

## Mera Aspatal Department Wise Report

State : Delhi

Facility : Safdarjung Hospital Delhi

From : 2020-11-01 To : 2020-12-05



Ministry of Health and Family Welfare  
Government of India



### 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>	82,438	18,539	22	557	3	183	33	216	39	158	28
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	16,404	1,467	9	43	3	15	35	18	42	10	23
4	Nephrology	0	0	0	0	0	0	0	0	0	0	0
5	Obstetrics and Gynaecology	5,993	511	9	18	4	5	28	6	33	7	39
6	Orthopaedics	0	0	0	0	0	0	0	0	0	0	0
7	Otorhinolaryngology	5,224	453	9	20	4	4	20	8	40	8	40
8	Paediatrics	4,549	351	8	12	3	3	25	5	42	4	33
9	Paediatric Surgery	945	58	6	2	3	1	50	0	0	1	50

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	5,321	355	7	8	2	4	50	4	50	0	0
11	Psychiatry	1,655	1,268	77	26	2	6	23	17	65	3	12
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	3,907	302	8	6	2	3	50	1	17	2	33
16	Skin	8,628	733	8	16	2	6	38	7	44	3	18
17	Apex Regional STD Centre	164	8	5	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	466	55	12	4	7	0	0	1	25	3	75
21	Dental Surgery	2,126	1,796	84	46	3	17	37	16	35	13	28
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	149	37	25	2	5	1	50	0	0	1	50
26	General Surgery	8,544	750	9	28	4	14	50	7	25	7	25
27	Radiotherapy	547	257	47	10	4	6	60	3	30	1	10
28	Dept-41	0	0	0	0	0	0	0	0	0	0	0
29	Dept-87	5,063	957	19	23	2	6	26	9	39	8	35

<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	6,925	5,206	75	209	4	62	30	82	39	65	31
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	5,828	3,975	68	84	2	30	36	32	38	22	26
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>	143	53	37	19	13	24	17	0	0	47	33
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>	11	3	27	1	9	3	27	0	0	4	37
4	<b>Nephrology</b>	0	0	0	0	0	0	0	0	0	0	0
5	<b>Obstetrics and Gynaecology</b>	3	2	67	0	0	0	0	0	0	1	33
6	<b>Orthopaedics</b>	0	0	0	0	0	0	0	0	0	0	0
7	<b>Otorhinolaryngology</b>	8	3	38	1	13	2	25	0	0	2	24
8	<b>Paediatrics</b>	3	1	33	0	0	0	0	0	0	2	67
9	<b>Paediatric Surgery</b>	1	0	0	0	0	0	0	0	0	1	100
10	<b>Physical Medicine &amp; Rehabilitation</b>	0	0	0	0	0	0	0	0	0	0	0
11	<b>Psychiatry</b>	3	1	33	0	0	2	67	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>	2	1	50	0	0	0	0	0	0	1	50
16	<b>Skin</b>	6	1	17	2	33	2	33	0	0	1	17
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	3	0	0	0	0	0	0	0	0	3	100
21	Dental Surgery	9	5	56	0	0	1	11	0	0	3	33
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	6	1	17	3	50	1	17	0	0	1	16
27	Radiotherapy	1	0	0	0	0	1	100	0	0	0	0
28	Dept-41	0	0	0	0	0	0	0	0	0	0	0
29	Dept-87	5	0	0	1	20	2	40	0	0	2	40
30	Dept-88	60	27	45	8	13	6	10	0	0	19	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	21	7	33	3	14	4	19	0	0	7	34
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