| 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-95 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 36 | Dept-89 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 37 | Dept-31 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |