



Ministry of Health and Family Welfare
Government of India

Mera Aspataal Department Wise Report

Facility : Safdarjung Hospital Delhi



From : 2024-10-27 To : 2024-11-30

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	2,57,924	1,55,994	60	7,314	5	2,682	37	2,622	36	2,010	27
1	Cardiology	8,629	5,531	64	271	5	120	44	102	38	49	18
2	Haematology	608	273	45	17	6	5	29	6	35	6	36
3	Medicine	25,639	13,533	53	650	5	219	34	238	37	193	29
4	Nephrology	3,018	1,865	62	92	5	35	38	29	32	28	30
5	Obstetrics and Gynaecology	8,168	4,751	58	191	4	62	32	69	36	60	32
6	Orthopaedics	15,757	8,938	57	486	5	161	33	192	40	133	27
7	Otorhinolaryngology	10,322	6,016	58	298	5	99	33	111	37	88	30
8	Paediatrics	10,541	5,024	48	207	4	95	46	69	33	43	21
9	Paediatric Surgery	1,781	1,128	63	65	6	25	38	30	46	10	16
10	Physical Medicine & Rehabilitation	10,259	5,850	57	275	5	105	38	103	37	67	25
11	Psychiatry	1,165	737	63	27	4	13	48	7	26	7	26

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	7,079	5,218	74	265	5	83	31	105	40	77	29
13	CTVS	1,286	819	64	37	5	16	43	10	27	11	30
14	Endocrinology	4,589	3,414	74	124	4	46	37	58	47	20	16
15	EYE	5,827	3,049	52	122	4	49	40	46	38	27	22
16	Skin	13,520	7,690	57	346	4	116	34	139	40	91	26
17	Apex Regional STD Centre	102	56	55	2	4	0	0	1	50	1	50
18	Neurology	5,198	3,705	71	129	3	56	43	51	40	22	17
19	Medical Oncology	1,302	691	53	28	4	7	25	13	46	8	29
20	Cancer Surgery	483	344	71	18	5	4	22	11	61	3	17
21	Dental Surgery	4,782	3,196	67	145	5	46	32	52	36	47	32
22	Neuro Surgery	3,383	1,967	58	120	6	35	29	38	32	47	39
23	Pulmonary Critical Case & Sleep	3,944	2,322	59	111	5	41	37	44	40	26	23
24	Burns Plastic & Maxillofacial Surgery	3,420	2,391	70	139	6	64	46	44	32	31	22
25	Palliative Pain Clinic	441	290	66	11	4	4	36	6	55	1	9
26	General Surgery	12,707	7,399	58	355	5	116	33	137	39	102	28
27	Radiotherapy	1,585	748	47	42	6	16	38	19	45	7	17
28	Main Casualty	47,595	34,194	72	1,648	5	585	35	539	33	524	32
29	Sports Injury Centre	21,677	12,042	56	465	4	229	49	140	30	96	21
30	DEPT OF COMMUNITY MEDICINE	649	343	53	18	5	7	39	7	39	4	22

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 (%)
31	Anaesthesiology	2,704	1,269	47	70	6	23	33	30	43	17	24
32	ANTINETAL CLINIC	12,657	6,702	53	309	5	111	36	106	34	92	30
33	Radiodiagnosis	27	9	33	0	0	0	0	0	0	0	0
34	Ayurveda	2,342	1,658	71	95	6	36	38	34	36	25	26
35	Integrative Medicine	1,689	772	46	33	4	10	30	12	36	11	34
36	Medicine Screening OPD	2,114	1,439	68	82	6	34	41	18	22	30	37
37	Gastroenterology	935	621	66	21	3	9	43	6	29	6	28
38	Dept-0	0	0	0	0	0	0	0	0	0	0	0
39	Dept-41	0	0	0	0	0	0	0	0	0	0	0
40	Dept-60	0	0	0	0	0	0	0	0	0	0	0
41	Dept-46	0	0	0	0	0	0	0	0	0	0	0
42	Dept-92	0	0	0	0	0	0	0	0	0	0	0
43	Dept-95	0	0	0	0	0	0	0	0	0	0	0
44	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	1,604	658	41	181	11	286	18	3	0	476	30
1	Cardiology	34	11	32	2	6	6	18	1	3	14	41
2	Haematology	7	3	43	2	29	0	0	0	0	2	28
3	Medicine	164	63	38	26	16	24	15	0	0	51	31
4	Nephrology	28	11	39	5	18	6	21	0	0	6	22
5	Obstetrics and Gynaecology	51	19	37	6	12	9	18	0	0	17	33
6	Orthopaedics	99	46	46	10	10	15	15	0	0	28	29
7	Otorhinolaryngology	68	31	46	7	10	11	16	0	0	19	28
8	Paediatrics	29	9	31	1	3	8	28	0	0	11	38
9	Paediatric Surgery	12	2	17	1	8	1	8	1	8	7	59
10	Physical Medicine & Rehabilitation	47	22	47	5	11	7	15	0	0	13	27
11	Psychiatry	8	2	25	1	13	0	0	0	0	5	62
12	Urology	61	21	34	5	8	13	21	0	0	22	37
13	CTVS	7	2	29	0	0	2	29	0	0	3	42
14	Endocrinology	17	7	41	4	24	2	12	0	0	4	23
15	EYE	27	11	41	4	15	3	11	0	0	9	33
16	Skin	71	25	35	11	15	12	17	0	0	23	33
17	Apex Regional STD Centre	0	0	0	0	0	0	0	0	0	0	0
18	Neurology	20	8	40	1	5	4	20	0	0	7	35

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	6	2	33	0	0	3	50	0	0	1	17
20	Cancer Surgery	5	2	40	1	20	1	20	0	0	1	20
21	Dental Surgery	42	16	38	3	7	13	31	0	0	10	24
22	Neuro Surgery	41	16	39	5	12	7	17	0	0	13	32
23	Pulmonary Critical Case & Sleep	19	6	32	1	5	5	26	0	0	7	37
24	Burns Plastic & Maxillofacial Surgery	21	6	29	5	24	4	19	0	0	6	28
25	Palliative Pain Clinic	1	0	0	0	0	0	0	0	0	1	100
26	General Surgery	74	28	38	10	14	12	16	0	0	24	32
27	Radiotherapy	7	4	57	1	14	2	29	0	0	0	0
28	Main Casualty	400	189	47	37	9	71	18	0	0	103	26
29	Sports Injury Centre	76	32	42	7	9	16	21	0	0	21	28
30	DEPT OF COMMUNITY MEDICINE	3	1	33	0	0	1	33	0	0	1	34
31	Anaesthesiology	12	5	42	1	8	2	17	0	0	4	33
32	ANTINETAL CLINIC	86	35	41	9	10	14	16	1	1	27	32
33	Radiodiagnosis	0	0	0	0	0	0	0	0	0	0	0
34	Ayurveda	17	7	41	3	18	4	24	0	0	3	17
35	Integrative Medicine	8	3	38	2	25	1	13	0	0	2	24
36	Medicine Screening OPD	31	12	39	5	16	6	19	0	0	8	26
37	Gastroenterology	5	1	20	0	0	1	20	0	0	3	60

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 (%)
38	Dept-0	0	0	0	0	0	0	0	0	0	0	0
39	Dept-41	0	0	0	0	0	0	0	0	0	0	0
40	Dept-60	0	0	0	0	0	0	0	0	0	0	0
41	Dept-46	0	0	0	0	0	0	0	0	0	0	0
42	Dept-92	0	0	0	0	0	0	0	0	0	0	0
43	Dept-95	0	0	0	0	0	0	0	0	0	0	0
44	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	1,233	485	39	124	10	196	16	86	7	5	0	337	28
1	Cardiology	28	12	43	1	4	6	21	1	4	0	0	8	28
2	Haematology	7	2	29	2	29	1	14	0	0	0	0	2	28
3	Medicine	124	36	29	7	6	26	21	9	7	1	1	45	36
4	Nephrology	19	4	21	3	16	4	21	5	26	0	0	3	16
5	Obstetrics and Gynaecology	38	20	53	0	0	6	16	4	11	0	0	8	20
6	Orthopaedics	77	27	35	7	9	14	18	7	9	0	0	22	29
7	Otorhinolaryngology	52	19	37	6	12	10	19	5	10	0	0	12	22
8	Paediatrics	25	7	28	3	12	2	8	2	8	2	8	9	36
9	Paediatric Surgery	8	2	25	0	0	1	13	1	13	0	0	4	49
10	Physical Medicine & Rehabilitation	37	10	27	5	14	7	19	2	5	0	0	13	35
11	Psychiatry	6	2	33	0	0	3	50	0	0	0	0	1	17
12	Urology	51	20	39	3	6	13	25	4	8	0	0	11	22
13	CTVS	5	1	20	1	20	1	20	1	20	0	0	1	20
14	Endocrinology	12	4	33	0	0	2	17	1	8	0	0	5	42
15	EYE	24	8	33	3	13	3	13	3	13	0	0	7	28
16	Skin	61	16	26	6	10	10	16	4	7	0	0	25	41

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	18	5	28	2	11	2	11	2	11	0	0	7	39
19	Medical Oncology	7	3	43	2	29	2	28	0	0	0	0	0	0
20	Cancer Surgery	4	2	50	1	25	0	0	0	0	0	0	1	25
21	Dental Surgery	30	13	43	2	7	5	17	2	7	0	0	8	26
22	Neuro Surgery	31	13	42	5	16	6	19	4	13	0	0	3	10
23	Pulmonary Critical Case & Sleep	15	10	67	1	7	2	13	0	0	0	0	2	13
24	Burns Plastic & Maxillofacial Surgery	15	7	47	0	0	2	13	2	13	0	0	4	27
25	Palliative Pain Clinic	1	0	0	0	0	1	100	0	0	0	0	0	0
26	General Surgery	54	19	35	3	6	10	19	0	0	0	0	22	40
27	Radiotherapy	5	2	40	2	40	0	0	0	0	0	0	1	20
28	Main Casualty	310	158	51	40	13	36	12	15	5	0	0	61	19
29	Sports Injury Centre	47	19	40	3	6	4	9	4	9	0	0	17	36
30	DEPT OF COMMUNITY MEDICINE	2	0	0	0	0	2	100	0	0	0	0	0	0
31	Anaesthesiology	9	7	78	0	0	1	11	0	0	0	0	1	11
32	ANTINETAL CLINIC	67	25	37	7	10	8	12	2	3	2	3	23	35
33	Radiodiagnosis	0	0	0	0	0	0	0	0	0	0	0	0	0
34	Ayurveda	13	4	31	3	23	2	15	1	8	0	0	3	23

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 (%)
35	Integrative Medicine	6	2	33	1	17	0	0	1	17	0	0	2	33
36	Medicine Screening OPD	20	3	15	5	25	3	15	3	15	0	0	6	30
37	Gastroenterology	5	3	60	0	0	1	20	1	20	0	0	0	0
38	Dept-0	0	0	0	0	0	0	0	0	0	0	0	0	0
39	Dept-41	0	0	0	0	0	0	0	0	0	0	0	0	0
40	Dept-60	0	0	0	0	0	0	0	0	0	0	0	0	0
41	Dept-46	0	0	0	0	0	0	0	0	0	0	0	0	0
42	Dept-92	0	0	0	0	0	0	0	0	0	0	0	0	0
43	Dept-95	0	0	0	0	0	0	0	0	0	0	0	0	0
44	Dept-43	0	0	0	0	0	0	0	0	0	0	0	0	0

Cleanliness

Sr. No	Departments	Total responses for dis-satisfaction 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	770	235	31	5	1	111	14	81	11	226	29	2	0	110	14
1	Cardiology	19	8	42	0	0	4	21	1	5	2	11	0	0	4	21
2	Haematology	3	0	0	0	0	0	0	0	0	3	100	0	0	0	0
3	Medicine	75	21	28	1	1	11	15	4	5	29	39	1	1	8	11
4	Nephrology	11	2	18	0	0	1	9	3	27	4	36	0	0	1	10
5	Obstetrics and Gynaecology	16	2	13	0	0	5	31	3	19	6	37	0	0	0	0
6	Orthopaedics	48	16	33	0	0	10	21	4	8	15	31	0	0	3	7
7	Otorhinolaryngology	33	10	30	0	0	5	15	7	21	7	21	0	0	4	13
8	Paediatrics	9	2	22	0	0	0	0	2	22	1	11	0	0	4	45
9	Paediatric Surgery	4	1	25	0	0	1	25	1	25	1	25	0	0	0	0
10	Physical Medicine & Rehabilitation	24	8	33	0	0	2	8	6	25	7	29	0	0	1	5
11	Psychiatry	5	1	20	0	0	1	20	0	0	2	40	0	0	1	20
12	Urology	27	9	33	1	4	4	15	3	11	8	30	0	0	2	7
13	CTVS	2	1	50	0	0	1	50	0	0	0	0	0	0	0	0
14	Endocrinology	8	3	38	0	0	1	13	1	13	3	36	0	0	0	0
15	EYE	13	2	15	0	0	2	15	1	8	4	31	0	0	4	31
16	Skin	36	8	22	0	0	6	17	5	14	8	22	0	0	9	25

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	5	1	20	0	0	1	20	0	0	2	40	0	0	1	20
19	Medical Oncology	4	1	25	0	0	0	0	0	0	2	50	0	0	1	25
20	Cancer Surgery	4	2	50	0	0	0	0	0	0	1	25	0	0	1	25
21	Dental Surgery	19	6	32	0	0	2	11	1	5	7	37	0	0	3	15
22	Neuro Surgery	16	4	25	0	0	2	13	1	6	4	25	0	0	5	31
23	Pulmonary Critical Case & Sleep	7	2	29	0	0	1	14	0	0	1	14	0	0	3	43
24	Burns Plastic & Maxillofacial Surgery	10	3	30	0	0	2	20	3	30	2	20	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	43	10	23	1	2	4	9	4	9	14	33	1	2	9	22
27	Radiotherapy	3	2	67	0	0	0	0	0	0	1	33	0	0	0	0
28	Main Casualty	199	70	35	0	0	28	14	17	9	53	27	0	0	31	15
29	Sports Injury Centre	33	11	33	0	0	3	9	2	6	13	39	0	0	4	13
30	DEPT OF COMMUNITY MEDICINE	1	0	0	0	0	0	0	0	0	1	100	0	0	0	0
31	Anaesthesiology	6	2	33	0	0	1	17	1	17	0	0	0	0	2	33
32	ANTINETAL CLINIC	53	17	32	2	4	5	9	7	13	16	30	0	0	6	12

Sr. No	Departments	Total responses for dis-satisfaction 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 (%)
33	Radiodiagnosis	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
34	Ayurveda	11	4	36	0	0	0	0	1	9	5	45	0	0	1	10
35	Integrative Medicine	5	4	80	0	0	0	0	0	0	1	20	0	0	0	0
36	Medicine Screening OPD	12	1	8	0	0	5	42	2	17	2	17	0	0	2	16
37	Gastroenterology	6	1	17	0	0	3	50	1	17	1	16	0	0	0	0
38	Dept-0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
39	Dept-41	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
40	Dept-60	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
41	Dept-46	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
42	Dept-92	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
43	Dept-95	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
44	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	521	191	37	160	31	170	32
1	Cardiology	14	7	50	2	14	5	36
2	Haematology	3	0	0	2	67	1	33
3	Medicine	48	14	29	15	31	19	40
4	Nephrology	7	3	43	1	14	3	43
5	Obstetrics and Gynaecology	10	3	30	4	40	3	30
6	Orthopaedics	32	13	41	8	25	11	34
7	Otorhinolaryngology	21	15	71	3	14	3	15
8	Paediatrics	8	2	25	4	50	2	25
9	Paediatric Surgery	3	1	33	1	33	1	34
10	Physical Medicine & Rehabilitation	14	4	29	7	50	3	21
11	Psychiatry	5	2	40	3	60	0	0
12	Urology	17	5	29	5	29	7	42
13	CTVS	2	1	50	0	0	1	50
14	Endocrinology	8	4	50	2	25	2	25
15	EYE	11	6	55	4	36	1	9
16	Skin	24	11	46	3	13	10	41
17	Apex Regional STD Centre	0	0	0	0	0	0	0
18	Neurology	6	2	33	2	33	2	34
19	Medical Oncology	4	1	25	3	75	0	0
20	Cancer Surgery	4	1	25	1	25	2	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	16	6	38	4	25	6	37
22	Neuro Surgery	12	1	8	9	75	2	17
23	Pulmonary Critical Case & Sleep	8	4	50	3	38	1	12
24	Burns Plastic & Maxillofacial Surgery	5	2	40	1	20	2	40
25	Palliative Pain Clinic	0	0	0	0	0	0	0
26	General Surgery	27	12	44	8	30	7	26
27	Radiotherapy	3	1	33	2	67	0	0
28	Main Casualty	134	48	36	33	25	53	39
29	Sports Injury Centre	19	7	37	9	47	3	16
30	DEPT OF COMMUNITY MEDICINE	1	1	100	0	0	0	0
31	Anaesthesiology	5	1	20	3	60	1	20
32	ANTINETAL CLINIC	29	4	14	12	41	13	45
33	Radiodiagnosis	0	0	0	0	0	0	0
34	Ayurveda	8	6	75	1	13	1	12
35	Integrative Medicine	3	0	0	1	33	2	67
36	Medicine Screening OPD	7	3	43	2	29	2	28
37	Gastroenterology	3	0	0	2	67	1	33
38	Dept-0	0	0	0	0	0	0	0
39	Dept-41	0	0	0	0	0	0	0
40	Dept-60	0	0	0	0	0	0	0
41	Dept-46	0	0	0	0	0	0	0
42	Dept-92	0	0	0	0	0	0	0

Sr. No	Departments	Total responses for dissatisfaction with cost of treatment	Medicines and Supplies	Medicines and Supplies (%)	Investigations	Investigations (%)	Informal payment	Informal payment (%)
43	Dept-95	0	0	0	0	0	0	0
44	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	12	3	25	2	17	5	42	1	8	1	8
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	3	0	0	1	33	0	0	1	33	1	34
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	1	1	100	0	0	0	0	0	0	0	0
7	Otorhinolaryngology	0	0	0	0	0	0	0	0	0	0	0
8	Paediatrics	1	1	100	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	1	1	100	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	1	0	0	1	100	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	2	0	0	0	0	2	100	0	0	0	0
27	Radiotherapy	0	0	0	0	0	0	0	0	0	0	0
28	Main Casualty	0	0	0	0	0	0	0	0	0	0	0
29	Sports Injury Centre	0	0	0	0	0	0	0	0	0	0	0
30	DEPT OF COMMUNITY MEDICINE	0	0	0	0	0	0	0	0	0	0	0
31	Anaesthesiology	0	0	0	0	0	0	0	0	0	0	0
32	ANTINETAL CLINIC	2	0	0	0	0	2	100	0	0	0	0
33	Radiodiagnosis	0	0	0	0	0	0	0	0	0	0	0
34	Ayurveda	0	0	0	0	0	0	0	0	0	0	0
35	Integrative Medicine	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 (%)
36	Medicine Screening OPD	0	0	0	0	0	0	0	0	0	0	0
37	Gastroenterology	0	0	0	0	0	0	0	0	0	0	0
38	Dept-0	0	0	0	0	0	0	0	0	0	0	0
39	Dept-41	0	0	0	0	0	0	0	0	0	0	0
40	Dept-60	0	0	0	0	0	0	0	0	0	0	0
41	Dept-46	0	0	0	0	0	0	0	0	0	0	0
42	Dept-92	0	0	0	0	0	0	0	0	0	0	0
43	Dept-95	0	0	0	0	0	0	0	0	0	0	0
44	Dept-43	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	524	233	44	59	11	72	14	3	1	83	16	74	14
1	Cardiology	12	7	58	0	0	1	8	1	8	1	8	2	18
2	Haematology	3	1	33	0	0	0	0	0	0	1	33	1	34
3	Medicine	55	19	35	12	22	7	13	2	4	8	15	7	11
4	Nephrology	9	3	33	0	0	2	22	0	0	3	33	1	12
5	Obstetrics and Gynaecology	11	5	45	1	9	1	9	0	0	3	27	1	10
6	Orthopaedics	34	13	38	4	12	6	18	0	0	7	21	4	11
7	Otorhinolaryngology	21	9	43	0	0	1	5	0	0	8	38	3	14
8	Paediatrics	7	5	71	0	0	1	14	0	0	0	0	1	15
9	Paediatric Surgery	4	1	25	2	50	0	0	0	0	0	0	1	25
10	Physical Medicine & Rehabilitation	11	5	45	0	0	2	18	0	0	1	9	3	28
11	Psychiatry	7	3	43	2	29	0	0	0	0	0	0	2	28
12	Urology	18	8	44	2	11	1	6	0	0	4	22	3	17
13	CTVS	2	0	0	1	50	1	50	0	0	0	0	0	0
14	Endocrinology	7	4	57	0	0	0	0	0	0	2	29	1	14
15	EYE	12	5	42	0	0	1	8	0	0	5	42	1	8
16	Skin	22	11	50	3	14	2	9	0	0	4	18	2	9
17	Apex Regional STD Centre	0	0	0	0	0	0	0	0	0	0	0	0	0
18	Neurology	6	2	25	1	13	1	13	0	0	1	13	1	36

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 (%)
19	Medical Oncology	4	2	50	1	25	0	0	0	0	1	25	0	0
20	Cancer Surgery	1	0	0	0	0	0	0	0	0	0	0	1	100
21	Dental Surgery	18	8	44	5	28	3	17	0	0	0	0	2	11
22	Neuro Surgery	12	6	50	1	8	1	8	0	0	2	17	2	17
23	Pulmonary Critical Case & Sleep	7	3	43	1	14	2	29	0	0	0	0	1	14
24	Burns Plastic & Maxillofacial Surgery	6	2	33	1	17	2	33	0	0	1	17	0	0
25	Palliative Pain Clinic	0	0	0	0	0	0	0	0	0	0	0	0	0
26	General Surgery	23	12	52	1	4	4	17	0	0	5	22	1	5
27	Radiotherapy	3	2	67	0	0	0	0	0	0	0	0	1	33
28	Main Casualty	136	58	43	15	11	25	18	0	0	15	11	23	17
29	Sports Injury Centre	16	9	56	2	13	1	6	0	0	0	0	4	25
30	DEPT OF COMMUNITY MEDICINE	1	0	0	0	0	1	100	0	0	0	0	0	0
31	Anaesthesiology	5	4	80	0	0	1	20	0	0	0	0	0	0
32	ANTINETAL CLINIC	30	14	47	1	3	3	10	0	0	8	27	4	13
33	Radiodiagnosis	0	0	0	0	0	0	0	0	0	0	0	0	0
34	Ayurveda	12	7	58	1	8	1	8	0	0	2	17	1	9
35	Integrative Medicine	3	1	33	1	33	1	34	0	0	0	0	0	0
36	Medicine Screening OPD	3	2	67	0	0	0	0	0	0	1	33	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 (%)
37	Gastroenterology	3	2	67	1	33	0	0	0	0	0	0	0	0
38	Dept-0	0	0	0	0	0	0	0	0	0	0	0	0	0
39	Dept-41	0	0	0	0	0	0	0	0	0	0	0	0	0
40	Dept-60	0	0	0	0	0	0	0	0	0	0	0	0	0
41	Dept-46	0	0	0	0	0	0	0	0	0	0	0	0	0
42	Dept-92	0	0	0	0	0	0	0	0	0	0	0	0	0
43	Dept-95	0	0	0	0	0	0	0	0	0	0	0	0	0
44	Dept-43	0	0	0	0	0	0	0	0	0	0	0	0	0