



Ministry of Health and Family Welfare  
Government of India

## Mera Aspataal Department Wise Report

Facility : Safdarjung Hospital Delhi



From : 2024-12-29 To : 2026-01-03

### 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	<b>Total</b>	24,42,251	15,86,989	65	14,605	1	5,385	37	4,853	33	4,367	30
1	<b>Cardiology</b>	90,775	58,290	64	550	1	235	43	195	35	120	22
2	<b>Haematology</b>	15,082	10,084	67	106	1	49	46	19	18	38	36
3	<b>Medicine</b>	2,68,401	1,46,144	54	1,347	1	462	34	441	33	444	33
4	<b>Nephrology</b>	33,047	19,761	60	176	1	64	36	58	33	54	31
5	<b>Obstetrics and Gynaecology</b>	81,732	52,903	65	426	1	165	39	137	32	124	29
6	<b>Orthopaedics</b>	1,34,911	85,589	63	804	1	245	30	294	37	265	33
7	<b>Otorhinolaryngology</b>	94,464	62,113	66	594	1	192	32	203	34	199	34
8	<b>Paediatrics</b>	95,189	57,523	60	468	1	206	44	145	31	117	25
9	<b>Paediatric Surgery</b>	16,621	11,644	70	132	1	70	53	41	31	21	16
10	<b>Physical Medicine &amp; Rehabilitation</b>	1,10,947	67,534	61	592	1	219	37	209	35	164	28
11	<b>Psychiatry</b>	11,480	8,258	72	44	1	9	20	16	36	19	44

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	65,457	48,609	74	488	1	165	34	185	38	138	28
13	CTVS	13,914	8,646	62	83	1	40	48	25	30	18	22
14	Endocrinology	46,483	34,245	74	260	1	88	34	108	42	64	24
15	EYE	61,186	35,506	58	362	1	131	36	136	38	95	26
16	Skin	1,18,559	74,401	63	531	1	186	35	190	36	155	29
17	Apex Regional STD Centre	674	460	68	6	1	4	67	2	33	0	0
18	Neurology	55,176	39,858	72	326	1	145	44	103	32	78	24
19	Medical Oncology	14,436	8,504	59	89	1	25	28	34	38	30	34
20	Cancer Surgery	4,133	3,056	74	28	1	10	36	12	43	6	21
21	Dental Surgery	47,232	35,296	75	279	1	103	37	105	38	71	25
22	Neuro Surgery	31,577	20,160	64	238	1	97	41	66	28	75	31
23	Pulmonary Critical Case & Sleep	33,917	21,703	64	209	1	76	36	79	38	54	26
24	Burns Plastic & Maxillofacial Surgery	16,584	12,029	73	150	1	56	37	49	33	45	30
25	Palliative Pain Clinic	3,848	2,631	68	36	1	12	33	13	36	11	31
26	General Surgery	1,20,059	75,230	63	754	1	277	37	236	31	241	32
27	Radiotherapy	13,709	6,390	47	91	1	34	37	28	31	29	32
28	Main Casualty	4,23,973	3,25,051	77	3,282	1	1,154	35	975	30	1,153	35
29	Sports Injury Centre	2,12,196	1,27,926	60	943	1	451	48	309	33	183	19
30	DEPT OF COMMUNITY MEDICINE	9,019	4,688	52	50	1	18	36	20	40	12	24

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	25,402	12,665	50	159	1	50	31	54	34	55	35
32	ANTINETAL CLINIC	1,10,376	69,362	63	605	1	209	35	227	38	169	27
33	Radiodiagnosis	232	66	28	1	2	1	100	0	0	0	0
34	Ayurveda	18,210	14,360	79	164	1	57	35	61	37	46	28
35	Integrative Medicine	15,262	6,750	44	68	1	25	37	23	34	20	29
36	Medicine Screening OPD	13,892	10,340	74	99	1	35	35	33	33	31	32
37	Gastroenterology	14,096	9,214	65	65	1	20	31	22	34	23	35
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	<b>Total</b>	3,484	1,349	39	394	11	719	21	18	1	1,004	28
1	<b>Cardiology</b>	83	30	36	9	11	24	29	0	0	20	24
2	<b>Haematology</b>	29	10	34	2	7	10	34	0	0	7	25
3	<b>Medicine</b>	351	135	38	40	11	60	17	7	2	109	32
4	<b>Nephrology</b>	47	10	21	6	13	16	34	0	0	15	32
5	<b>Obstetrics and Gynaecology</b>	107	51	48	11	10	18	17	1	1	26	24
6	<b>Orthopaedics</b>	219	89	41	22	10	48	22	2	1	58	26
7	<b>Otorhinolaryngology</b>	169	67	40	20	12	32	19	0	0	50	29
8	<b>Paediatrics</b>	102	43	42	11	11	18	18	1	1	29	28
9	<b>Paediatric Surgery</b>	20	8	40	2	10	6	30	0	0	4	20
10	<b>Physical Medicine &amp; Rehabilitation</b>	114	28	25	14	12	31	27	0	0	41	36
11	<b>Psychiatry</b>	11	4	36	1	9	2	18	0	0	4	37
12	<b>Urology</b>	117	39	33	14	12	33	28	2	2	29	25
13	<b>CTVS</b>	14	3	21	1	7	4	29	0	0	6	43
14	<b>Endocrinology</b>	46	18	39	5	11	9	20	0	0	14	30
15	<b>EYE</b>	69	30	43	5	7	18	26	0	0	16	24
16	<b>Skin</b>	107	31	29	16	15	25	23	0	0	35	33
17	<b>Apex Regional STD Centre</b>	0	0	0	0	0	0	0	0	0	0	0
18	<b>Neurology</b>	72	25	35	9	13	16	22	0	0	22	30

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	22	7	32	3	14	8	36	0	0	4	18
20	Cancer Surgery	5	0	0	0	0	1	20	0	0	4	80
21	Dental Surgery	50	17	34	4	8	11	22	0	0	18	36
22	Neuro Surgery	57	20	35	2	4	14	25	1	2	20	34
23	Pulmonary Critical Case & Sleep	45	13	29	10	22	6	13	0	0	16	36
24	Burns Plastic & Maxillofacial Surgery	50	15	30	4	8	15	30	0	0	16	32
25	Palliative Pain Clinic	11	3	27	1	9	3	27	0	0	4	37
26	General Surgery	188	63	34	24	13	32	17	0	0	69	36
27	Radiotherapy	32	8	25	6	19	8	25	1	3	9	28
28	Main Casualty	920	417	45	102	11	162	18	0	0	239	26
29	Sports Injury Centre	153	56	37	19	12	36	24	0	0	42	27
30	DEPT OF COMMUNITY MEDICINE	4	0	0	2	50	2	50	0	0	0	0
31	Anaesthesiology	46	19	41	4	9	6	13	0	0	17	37
32	ANTINETAL CLINIC	136	64	47	10	7	22	16	3	2	37	28
33	Radiodiagnosis	0	0	0	0	0	0	0	0	0	0	0
34	Ayurveda	33	10	30	7	21	6	18	0	0	10	31
35	Integrative Medicine	15	4	27	2	13	3	20	0	0	6	40
36	Medicine Screening OPD	25	10	40	4	16	8	32	0	0	3	12
37	Gastroenterology	15	2	13	2	13	6	40	0	0	5	34

<b>Sr. No</b>	<b>Departments</b>	<b>Total responses for dissatisfaction</b>	<b>Staff behaviour</b>	<b>Staff behaviour (%)</b>	<b>Cleanliness</b>	<b>Cleanliness (%)</b>	<b>Cost of treatment</b>	<b>Cost of treatment (%)</b>	<b>Quality of treatment</b>	<b>Quality of treatment (%)</b>	<b>Other reasons</b>	<b>Other reasons (%)</b>
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	<b>Total</b>	2,597	1,048	40	309	12	432	17	208	8	12	0	588	23
1	<b>Cardiology</b>	50	22	44	3	6	10	20	3	6	0	0	12	24
2	<b>Haematology</b>	27	8	30	5	19	5	19	3	11	0	0	6	21
3	<b>Medicine</b>	267	101	38	25	9	49	18	26	10	3	1	63	24
4	<b>Nephrology</b>	33	16	48	4	12	3	9	3	9	0	0	7	22
5	<b>Obstetrics and Gynaecology</b>	77	31	40	9	12	16	21	3	4	0	0	18	23
6	<b>Orthopaedics</b>	155	68	44	16	10	27	17	10	6	0	0	34	23
7	<b>Otorhinolaryngology</b>	119	40	34	8	7	30	25	14	12	1	1	26	21
8	<b>Paediatrics</b>	70	26	37	6	9	12	17	7	10	1	1	18	26
9	<b>Paediatric Surgery</b>	17	7	35	2	10	3	15	2	10	0	0	3	30
10	<b>Physical Medicine &amp; Rehabilitation</b>	80	22	28	12	15	22	28	11	14	0	0	13	15
11	<b>Psychiatry</b>	10	5	50	0	0	1	10	0	0	0	0	4	40
12	<b>Urology</b>	88	40	45	8	9	15	17	6	7	1	1	18	21
13	<b>CTVS</b>	11	5	45	2	18	1	9	1	9	0	0	2	19
14	<b>Endocrinology</b>	36	13	36	3	8	8	22	1	3	0	0	11	31
15	<b>EYE</b>	51	13	25	7	14	9	18	8	16	0	0	14	27
16	<b>Skin</b>	73	28	38	11	15	8	11	8	11	0	0	18	25

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	43	9	21	4	9	3	7	6	14	0	0	21	49
19	Medical Oncology	13	5	38	2	15	2	15	0	0	0	0	4	32
20	Cancer Surgery	3	2	67	0	0	1	33	0	0	0	0	0	0
21	Dental Surgery	40	12	30	6	15	6	15	6	15	0	0	10	25
22	Neuro Surgery	49	22	45	7	14	6	12	6	12	0	0	8	17
23	Pulmonary Critical Case & Sleep	32	14	44	3	9	5	16	5	16	0	0	5	15
24	Burns Plastic & Maxillofacial Surgery	33	13	39	5	15	4	12	3	9	0	0	8	25
25	Palliative Pain Clinic	10	4	40	4	40	2	20	0	0	0	0	0	0
26	General Surgery	143	54	38	10	7	35	24	12	8	2	1	30	22
27	Radiotherapy	24	12	50	3	13	4	17	1	4	1	4	3	12
28	Main Casualty	718	332	46	106	15	103	14	32	4	0	0	145	21
29	Sports Injury Centre	113	42	37	7	6	14	12	15	13	0	0	35	32
30	DEPT OF COMMUNITY MEDICINE	1	0	0	0	0	0	0	0	0	0	0	1	100
31	Anaesthesiology	36	20	56	1	3	6	17	2	6	0	0	7	18
32	ANTINETAL CLINIC	107	37	35	23	21	12	11	6	6	3	3	26	24
33	Radiodiagnosis	0	0	0	0	0	0	0	0	0	0	0	0	0
34	Ayurveda	25	8	32	2	8	5	20	5	20	0	0	5	20

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	11	4	36	1	9	1	9	1	9	0	0	4	37
36	Medicine Screening OPD	20	5	25	4	20	3	15	2	10	0	0	6	30
37	Gastroenterology	12	8	67	0	0	1	8	0	0	0	0	3	25
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 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	<b>Total</b>	1,546	481	31	8	1	258	17	177	11	407	26	2	0	213	14
1	<b>Cardiology</b>	31	11	35	0	0	5	16	1	3	9	29	1	3	4	14
2	<b>Haematology</b>	15	5	33	0	0	3	20	0	0	2	13	0	0	5	34
3	<b>Medicine</b>	172	54	31	4	2	24	14	21	12	44	26	1	1	24	14
4	<b>Nephrology</b>	18	5	28	0	0	1	6	3	17	8	44	0	0	1	5
5	<b>Obstetrics and Gynaecology</b>	44	14	32	0	0	6	14	5	11	13	30	0	0	6	13
6	<b>Orthopaedics</b>	84	24	29	0	0	13	15	7	8	23	27	0	0	17	21
7	<b>Otorhinolaryngology</b>	79	21	27	0	0	16	20	11	14	20	25	0	0	11	14
8	<b>Paediatrics</b>	41	11	27	0	0	5	12	3	7	10	24	0	0	12	30
9	<b>Paediatric Surgery</b>	13	2	11	0	0	3	17	1	6	4	22	0	0	3	44
10	<b>Physical Medicine &amp; Rehabilitation</b>	48	14	29	0	0	7	15	5	10	17	35	0	0	5	11
11	<b>Psychiatry</b>	6	2	33	0	0	1	17	1	17	1	17	0	0	1	16
12	<b>Urology</b>	50	14	28	0	0	10	20	7	14	8	16	0	0	11	22
13	<b>CTVS</b>	6	3	50	0	0	1	17	0	0	2	33	0	0	0	0
14	<b>Endocrinology</b>	23	6	26	0	0	10	43	3	13	2	9	0	0	2	9
15	<b>EYE</b>	38	15	39	0	0	8	21	3	8	9	24	0	0	3	8
16	<b>Skin</b>	48	16	33	0	0	4	8	9	19	17	35	0	0	2	5

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 (%)
17	Apex Regional STD Centre	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
18	Neurology	26	9	35	0	0	4	15	4	15	8	31	0	0	1	4
19	Medical Oncology	8	3	38	0	0	2	25	2	25	1	12	0	0	0	0
20	Cancer Surgery	1	1	100	0	0	0	0	0	0	0	0	0	0	0	0
21	Dental Surgery	19	8	42	0	0	4	21	0	0	4	21	0	0	3	16
22	Neuro Surgery	21	7	33	0	0	2	10	1	5	8	38	0	0	3	14
23	Pulmonary Critical Case & Sleep	19	6	32	1	5	3	16	1	5	7	37	0	0	1	5
24	Burns Plastic & Maxillofacial Surgery	18	6	33	0	0	4	22	2	11	2	11	0	0	4	23
25	Palliative Pain Clinic	9	2	22	0	0	1	11	2	22	2	22	0	0	2	23
26	General Surgery	76	21	28	0	0	19	25	8	11	15	20	0	0	13	16
27	Radiotherapy	16	7	44	0	0	3	19	3	19	2	13	0	0	1	5
28	Main Casualty	438	142	32	0	0	72	16	54	12	119	27	0	0	51	13
29	Sports Injury Centre	64	20	31	0	0	13	20	9	14	16	25	0	0	6	10
30	DEPT OF COMMUNITY MEDICINE	2	0	0	0	0	0	0	1	50	1	50	0	0	0	0
31	Anaesthesiology	20	10	50	0	0	3	15	1	5	5	25	0	0	1	5
32	ANTINETAL CLINIC	59	15	25	3	5	8	14	4	7	16	27	0	0	13	22

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	15	1	7	0	0	1	7	3	20	7	47	0	0	3	19
35	Integrative Medicine	5	1	20	0	0	0	0	0	0	1	20	0	0	3	60
36	Medicine Screening OPD	10	4	40	0	0	2	20	2	20	2	20	0	0	0	0
37	Gastroenterology	4	1	25	0	0	0	0	0	0	2	50	0	0	1	25
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	<b>Total</b>	1,090	476	44	343	31	271	25
1	<b>Cardiology</b>	24	11	46	9	38	4	16
2	<b>Haematology</b>	10	5	50	4	40	1	10
3	<b>Medicine</b>	116	59	51	33	28	24	21
4	<b>Nephrology</b>	12	9	75	0	0	3	25
5	<b>Obstetrics and Gynaecology</b>	31	10	32	12	39	9	29
6	<b>Orthopaedics</b>	66	35	53	17	26	14	21
7	<b>Otorhinolaryngology</b>	48	20	42	17	35	11	23
8	<b>Paediatrics</b>	28	16	57	5	18	7	25
9	<b>Paediatric Surgery</b>	5	3	60	1	20	1	20
10	<b>Physical Medicine &amp; Rehabilitation</b>	39	18	46	13	33	8	21
11	<b>Psychiatry</b>	5	3	60	1	20	1	20
12	<b>Urology</b>	34	12	35	14	41	8	24
13	<b>CTVS</b>	3	2	67	0	0	1	33
14	<b>Endocrinology</b>	16	7	44	2	13	7	43
15	<b>EYE</b>	31	12	39	10	32	9	29
16	<b>Skin</b>	38	20	53	11	29	7	18
17	<b>Apex Regional STD Centre</b>	0	0	0	0	0	0	0
18	<b>Neurology</b>	13	7	54	3	23	3	23
19	<b>Medical Oncology</b>	9	4	44	5	56	0	0
20	<b>Cancer Surgery</b>	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 (%)
21	Dental Surgery	11	3	27	4	36	4	37
22	Neuro Surgery	19	11	58	5	26	3	16
23	Pulmonary Critical Case & Sleep	15	5	33	7	47	3	20
24	Burns Plastic & Maxillofacial Surgery	14	3	21	7	50	4	29
25	Palliative Pain Clinic	5	1	20	4	80	0	0
26	General Surgery	56	22	39	23	41	11	20
27	Radiotherapy	11	5	45	4	36	2	19
28	Main Casualty	293	121	41	89	30	83	29
29	Sports Injury Centre	46	17	37	19	41	10	22
30	DEPT OF COMMUNITY MEDICINE	1	0	0	1	100	0	0
31	Anaesthesiology	16	6	38	3	19	7	43
32	ANTINETAL CLINIC	50	19	38	10	20	21	42
33	Radiodiagnosis	0	0	0	0	0	0	0
34	Ayurveda	10	2	20	6	60	2	20
35	Integrative Medicine	4	2	50	2	50	0	0
36	Medicine Screening OPD	8	4	50	2	25	2	25
37	Gastroenterology	3	2	67	0	0	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

<b>Sr. No</b>	<b>Departments</b>	<b>Total responses for dissatisfaction with cost of treatment</b>	<b>Medicines and Supplies</b>	<b>Medicines and Supplies (%)</b>	<b>Investigations</b>	<b>Investigations (%)</b>	<b>Informal payment</b>	<b>Informal payment (%)</b>
<b>43</b>	<b>Dept-95</b>	0	0	0	0	0	0	0
<b>44</b>	<b>Dept-43</b>	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	<b>Total</b>	28	5	18	7	25	9	32	3	11	4	14
1	<b>Cardiology</b>	0	0	0	0	0	0	0	0	0	0	0
2	<b>Haematology</b>	1	0	0	1	100	0	0	0	0	0	0
3	<b>Medicine</b>	8	2	25	2	25	3	38	1	12	0	0
4	<b>Nephrology</b>	0	0	0	0	0	0	0	0	0	0	0
5	<b>Obstetrics and Gynaecology</b>	0	0	0	0	0	0	0	0	0	0	0
6	<b>Orthopaedics</b>	2	0	0	0	0	1	50	0	0	1	50
7	<b>Otorhinolaryngology</b>	0	0	0	0	0	0	0	0	0	0	0
8	<b>Paediatrics</b>	0	0	0	0	0	0	0	0	0	0	0
9	<b>Paediatric Surgery</b>	0	0	0	0	0	0	0	0	0	0	0
10	<b>Physical Medicine &amp; Rehabilitation</b>	0	0	0	0	0	0	0	0	0	0	0
11	<b>Psychiatry</b>	0	0	0	0	0	0	0	0	0	0	0
12	<b>Urology</b>	3	0	0	2	67	1	33	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>	0	0	0	0	0	0	0	0	0	0	0
16	<b>Skin</b>	0	0	0	0	0	0	0	0	0	0	0
17	<b>Apex Regional STD Centre</b>	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	1	1	100	0	0	0	0	0	0	0	0
23	Pulmonary Critical Case & Sleep	2	1	50	0	0	1	50	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	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	11	1	9	2	18	3	27	2	18	3	28
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

<b>Sr. No</b>	<b>Departments</b>	<b>Total responses for dissatisfaction with quality of treatment</b>	<b>No relief in symptoms</b>	<b>No relief in symptoms (%)</b>	<b>Health condition worsened</b>	<b>Health condition worsened (%)</b>	<b>Doctor did not listen carefully</b>	<b>Doctor did not listen carefully (%)</b>	<b>Inadequately skilled nurses</b>	<b>Inadequately skilled nurses (%)</b>	<b>Poor quality of food</b>	<b>Poor quality of food (%)</b>
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	<b>Total</b>	1,058	542	51	93	9	146	14	5	0	142	13	130	13
1	<b>Cardiology</b>	21	11	52	0	0	3	14	0	0	4	19	3	15
2	<b>Haematology</b>	9	5	56	0	0	2	22	0	0	1	11	1	11
3	<b>Medicine</b>	120	62	52	13	11	11	9	1	1	21	18	12	9
4	<b>Nephrology</b>	13	6	46	0	0	1	8	0	0	2	15	4	31
5	<b>Obstetrics and Gynaecology</b>	28	11	39	3	11	3	11	0	0	5	18	6	21
6	<b>Orthopaedics</b>	67	37	55	5	7	9	13	1	1	10	15	5	9
7	<b>Otorhinolaryngology</b>	47	28	60	3	6	8	17	0	0	4	9	4	8
8	<b>Paediatrics</b>	27	16	59	1	4	3	11	0	0	3	11	4	15
9	<b>Paediatric Surgery</b>	6	3	50	0	0	1	17	0	0	2	33	0	0
10	<b>Physical Medicine &amp; Rehabilitation</b>	38	22	58	4	11	4	11	0	0	5	13	3	7
11	<b>Psychiatry</b>	4	2	50	0	0	0	0	0	0	1	25	1	25
12	<b>Urology</b>	33	17	52	2	6	4	12	0	0	5	15	5	15
13	<b>CTVS</b>	3	2	67	0	0	0	0	0	0	1	33	0	0
14	<b>Endocrinology</b>	16	11	69	2	13	2	13	0	0	1	5	0	0
15	<b>EYE</b>	26	13	50	2	8	4	15	0	0	3	12	4	15
16	<b>Skin</b>	43	25	58	3	7	3	7	0	0	8	19	4	9
17	<b>Apex Regional STD Centre</b>	0	0	0	0	0	0	0	0	0	0	0	0	0
18	<b>Neurology</b>	12	6	50	2	17	0	0	0	0	2	17	2	16

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	6	4	67	1	17	0	0	0	0	0	0	1	16
20	Cancer Surgery	0	0	0	0	0	0	0	0	0	0	0	0	0
21	Dental Surgery	11	4	36	0	0	2	18	0	0	3	27	2	19
22	Neuro Surgery	17	9	53	3	18	2	12	0	0	2	12	1	5
23	Pulmonary Critical Case & Sleep	16	9	56	2	13	1	6	0	0	2	13	2	12
24	Burns Plastic & Maxillofacial Surgery	13	7	54	3	23	0	0	0	0	1	8	2	15
25	Palliative Pain Clinic	4	2	50	0	0	0	0	0	0	1	25	1	25
26	General Surgery	53	35	64	2	4	5	9	0	0	6	11	5	12
27	Radiotherapy	14	6	43	1	7	2	14	0	0	3	21	2	15
28	Main Casualty	276	125	45	25	9	55	20	0	0	29	11	42	15
29	Sports Injury Centre	43	18	42	9	21	6	14	0	0	4	9	6	14
30	DEPT OF COMMUNITY MEDICINE	1	1	100	0	0	0	0	0	0	0	0	0	0
31	Anaesthesiology	14	9	64	0	0	1	7	0	0	1	7	3	22
32	ANTINETAL CLINIC	52	25	48	5	10	9	17	3	6	6	12	4	7
33	Radiodiagnosis	0	0	0	0	0	0	0	0	0	0	0	0	0
34	Ayurveda	13	5	38	1	8	4	31	0	0	3	23	0	0
35	Integrative Medicine	3	0	0	0	0	1	33	0	0	2	67	0	0
36	Medicine Screening OPD	6	4	67	1	17	0	0	0	0	1	16	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	0	0	0	0	0	0	0	0	1	33
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