



Mera Aspataal Department Wise Report

Facility : Safdarjung Hospital Delhi



From : 2019-07-28 To : 2019-08-31

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	1,51,657	28,439	19	2,941	10	883	30	1,184	40	874	30
1	Cardiology	584	257	44	27	11	10	37	11	41	6	22
2	Haematology	2	1	50	0	0	0	0	0	0	0	0
3	Medicine	36,392	5,091	14	498	10	136	27	185	37	177	36
4	Nephrology	10	5	50	2	40	1	50	0	0	1	50
5	Obstetrics and Gynaecology	9,975	1,391	14	155	11	36	23	73	47	46	30
6	Orthopaedics	531	267	50	33	12	13	39	11	33	9	28
7	Otorhinolaryngology	11,743	1,377	12	149	11	45	30	57	38	47	32
8	Paediatrics	10,877	1,514	14	139	9	50	36	56	40	33	24
9	Paediatric Surgery	1,688	196	12	20	10	4	20	11	55	5	25
10	Physical Medicine & Rehabilitation	11,980	1,155	10	110	10	34	31	48	44	28	25
11	Psychiatry	2,619	2,040	78	216	11	67	31	94	44	55	25

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	251	146	58	23	16	8	35	9	39	6	26
13	CTVS	78	50	64	9	18	6	67	2	22	1	11
14	Endocrinology	42	21	50	4	19	2	50	2	50	0	0
15	EYE	6,023	721	12	66	9	27	41	24	36	15	23
16	Skin	15,393	1,984	13	215	11	67	31	101	47	47	22
17	Apex Regional STD Centre	164	11	7	1	9	1	100	0	0	0	0
18	Neurology	64	34	53	4	12	3	75	0	0	1	25
19	Medical Oncology	29	19	66	3	16	1	33	1	33	1	34
20	Cancer Surgery	534	74	14	7	9	2	29	1	14	4	57
21	Dental Surgery	4,761	3,223	68	347	11	111	32	141	41	95	27
22	Neuro Surgery	590	295	50	31	11	8	26	13	42	10	32
23	Pulmonary Critical Case & Sleep	109	47	43	3	6	0	0	2	67	1	33
24	Burns Plastic & Maxillofacial Surgery	141	74	52	13	18	6	46	3	23	4	31
25	Palliative Pain Clinic	96	11	11	0	0	0	0	0	0	0	0
26	General Surgery	14,463	1,853	13	206	11	61	30	86	42	59	28
27	Radiotherapy	1,295	131	10	12	9	2	17	7	58	3	25
28	Dept-41	0	0	0	0	0	0	0	0	0	0	0
29	Dept-87	11,691	3,202	27	282	9	81	29	104	37	97	34
30	Dept-39	0	0	0	0	0	0	0	0	0	0	0
31	Dept-88	9,531	3,248	34	366	11	101	28	142	39	123	33
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

Sr. No	Departments	Patient Visits	Patients withValid Phone Numbers	Patients withvalid 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-0	1	1	100	0	0	0	0	0	0	0	0
37	Dept-92	0	0	0	0	0	0	0	0	0	0	0
38	Dept-95	0	0	0	0	0	0	0	0	0	0	0
39	Dept-43	0	0	0	0	0	0	0	0	0	0	0
40	Dept-31	0	0	0	0	0	0	0	0	0	0	0
41	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	740	312	42	81	11	107	14	16	2	224	31
1	Cardiology	5	2	40	0	0	0	0	0	0	3	60
2	Haematology	0	0	0	0	0	0	0	0	0	0	0
3	Medicine	142	62	44	19	13	17	12	9	6	35	25
4	Nephrology	1	1	100	0	0	0	0	0	0	0	0
5	Obstetrics and Gynaecology	40	21	53	4	10	4	10	0	0	11	27
6	Orthopaedics	8	3	38	1	13	1	13	0	0	3	36
7	Otorhinolaryngology	42	19	45	5	12	7	17	0	0	11	26
8	Paediatrics	26	13	50	2	8	4	15	1	4	6	23
9	Paediatric Surgery	6	1	17	1	17	1	17	0	0	3	49
10	Physical Medicine & Rehabilitation	30	10	33	5	17	5	17	0	0	10	33
11	Psychiatry	49	19	39	8	16	13	27	0	0	9	18
12	Urology	2	0	0	0	0	0	0	0	0	2	100
13	CTVS	1	0	0	1	100	0	0	0	0	0	0
14	Endocrinology	0	0	0	0	0	0	0	0	0	0	0
15	EYE	12	2	17	1	8	2	17	0	0	7	58
16	Skin	42	16	38	4	10	4	10	0	0	18	42
17	Apex Regional STD Centre	0	0	0	0	0	0	0	0	0	0	0
18	Neurology	1	0	0	0	0	0	0	1	100	0	0
19	Medical Oncology	1	0	0	0	0	0	0	1	100	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	4	1	25	0	0	0	0	0	0	3	75
21	Dental Surgery	73	27	37	9	12	10	14	0	0	27	37
22	Neuro Surgery	8	4	50	1	13	0	0	1	13	2	24
23	Pulmonary Critical Case & Sleep	1	1	100	0	0	0	0	0	0	0	0
24	Burns Plastic & Maxillofacial Surgery	4	1	25	2	50	1	25	0	0	0	0
25	Palliative Pain Clinic	0	0	0	0	0	0	0	0	0	0	0
26	General Surgery	47	21	45	2	4	10	21	1	2	13	28
27	Radiotherapy	1	0	0	0	0	0	0	0	0	1	100
28	Dept-41	0	0	0	0	0	0	0	0	0	0	0
29	Dept-87	80	33	41	4	5	13	16	2	3	28	35
30	Dept-39	0	0	0	0	0	0	0	0	0	0	0
31	Dept-88	114	55	48	12	11	15	13	0	0	32	28
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-0	0	0	0	0	0	0	0	0	0	0	0
37	Dept-92	0	0	0	0	0	0	0	0	0	0	0
38	Dept-95	0	0	0	0	0	0	0	0	0	0	0
39	Dept-43	0	0	0	0	0	0	0	0	0	0	0
40	Dept-31	0	0	0	0	0	0	0	0	0	0	0
41	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	289	121	42	27	9	27	9	19	7	5	2	90	31
1	Cardiology	1	0	0	0	0	0	0	0	0	0	0	1	100
2	Haematology	0	0	0	0	0	0	0	0	0	0	0	0	0
3	Medicine	61	30	49	6	10	5	8	3	5	1	2	16	26
4	Nephrology	1	1	100	0	0	0	0	0	0	0	0	0	0
5	Obstetrics and Gynaecology	21	4	19	3	14	3	14	4	19	1	5	6	29
6	Orthopaedics	2	1	50	0	0	0	0	0	0	0	0	1	50
7	Otorhinolaryngology	19	8	42	1	5	3	16	1	5	0	0	6	32
8	Paediatrics	11	4	36	0	0	0	0	0	0	0	0	7	64
9	Paediatric Surgery	1	0	0	1	100	0	0	0	0	0	0	0	0
10	Physical Medicine & Rehabilitation	9	3	33	0	0	1	11	1	11	0	0	4	45
11	Psychiatry	20	11	55	0	0	3	15	1	5	0	0	5	25
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	3	1	33	0	0	1	33	1	34	0	0	0	0
16	Skin	13	3	23	2	15	2	15	2	15	0	0	4	32
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	0	0	0	0	0	0	0	0	0	0	0	0	0
21	Dental Surgery	19	9	47	0	0	3	16	1	5	0	0	6	32
22	Neuro Surgery	4	3	75	0	0	0	0	0	0	0	0	1	25
23	Pulmonary Critical Case & Sleep	1	1	100	0	0	0	0	0	0	0	0	0	0
24	Burns Plastic & Maxillofacial Surgery	1	0	0	0	0	0	0	0	0	1	100	0	0
25	Palliative Pain Clinic	0	0	0	0	0	0	0	0	0	0	0	0	0
26	General Surgery	26	12	46	4	15	3	12	2	8	0	0	5	19
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	28	10	36	1	4	0	0	2	7	2	7	13	46
30	Dept-39	0	0	0	0	0	0	0	0	0	0	0	0	0
31	Dept-88	48	20	42	9	19	3	6	1	2	0	0	15	31
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-0	0	0	0	0	0	0	0	0	0	0	0	0	0
37	Dept-92	0	0	0	0	0	0	0	0	0	0	0	0	0
38	Dept-95	0	0	0	0	0	0	0	0	0	0	0	0	0
39	Dept-43	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-31	0	0	0	0	0	0	0	0	0	0	0	0	0
41	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	94	21	22	8	9	11	12	22	23	22	23	1	1	9	10
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	21	8	38	6	29	1	5	1	5	3	14	1	5	1	4
4	Nephrology	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
5	Obstetrics and Gynaecology	8	2	25	0	0	2	25	2	25	1	13	0	0	1	12
6	Orthopaedics	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
7	Otorhinolaryngology	7	1	14	0	0	2	29	2	29	2	28	0	0	0	0
8	Paediatrics	1	1	100	0	0	0	0	0	0	0	0	0	0	0	0
9	Paediatric Surgery	1	0	0	0	0	0	0	0	0	0	0	0	0	1	100
10	Physical Medicine & Rehabilitation	6	1	17	0	0	2	33	2	33	1	17	0	0	0	0
11	Psychiatry	10	2	20	0	0	0	0	4	40	3	30	0	0	1	10
12	Urology	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
13	CTVS	1	0	0	0	0	0	0	0	0	1	100	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	0	0	1	100	0	0	0	0	0	0
16	Skin	6	0	0	0	0	1	17	2	33	2	33	0	0	1	17
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	6	1	17	0	0	1	17	2	33	1	17	0	0	1	16
22	Neuro Surgery	1	0	0	1	100	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	2	0	0	1	50	0	0	0	0	0	0	0	0	1	50
25	Palliative Pain Clinic	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
26	General Surgery	2	1	50	0	0	0	0	1	50	0	0	0	0	0	0
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	5	0	0	0	0	0	0	1	20	3	60	0	0	1	20
30	Dept-39	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
31	Dept-88	16	4	25	0	0	2	13	4	25	5	31	0	0	1	6
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-0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
37	Dept-92	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-95	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
39	Dept-43	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
40	Dept-31	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
41	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	91	48	53	22	24	21	23
1	Cardiology	0	0	0	0	0	0	0
2	Haematology	0	0	0	0	0	0	0
3	Medicine	18	10	56	5	28	3	16
4	Nephrology	0	0	0	0	0	0	0
5	Obstetrics and Gynaecology	4	2	50	2	50	0	0
6	Orthopaedics	0	0	0	0	0	0	0
7	Otorhinolaryngology	7	3	43	3	43	1	14
8	Paediatrics	4	3	75	0	0	1	25
9	Paediatric Surgery	0	0	0	0	0	0	0
10	Physical Medicine & Rehabilitation	5	3	60	2	40	0	0
11	Psychiatry	11	6	55	4	36	1	9
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	0	0	0	0	0	0	0
16	Skin	4	4	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	0	0	0	0	0	0	0
21	Dental Surgery	8	3	38	1	13	4	49

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	9	4	44	2	22	3	34
27	Radiotherapy	0	0	0	0	0	0	0
28	Dept-41	0	0	0	0	0	0	0
29	Dept-87	11	7	64	1	9	3	27
30	Dept-39	0	0	0	0	0	0	0
31	Dept-88	10	3	30	2	20	5	50
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-0	0	0	0	0	0	0	0
37	Dept-92	0	0	0	0	0	0	0
38	Dept-95	0	0	0	0	0	0	0
39	Dept-43	0	0	0	0	0	0	0
40	Dept-31	0	0	0	0	0	0	0
41	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	15	5	33	3	20	6	40	0	0	1	7
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	9	5	56	1	11	3	33	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	1	0	0	0	0	0	0	0	0	1	100
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	1	0	0	1	100	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	0	0	0	0	1	100	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	1	0	0	0	0	1	100	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	1	50	1	50	0	0	0	0
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-0	0	0	0	0	0	0	0	0	0	0	0
37	Dept-92	0	0	0	0	0	0	0	0	0	0	0
38	Dept-95	0	0	0	0	0	0	0	0	0	0	0
39	Dept-43	0	0	0	0	0	0	0	0	0	0	0
40	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 (%)
41	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	223	72	32	17	8	17	8	4	2	37	17	76	33
1	Cardiology	3	0	0	1	33	0	0	0	0	0	0	2	67
2	Haematology	0	0	0	0	0	0	0	0	0	0	0	0	0
3	Medicine	38	14	37	3	8	2	5	0	0	7	18	12	32
4	Nephrology	0	0	0	0	0	0	0	0	0	0	0	0	0
5	Obstetrics and Gynaecology	12	2	17	2	17	1	8	0	0	3	25	4	33
6	Orthopaedics	3	0	0	0	0	0	0	1	33	0	0	2	67
7	Otorhinolaryngology	11	8	73	0	0	0	0	0	0	2	18	1	9
8	Paediatrics	7	2	29	0	0	0	0	1	14	1	14	3	43
9	Paediatric Surgery	4	1	25	0	0	1	25	0	0	2	50	0	0
10	Physical Medicine & Rehabilitation	11	4	36	0	0	1	9	0	0	3	27	3	28
11	Psychiatry	12	4	33	2	17	1	8	0	0	2	17	3	25
12	Urology	1	0	0	0	0	1	100	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	6	1	17	1	17	1	17	0	0	0	0	3	49
16	Skin	17	4	24	1	6	2	12	0	0	5	29	5	29
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	2	2	100	0	0	0	0	0	0	0	0	0	0
21	Dental Surgery	26	8	31	1	4	0	0	0	0	5	19	12	46
22	Neuro Surgery	1	1	100	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	12	5	42	1	8	1	8	1	8	0	0	4	34
27	Radiotherapy	1	1	100	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	25	4	16	3	12	2	8	1	4	3	12	12	48
30	Dept-39	0	0	0	0	0	0	0	0	0	0	0	0	0
31	Dept-88	31	11	35	2	6	4	13	0	0	4	13	10	33
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-0	0	0	0	0	0	0	0	0	0	0	0	0	0
37	Dept-92	0	0	0	0	0	0	0	0	0	0	0	0	0
38	Dept-95	0	0	0	0	0	0	0	0	0	0	0	0	0
39	Dept-43	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-31	0	0	0	0	0	0	0	0	0	0	0	0	0
41	Dept-89	0	0	0	0	0	0	0	0	0	0	0	0	0