

Mera Aspataal Department Wise Report

State : Delhi



Ministry of Health and Family Welfare
Government of India

Facility : Safdarjung Hospital Delhi

From : 2020-04-26 To : 2020-06-06

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	25,838	9,473	37	1,173	12	407	35	450	38	316	27
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	6,680	2,363	35	276	12	120	43	93	34	63	23
4	Nephrology	4	0	0	0	0	0	0	0	0	0	0
5	Obstetrics and Gynaecology	1,439	392	27	39	10	9	23	16	41	14	36
6	Orthopaedics	0	0	0	0	0	0	0	0	0	0	0
7	Otorhinolaryngology	1,396	459	33	52	11	17	33	24	46	11	21
8	Paediatrics	996	289	29	36	12	12	33	18	50	6	17
9	Paediatric Surgery	279	85	30	8	9	5	63	2	25	1	12

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	1,352	312	23	36	12	14	39	14	39	8	22
11	Psychiatry	2	2	100	1	50	1	100	0	0	0	0
12	Urology	5	1	20	0	0	0	0	0	0	0	0
13	CTVS	2	1	50	1	100	0	0	1	100	0	0
14	Endocrinology	1	1	100	0	0	0	0	0	0	0	0
15	EYE	799	234	29	21	9	9	43	7	33	5	24
16	Skin	1,469	411	28	44	11	17	39	15	34	12	27
17	Apex Regional STD Centre	33	13	39	2	15	0	0	2	100	0	0
18	Neurology	10	2	20	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	149	46	31	3	7	1	33	1	33	1	34
21	Dental Surgery	478	312	65	36	12	11	31	14	39	11	30
22	Neuro Surgery	1	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	53	12	23	3	25	1	33	1	33	1	34
26	General Surgery	2,467	701	28	76	11	26	34	34	45	16	21
27	Radiotherapy	298	124	42	17	14	6	35	6	35	5	30
28	Dept-41	0	0	0	0	0	0	0	0	0	0	0
29	Dept-87	2,766	791	29	103	13	33	32	41	40	29	28

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 (%)
30	Dept-88	5,158	2,922	57	419	14	125	30	161	38	133	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	Total	232	95	41	25	11	36	16	0	0	76	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	50	21	42	4	8	6	12	0	0	19	38
4	Nephrology	0	0	0	0	0	0	0	0	0	0	0
5	Obstetrics and Gynaecology	13	5	38	1	8	2	15	0	0	5	39
6	Orthopaedics	0	0	0	0	0	0	0	0	0	0	0
7	Otorhinolaryngology	7	4	57	0	0	2	29	0	0	1	14
8	Paediatrics	6	4	67	1	17	1	16	0	0	0	0
9	Paediatric Surgery	1	0	0	0	0	0	0	0	0	1	100
10	Physical Medicine & Rehabilitation	10	6	60	1	10	1	10	0	0	2	20
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	7	2	29	1	14	3	43	0	0	1	14
16	Skin	7	5	71	0	0	2	29	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
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	1	0	0	0	0	0	0	0	0	1	100
21	Dental Surgery	7	1	14	0	0	3	43	0	0	3	43
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	10	3	30	0	0	1	10	0	0	6	60
27	Radiotherapy	4	1	25	1	25	1	25	0	0	1	25
28	Dept-41	0	0	0	0	0	0	0	0	0	0	0
29	Dept-87	23	11	48	0	0	2	9	0	0	10	43
30	Dept-88	86	32	37	16	19	12	14	0	0	26	30
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