



Ministry of Health and Family Welfare
Government of India

Mera Aspataal Department Wise Report

Facility : Safdarjung Hospital Delhi



From : 2021-04-25 To : 2021-06-05

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	44,543	12,947	29	891	7	339	38	324	36	228	26
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	8,240	777	9	42	5	22	52	14	33	6	15
4	Nephrology	0	0	0	0	0	0	0	0	0	0	0
5	Obstetrics and Gynaecology	2,693	248	9	13	5	4	31	5	38	4	31
6	Orthopaedics	3,929	3,186	81	289	9	123	43	97	34	69	23
7	Otorhinolaryngology	2,431	168	7	14	8	4	29	7	50	3	21
8	Paediatrics	1,857	130	7	7	5	3	43	1	14	3	43
9	Paediatric Surgery	381	30	8	4	13	2	50	1	25	1	25
10	Physical Medicine & Rehabilitation	2,332	145	6	12	8	4	33	7	58	1	9
11	Psychiatry	1,139	935	82	47	5	16	34	18	38	13	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 (%)
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	1,978	177	9	16	9	2	13	10	63	4	24
16	Skin	2,936	232	8	13	6	7	54	4	31	2	15
17	Apex Regional STD Centre	49	3	6	1	33	0	0	1	100	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	321	55	17	7	13	1	14	2	29	4	57
21	Dental Surgery	559	477	85	42	9	13	31	16	38	13	31
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	123	24	20	0	0	0	0	0	0	0	0
26	General Surgery	3,745	337	9	15	4	6	40	8	53	1	7
27	Radiotherapy	476	348	73	19	5	5	26	9	47	5	27
28	Dept-0	0	0	0	0	0	0	0	0	0	0	0
29	Dept-41	0	0	0	0	0	0	0	0	0	0	0
30	Dept-87	3,421	467	14	37	8	12	32	12	32	13	36
31	Dept-88	4,679	3,113	67	221	7	77	35	79	36	65	29

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-89	3,254	2,095	64	92	4	38	41	33	36	21	23
33	Dept-39	0	0	0	0	0	0	0	0	0	0	0
34	Dept-91	0	0	0	0	0	0	0	0	0	0	0
35	Dept-31	0	0	0	0	0	0	0	0	0	0	0
36	Dept-60	0	0	0	0	0	0	0	0	0	0	0
37	Dept-46	0	0	0	0	0	0	0	0	0	0	0
38	Dept-90	0	0	0	0	0	0	0	0	0	0	0
39	Dept-92	0	0	0	0	0	0	0	0	0	0	0
40	Dept-95	0	0	0	0	0	0	0	0	0	0	0
41	Dept-43	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	181	72	40	21	12	33	18	0	0	55	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	3	60	2	40	0	0	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	50	23	46	4	8	8	16	0	0	15	30
7	Otorhinolaryngology	1	1	100	0	0	0	0	0	0	0	0
8	Paediatrics	2	2	100	0	0	0	0	0	0	0	0
9	Paediatric Surgery	2	0	0	0	0	1	50	0	0	1	50
10	Physical Medicine & Rehabilitation	1	0	0	0	0	0	0	0	0	1	100
11	Psychiatry	16	5	31	3	19	3	19	0	0	5	31
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	5	0	0	0	0	2	40	0	0	3	60
16	Skin	2	1	50	0	0	1	50	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	Staff behaviour	Staff behaviour (%)	Cleanliness	Cleanliness (%)	Cost of treatment	Cost of treatment (%)	Quality of treatment	Quality of treatment (%)	Other reasons	Other reasons (%)
19	Medical Oncology	0	0	0	0	0	0	0	0	0	0	0
20	Cancer Surgery	3	1	33	1	33	1	34	0	0	0	0
21	Dental Surgery	12	2	17	1	8	4	33	0	0	5	42
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	0	0	0	0	0	0	0	0	0	0	0
27	Radiotherapy	4	1	25	0	0	1	25	0	0	2	50
28	Dept-0	0	0	0	0	0	0	0	0	0	0	0
29	Dept-41	0	0	0	0	0	0	0	0	0	0	0
30	Dept-87	12	6	50	1	8	1	8	0	0	4	34
31	Dept-88	49	23	47	6	12	7	14	0	0	13	27
32	Dept-89	16	3	19	3	19	4	25	0	0	6	37
33	Dept-39	0	0	0	0	0	0	0	0	0	0	0
34	Dept-91	0	0	0	0	0	0	0	0	0	0	0
35	Dept-31	0	0	0	0	0	0	0	0	0	0	0
36	Dept-60	0	0	0	0	0	0	0	0	0	0	0
37	Dept-46	0	0	0	0	0	0	0	0	0	0	0
38	Dept-90	0	0	0	0	0	0	0	0	0	0	0
39	Dept-92	0	0	0	0	0	0	0	0	0	0	0
40	Dept-95	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 (%)
41	Dept-43	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	142	50	35	22	15	32	23	6	4	0	0	32	23
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	4	2	50	0	0	1	25	0	0	0	0	1	25
4	Nephrology	0	0	0	0	0	0	0	0	0	0	0	0	0
5	Obstetrics and Gynaecology	1	0	0	0	0	1	100	0	0	0	0	0	0
6	Orthopaedics	47	19	40	7	15	11	23	2	4	0	0	8	18
7	Otorhinolaryngology	1	1	100	0	0	0	0	0	0	0	0	0	0
8	Paediatrics	2	0	0	0	0	0	0	0	0	0	0	2	100
9	Paediatric Surgery	4	0	0	1	25	1	25	1	25	0	0	1	25
10	Physical Medicine & Rehabilitation	1	0	0	0	0	0	0	0	0	0	0	1	100
11	Psychiatry	9	1	11	2	22	3	33	1	11	0	0	2	23
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	2	2	100	0	0	0	0	0	0	0	0	0	0
16	Skin	1	0	0	0	0	0	0	1	100	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 (%)
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
19	Medical Oncology	0	0	0	0	0	0	0	0	0	0	0	0	0
20	Cancer Surgery	3	2	67	0	0	1	33	0	0	0	0	0	0
21	Dental Surgery	3	0	0	1	33	0	0	1	33	0	0	1	34
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	0	0	0	0	0	0	0	0	0	0	0	0	0
27	Radiotherapy	3	1	33	0	0	2	67	0	0	0	0	0	0
28	Dept-0	0	0	0	0	0	0	0	0	0	0	0	0	0
29	Dept-41	0	0	0	0	0	0	0	0	0	0	0	0	0
30	Dept-87	8	2	25	3	38	2	25	0	0	0	0	1	12
31	Dept-88	40	14	35	6	15	7	18	0	0	0	0	13	32
32	Dept-89	13	6	46	2	15	3	23	0	0	0	0	2	16
33	Dept-39	0	0	0	0	0	0	0	0	0	0	0	0	0
34	Dept-91	0	0	0	0	0	0	0	0	0	0	0	0	0
35	Dept-31	0	0	0	0	0	0	0	0	0	0	0	0	0
36	Dept-60	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 (%)
37	Dept-46	0	0	0	0	0	0	0	0	0	0	0	0	0
38	Dept-90	0	0	0	0	0	0	0	0	0	0	0	0	0
39	Dept-92	0	0	0	0	0	0	0	0	0	0	0	0	0
40	Dept-95	0	0	0	0	0	0	0	0	0	0	0	0	0
41	Dept-43	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	80	20	25	0	0	18	23	6	8	21	26	0	0	15	18
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	2	0	0	0	0	0	0	0	0	2	100	0	0	0	0
4	Nephrology	0	0	0	0	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	0	0	0	0
6	Orthopaedics	27	7	26	0	0	9	33	2	7	5	19	0	0	4	15
7	Otorhinolaryngology	1	0	0	0	0	0	0	0	0	1	100	0	0	0	0
8	Paediatrics	2	2	100	0	0	0	0	0	0	0	0	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	1	0	0	0	0	1	100	0	0	0	0	0	0	0	0
11	Psychiatry	7	1	14	0	0	1	14	0	0	2	29	0	0	3	43
12	Urology	0	0	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	0	0
14	Endocrinology	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
15	EYE	1	0	0	0	0	1	100	0	0	0	0	0	0	0	0
16	Skin	1	0	0	0	0	0	0	1	100	0	0	0	0	0	0

Sr. No	Departments	Total responses for dis-satisfaction with cleanliness	Patient registration and waiting area	Patient registration and waiting area (%)	wards	wards (%)	Exam-ination room and table	Exam-ination room and table (%)	Corridors	Corridors (%)	Toilet	Toilet (%)	Bed sheets	Bed sheets (%)	General surro-unding	General surro-unding (%)
17	Apex Regional STD Centre	0	0	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	0	0
19	Medical Oncology	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
20	Cancer Surgery	2	2	100	0	0	0	0	0	0	0	0	0	0	0	0
21	Dental Surgery	1	0	0	0	0	1	100	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	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
27	Radiotherapy	1	1	100	0	0	0	0	0	0	0	0	0	0	0	0
28	Dept-0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
29	Dept-41	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
30	Dept-87	6	2	33	0	0	2	33	1	17	1	17	0	0	0	0
31	Dept-88	19	1	5	0	0	0	0	1	5	9	47	0	0	8	43
32	Dept-89	8	3	38	0	0	3	38	1	13	1	11	0	0	0	0
33	Dept-39	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
34	Dept-91	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
35	Dept-31	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 (%)
36	Dept-60	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
37	Dept-46	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
38	Dept-90	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
39	Dept-92	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
40	Dept-95	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
41	Dept-43	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	51	21	41	14	27	16	32
1	Cardiology	0	0	0	0	0	0	0
2	Haematology	0	0	0	0	0	0	0
3	Medicine	1	0	0	0	0	1	100
4	Nephrology	0	0	0	0	0	0	0
5	Obstetrics and Gynaecology	0	0	0	0	0	0	0
6	Orthopaedics	19	10	53	5	26	4	21
7	Otorhinolaryngology	1	0	0	0	0	1	100
8	Paediatrics	1	1	100	0	0	0	0
9	Paediatric Surgery	0	0	0	0	0	0	0
10	Physical Medicine & Rehabilitation	0	0	0	0	0	0	0
11	Psychiatry	5	3	60	1	20	1	20
12	Urology	0	0	0	0	0	0	0
13	CTVS	0	0	0	0	0	0	0
14	Endocrinology	0	0	0	0	0	0	0
15	EYE	1	0	0	1	100	0	0
16	Skin	1	1	100	0	0	0	0
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	2	0	0	1	50	1	50

Sr. No	Departments	Total responses for dissatisfaction with cost of treatment	Medicines and Supplies	Medicines and Supplies (%)	Investigations	Investigations (%)	Informal payment	Informal payment (%)
21	Dental Surgery	1	0	0	0	0	1	100
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	0	0	0	0	0	0	0
27	Radiotherapy	1	0	0	1	100	0	0
28	Dept-0	0	0	0	0	0	0	0
29	Dept-41	0	0	0	0	0	0	0
30	Dept-87	6	2	33	1	17	3	50
31	Dept-88	7	3	43	1	14	3	43
32	Dept-89	5	1	20	3	60	1	20
33	Dept-39	0	0	0	0	0	0	0
34	Dept-91	0	0	0	0	0	0	0
35	Dept-31	0	0	0	0	0	0	0
36	Dept-60	0	0	0	0	0	0	0
37	Dept-46	0	0	0	0	0	0	0
38	Dept-90	0	0	0	0	0	0	0
39	Dept-92	0	0	0	0	0	0	0
40	Dept-95	0	0	0	0	0	0	0
41	Dept-43	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	0	0	0	0	0	0	0	0	0	0	0
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	0	0	0	0	0	0	0	0	0	0	0
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	0	0	0	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	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

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 (%)
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	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	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-0	0	0	0	0	0	0	0	0	0	0	0
29	Dept-41	0	0	0	0	0	0	0	0	0	0	0
30	Dept-87	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-89	0	0	0	0	0	0	0	0	0	0	0
33	Dept-39	0	0	0	0	0	0	0	0	0	0	0
34	Dept-91	0	0	0	0	0	0	0	0	0	0	0
35	Dept-31	0	0	0	0	0	0	0	0	0	0	0
36	Dept-60	0	0	0	0	0	0	0	0	0	0	0
37	Dept-46	0	0	0	0	0	0	0	0	0	0	0
38	Dept-90	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 (%)
39	Dept-92	0	0	0	0	0	0	0	0	0	0	0
40	Dept-95	0	0	0	0	0	0	0	0	0	0	0
41	Dept-43	0	0	0	0	0	0	0	0	0	0	0

Other Reasons

Sr. No	Departments	Total responses for dissatisfaction 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	45	15	33	3	7	9	20	0	0	9	20	9	20
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	1	0	0	0	0	0	0	0	0	1	100	0	0
4	Nephrology	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
6	Orthopaedics	20	7	35	2	10	4	20	0	0	3	15	4	20
7	Otorhinolaryngology	0	0	0	0	0	0	0	0	0	0	0	0	0
8	Paediatrics	1	1	100	0	0	0	0	0	0	0	0	0	0
9	Paediatric Surgery	0	0	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	0	0
11	Psychiatry	3	3	100	0	0	0	0	0	0	0	0	0	0
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	1	0	0	0	0	0	0	0	0	0	0	1	100
16	Skin	1	0	0	0	0	0	0	0	0	1	100	0	0
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 dissatisfaction 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 (%)
19	Medical Oncology	0	0	0	0	0	0	0	0	0	0	0	0	0
20	Cancer Surgery	2	0	0	0	0	1	50	0	0	1	50	0	0
21	Dental Surgery	1	0	0	0	0	0	0	0	0	1	100	0	0
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	0	0	0	0	0	0	0	0	0	0	0	0	0
27	Radiotherapy	1	1	100	0	0	0	0	0	0	0	0	0	0
28	Dept-0	0	0	0	0	0	0	0	0	0	0	0	0	0
29	Dept-41	0	0	0	0	0	0	0	0	0	0	0	0	0
30	Dept-87	3	0	0	1	33	0	0	0	0	0	0	2	67
31	Dept-88	7	1	14	0	0	3	43	0	0	2	29	1	14
32	Dept-89	4	2	50	0	0	1	25	0	0	0	0	1	25
33	Dept-39	0	0	0	0	0	0	0	0	0	0	0	0	0
34	Dept-91	0	0	0	0	0	0	0	0	0	0	0	0	0
35	Dept-31	0	0	0	0	0	0	0	0	0	0	0	0	0
36	Dept-60	0	0	0	0	0	0	0	0	0	0	0	0	0
37	Dept-46	0	0	0	0	0	0	0	0	0	0	0	0	0
38	Dept-90	0	0	0	0	0	0	0	0	0	0	0	0	0
39	Dept-92	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 (%)	Lack of support	Lack of support (%)	Over crowding	Over crowding (%)	Any other	Any other (%)
40	Dept-95	0	0	0	0	0	0	0	0	0	0	0	0	0
41	Dept-43	0	0	0	0	0	0	0	0	0	0	0	0	0