



Mera Aspataal Department Wise Report

Facility : Safdarjung Hospital Delhi



From : 2018-09-30 To : 2018-11-03

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	1,36,166	25,748	19	2,514	10	712	28	1,111	44	691	28
1	Cardiology	531	31	6	3	10	1	33	1	33	1	34
2	Haematology	12	1	8	0	0	0	0	0	0	0	0
3	Medicine	32,468	3,619	11	369	10	107	29	158	43	104	28
4	Nephrology	38	1	3	0	0	0	0	0	0	0	0
5	Obstetrics and Gynaecology	7,878	933	12	105	11	36	34	45	43	24	23
6	Orthopaedics	491	29	6	4	14	0	0	1	25	3	75
7	Otorhinolaryngology	10,438	1,234	12	108	9	26	24	55	51	27	25
8	Paediatrics	10,113	899	9	92	10	22	24	46	50	24	26
9	Paediatric Surgery	1,496	165	11	21	13	5	24	11	52	5	24
10	Physical Medicine & Rehabilitation	9,424	1,008	11	91	9	26	29	45	49	20	22
11	Psychiatry	2,498	2,017	81	198	10	74	37	84	42	40	21

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	130	10	8	1	10	0	0	1	100	0	0
13	CTVS	76	9	12	2	22	0	0	1	50	1	50
14	Endocrinology	72	11	15	0	0	0	0	0	0	0	0
15	EYE	6,325	764	12	58	8	18	31	29	50	11	19
16	Skin	15,003	2,560	17	251	10	62	25	130	52	59	23
17	Apex Regional STD Centre	189	15	8	4	27	0	0	4	100	0	0
18	Neurology	62	4	6	0	0	0	0	0	0	0	0
19	Medical Oncology	103	4	4	0	0	0	0	0	0	0	0
20	Cancer Surgery	577	112	19	13	12	2	15	6	46	5	39
21	Dental Surgery	4,342	1,796	41	163	9	53	33	68	42	42	25
22	Neuro Surgery	524	20	4	2	10	1	50	0	0	1	50
23	Pulmonary Critical Case & Sleep	98	2	2	0	0	0	0	0	0	0	0
24	Burns Plastic & Maxillofacial Surgery	208	5	2	0	0	0	0	0	0	0	0
25	Palliative Pain Clinic	122	26	21	3	12	0	0	2	67	1	33
26	General Surgery	12,324	1,406	11	161	11	41	25	81	50	39	25
27	Radiotherapy	1,256	76	6	3	4	1	33	2	67	0	0
28	Dept-41	5	3	60	0	0	0	0	0	0	0	0
29	Dept-87	9,976	2,232	22	220	10	63	29	103	47	54	24
30	Dept-39	0	0	0	0	0	0	0	0	0	0	0
31	Dept-88	9,385	6,755	72	642	10	174	27	238	37	230	36
32	Dept-91	1	0	0	0	0	0	0	0	0	0	0
33	Dept-60	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 (%)
34	Dept-46	0	0	0	0	0	0	0	0	0	0	0
35	Dept-90	0	0	0	0	0	0	0	0	0	0	0
36	Dept-92	0	0	0	0	0	0	0	0	0	0	0
37	Dept-95	0	0	0	0	0	0	0	0	0	0	0
38	Dept-43	0	0	0	0	0	0	0	0	0	0	0
39	Dept-31	1	1	100	0	0	0	0	0	0	0	0
40	Dept-89	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	611	234	38	61	10	102	17	5	1	209	34
1	Cardiology	1	0	0	0	0	1	100	0	0	0	0
2	Haematology	0	0	0	0	0	0	0	0	0	0	0
3	Medicine	96	36	38	7	7	15	16	1	1	37	38
4	Nephrology	0	0	0	0	0	0	0	0	0	0	0
5	Obstetrics and Gynaecology	26	6	23	6	23	4	15	1	4	9	35
6	Orthopaedics	4	1	25	0	0	1	25	1	25	1	25
7	Otorhinolaryngology	26	9	35	1	4	9	35	0	0	7	26
8	Paediatrics	21	11	52	1	5	3	14	0	0	6	29
9	Paediatric Surgery	4	0	0	0	0	0	0	0	0	4	100
10	Physical Medicine & Rehabilitation	15	5	33	1	7	5	33	0	0	4	27
11	Psychiatry	37	10	27	7	19	6	16	0	0	14	38
12	Urology	0	0	0	0	0	0	0	0	0	0	0
13	CTVS	1	1	100	0	0	0	0	0	0	0	0
14	Endocrinology	0	0	0	0	0	0	0	0	0	0	0
15	EYE	10	2	20	3	30	1	10	0	0	4	40
16	Skin	53	12	23	2	4	12	23	0	0	27	50
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	3	3	100	0	0	0	0	0	0	0	0
21	Dental Surgery	32	8	25	3	9	10	31	0	0	11	35
22	Neuro Surgery	1	1	100	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	0	0	0	0	0	0	0	0	1	100
26	General Surgery	33	10	30	5	15	7	21	0	0	11	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	49	25	51	6	12	4	8	2	4	12	25
30	Dept-39	0	0	0	0	0	0	0	0	0	0	0
31	Dept-88	198	94	47	19	10	24	12	0	0	61	31
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-90	0	0	0	0	0	0	0	0	0	0	0
36	Dept-92	0	0	0	0	0	0	0	0	0	0	0
37	Dept-95	0	0	0	0	0	0	0	0	0	0	0
38	Dept-43	0	0	0	0	0	0	0	0	0	0	0
39	Dept-31	0	0	0	0	0	0	0	0	0	0	0
40	Dept-89	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	222	82	37	34	15	30	14	12	5	1	0	63	29
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	32	14	44	4	13	4	13	0	0	0	0	10	30
4	Nephrology	0	0	0	0	0	0	0	0	0	0	0	0	0
5	Obstetrics and Gynaecology	7	1	14	2	29	1	14	2	29	0	0	1	14
6	Orthopaedics	1	0	0	0	0	1	100	0	0	0	0	0	0
7	Otorhinolaryngology	9	5	56	1	11	1	11	0	0	0	0	2	22
8	Paediatrics	13	4	31	0	0	3	23	2	15	0	0	4	31
9	Paediatric Surgery	0	0	0	0	0	0	0	0	0	0	0	0	0
10	Physical Medicine & Rehabilitation	4	2	50	0	0	1	25	0	0	0	0	1	25
11	Psychiatry	13	4	31	1	8	2	15	1	8	0	0	5	38
12	Urology	0	0	0	0	0	0	0	0	0	0	0	0	0
13	CTVS	1	0	0	0	0	0	0	0	0	0	0	1	100
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	11	6	55	0	0	2	18	0	0	0	0	3	27
17	Apex Regional STD Centre	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 (%)
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	2	1	50	0	0	0	0	0	0	0	0	1	50
21	Dental Surgery	4	2	50	1	25	1	25	0	0	0	0	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	8	4	50	0	0	2	25	1	13	0	0	1	12
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	24	5	21	2	8	5	21	2	8	1	4	9	38
30	Dept-39	0	0	0	0	0	0	0	0	0	0	0	0	0
31	Dept-88	91	32	35	23	25	7	8	4	4	0	0	25	28
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-90	0	0	0	0	0	0	0	0	0	0	0	0	0
36	Dept-92	0	0	0	0	0	0	0	0	0	0	0	0	0
37	Dept-95	0	0	0	0	0	0	0	0	0	0	0	0	0
38	Dept-43	0	0	0	0	0	0	0	0	0	0	0	0	0
39	Dept-31	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 (%)
40	Dept-89	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	74	19	26	1	1	13	18	11	15	21	28	1	1	8	11
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	8	2	25	0	0	1	13	1	13	4	49	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	8	3	38	0	0	0	0	1	13	3	38	0	0	1	11
6	Orthopaedics	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
7	Otorhinolaryngology	4	1	25	0	0	1	25	1	25	1	25	0	0	0	0
8	Paediatrics	1	1	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	0	0	0	0	1	100	0	0	0	0
11	Psychiatry	11	4	36	0	0	3	27	2	18	1	9	0	0	1	10
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	4	1	25	0	0	0	0	0	0	3	75	0	0	0	0
16	Skin	1	0	0	0	0	0	0	0	0	0	0	0	0	1	100
17	Apex Regional STD Centre	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 (%)
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	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
21	Dental Surgery	2	1	50	0	0	0	0	0	0	1	50	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	7	3	43	0	0	1	14	1	14	1	14	0	0	1	15
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	7	1	14	1	14	1	14	0	0	1	14	1	14	2	30
30	Dept-39	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
31	Dept-88	20	2	10	0	0	6	30	5	25	5	25	0	0	2	10
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-90	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
36	Dept-92	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
37	Dept-95	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 (%)
38	Dept-43	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
39	Dept-31	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
40	Dept-89	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	96	50	52	28	29	18	19
1	Cardiology	2	1	50	1	50	0	0
2	Haematology	0	0	0	0	0	0	0
3	Medicine	14	4	29	8	57	2	14
4	Nephrology	0	0	0	0	0	0	0
5	Obstetrics and Gynaecology	5	3	60	2	40	0	0
6	Orthopaedics	0	0	0	0	0	0	0
7	Otorhinolaryngology	11	6	55	2	18	3	27
8	Paediatrics	3	1	33	1	33	1	34
9	Paediatric Surgery	0	0	0	0	0	0	0
10	Physical Medicine & Rehabilitation	3	2	67	1	33	0	0
11	Psychiatry	5	2	40	0	0	3	60
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	1	100	0	0	0	0
16	Skin	12	10	83	2	17	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	0	0	0	0	0	0	0
21	Dental Surgery	9	6	67	2	22	1	11

Sr. No	Departments	Total responses for dissatisfaction with cost of treatment	Medicines and Supplies	Medicines and Supplies (%)	Investigations	Investigations (%)	Informal payment	Informal payment (%)
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	7	4	57	1	14	2	29
27	Radiotherapy	0	0	0	0	0	0	0
28	Dept-41	0	0	0	0	0	0	0
29	Dept-87	3	3	100	0	0	0	0
30	Dept-39	0	0	0	0	0	0	0
31	Dept-88	21	7	33	8	38	6	29
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-90	0	0	0	0	0	0	0
36	Dept-92	0	0	0	0	0	0	0
37	Dept-95	0	0	0	0	0	0	0
38	Dept-43	0	0	0	0	0	0	0
39	Dept-31	0	0	0	0	0	0	0
40	Dept-89	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	5	0	0	0	0	4	80	0	0	1	20
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	1	0	0	0	0	1	100	0	0	0	0
4	Nephrology	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
6	Orthopaedics	1	0	0	0	0	1	100	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
18	Neurology	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 (%)
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-41	0	0	0	0	0	0	0	0	0	0	0
29	Dept-87	2	0	0	0	0	1	50	0	0	1	50
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-90	0	0	0	0	0	0	0	0	0	0	0
36	Dept-92	0	0	0	0	0	0	0	0	0	0	0
37	Dept-95	0	0	0	0	0	0	0	0	0	0	0
38	Dept-43	0	0	0	0	0	0	0	0	0	0	0
39	Dept-31	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 (%)
40	Dept-89	0	0	0	0	0	0	0	0	0	0	0

Other Reasons

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 (%)
0	Total	208	62	30	23	11	23	11	0	0	37	18	63	30
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	39	13	33	5	13	4	10	0	0	8	21	9	23
4	Nephrology	0	0	0	0	0	0	0	0	0	0	0	0	0
5	Obstetrics and Gynaecology	7	2	29	2	29	0	0	0	0	1	14	2	28
6	Orthopaedics	1	1	100	0	0	0	0	0	0	0	0	0	0
7	Otorhinolaryngology	6	1	17	1	17	0	0	0	0	1	17	3	49
8	Paediatrics	10	2	20	2	20	1	10	0	0	3	30	2	20
9	Paediatric Surgery	4	2	50	0	0	0	0	0	0	0	0	2	50
10	Physical Medicine & Rehabilitation	1	0	0	0	0	0	0	0	0	0	0	1	100
11	Psychiatry	16	7	44	1	6	0	0	0	0	3	19	5	31
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	4	1	25	0	0	0	0	0	0	1	25	2	50
16	Skin	27	3	11	2	7	3	11	0	0	8	30	11	41
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 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	0	0	0	0	0	0	0	0	0	0	0	0	0
21	Dental Surgery	10	5	50	0	0	0	0	0	0	2	20	3	30
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	1	0	0	0	0	0	0	0	0	1	100	0	0
26	General Surgery	9	4	44	0	0	3	33	0	0	2	23	0	0
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	12	6	50	3	25	0	0	0	0	1	8	2	17
30	Dept-39	0	0	0	0	0	0	0	0	0	0	0	0	0
31	Dept-88	61	15	25	7	11	12	20	0	0	6	10	21	34
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-90	0	0	0	0	0	0	0	0	0	0	0	0	0
36	Dept-92	0	0	0	0	0	0	0	0	0	0	0	0	0
37	Dept-95	0	0	0	0	0	0	0	0	0	0	0	0	0
38	Dept-43	0	0	0	0	0	0	0	0	0	0	0	0	0
39	Dept-31	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 (%)	Lackof support	Lackof support (%)	Over crowding	Over crowding (%)	Any other	Any other (%)
40	Dept-89	0	0	0	0	0	0	0	0	0	0	0	0	0