



Mera Aspataal Department Wise Report

Facility : Safdarjung Hospital Delhi



From : 2018-05-27 To : 2018-06-30

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	95,874	2,042	2	2,194	107	564	26	899	41	731	33
1	Cardiology	1,937	8	0	63	788	12	19	30	48	21	33
2	Haematology	14	1	7	1	100	1	100	0	0	0	0
3	Medicine	20,147	347	2	365	105	97	27	133	36	135	37
4	Nephrology	590	0	0	15	0	3	20	6	40	6	40
5	Obstetrics and Gynaecology	5,824	92	2	125	136	30	24	61	49	34	27
6	Orthopaedics	382	49	13	9	18	1	11	4	44	4	45
7	Otorhinolaryngology	6,355	36	1	93	258	25	27	39	42	29	31
8	Paediatrics	5,062	122	2	101	83	31	31	49	49	21	20
9	Paediatric Surgery	1,304	15	1	25	167	7	28	13	52	5	20
10	Physical Medicine & Rehabilitation	7,126	40	1	86	215	21	24	34	40	31	36
11	Psychiatry	1,293	73	6	140	192	47	34	51	36	42	30

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	1,082	1	0	43	4,300	8	19	18	42	17	39
13	CTVS	354	1	0	11	1,100	3	27	3	27	5	46
14	Endocrinology	1,469	0	0	54	0	14	26	21	39	19	35
15	EYE	3,888	19	0	67	353	18	27	23	34	26	39
16	Skin	9,643	80	1	233	291	52	22	114	49	67	29
17	Apex Regional STD Centre	108	0	0	0	0	0	0	0	0	0	0
18	Neurology	1,710	1	0	58	5,800	13	22	21	36	24	42
19	Medical Oncology	116	0	0	0	0	0	0	0	0	0	0
20	Cancer Surgery	481	0	0	8	0	4	50	3	38	1	12
21	Dental Surgery	2,979	20	1	28	140	6	21	15	54	7	25
22	Neuro Surgery	1,129	40	4	37	93	12	32	13	35	12	33
23	Pulmonary Critical Case & Sleep	20	0	0	0	0	0	0	0	0	0	0
24	Burns Plastic & Maxillofacial Surgery	200	13	7	4	31	2	50	1	25	1	25
25	Palliative Pain Clinic	73	0	0	1	0	1	100	0	0	0	0
26	General Surgery	8,244	76	1	142	187	41	29	55	39	46	32
27	Radiotherapy	1,127	1	0	2	200	0	0	0	0	2	100
28	Dept-41	3	0	0	0	0	0	0	0	0	0	0
29	Dept-87	7,293	282	4	260	92	59	23	117	45	84	32
30	Dept-39	0	0	0	0	0	0	0	0	0	0	0
31	Dept-88	5,920	725	12	223	31	56	25	75	34	92	41
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-89	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

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	633	253	40	88	14	92	15	14	2	186	29
1	Cardiology	18	4	22	5	28	4	22	0	0	5	28
2	Haematology	0	0	0	0	0	0	0	0	0	0	0
3	Medicine	117	44	38	8	7	13	11	9	8	43	36
4	Nephrology	4	0	0	1	25	0	0	0	0	3	75
5	Obstetrics and Gynaecology	28	11	39	3	11	3	11	0	0	11	39
6	Orthopaedics	6	2	33	1	17	1	17	1	17	1	16
7	Otorhinolaryngology	25	9	36	5	20	1	4	0	0	10	40
8	Paediatrics	14	4	29	1	7	4	29	1	7	4	28
9	Paediatric Surgery	7	2	29	1	14	1	14	0	0	3	43
10	Physical Medicine & Rehabilitation	23	6	26	3	13	4	17	0	0	10	44
11	Psychiatry	32	8	25	8	25	9	28	0	0	7	22
12	Urology	14	6	43	4	29	0	0	0	0	4	28
13	CTVS	3	1	33	0	0	1	33	0	0	1	34
14	Endocrinology	16	6	38	1	6	3	19	0	0	6	37
15	EYE	32	15	47	7	22	3	9	0	0	7	22
16	Skin	52	15	29	4	8	13	25	0	0	20	38
17	Apex Regional STD Centre	0	0	0	0	0	0	0	0	0	0	0
18	Neurology	23	13	57	2	9	2	9	0	0	6	25
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	1	1	100	0	0	0	0	0	0	0	0
21	Dental Surgery	4	0	0	2	50	0	0	0	0	2	50
22	Neuro Surgery	12	4	33	2	17	4	33	0	0	2	17
23	Pulmonary Critical Case & Sleep	0	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
25	Palliative Pain Clinic	0	0	0	0	0	0	0	0	0	0	0
26	General Surgery	46	24	52	8	17	9	20	1	2	4	9
27	Radiotherapy	3	2	67	0	0	1	33	0	0	0	0
28	Dept-41	0	0	0	0	0	0	0	0	0	0	0
29	Dept-87	73	32	44	9	12	8	11	2	3	22	30
30	Dept-39	0	0	0	0	0	0	0	0	0	0	0
31	Dept-88	79	44	56	13	16	8	10	0	0	14	18
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-89	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

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	235	83	35	37	16	33	14	14	6	7	3	61	26
1	Cardiology	3	2	67	0	0	1	33	0	0	0	0	0	0
2	Haematology	0	0	0	0	0	0	0	0	0	0	0	0	0
3	Medicine	41	12	29	6	15	7	17	4	10	2	5	10	24
4	Nephrology	0	0	0	0	0	0	0	0	0	0	0	0	0
5	Obstetrics and Gynaecology	10	5	50	2	20	1	10	0	0	1	10	1	10
6	Orthopaedics	2	1	50	0	0	1	50	0	0	0	0	0	0
7	Otorhinolaryngology	10	2	20	1	10	2	20	2	20	0	0	3	30
8	Paediatrics	3	1	33	1	33	0	0	0	0	0	0	1	34
9	Paediatric Surgery	0	0	0	0	0	0	0	0	0	0	0	0	0
10	Physical Medicine & Rehabilitation	9	4	44	0	0	2	22	1	11	0	0	2	23
11	Psychiatry	8	3	38	0	0	1	13	0	0	0	0	4	49
12	Urology	6	0	0	0	0	1	17	0	0	0	0	5	83
13	CTVS	1	0	0	0	0	1	100	0	0	0	0	0	0
14	Endocrinology	7	2	29	1	14	2	29	1	14	0	0	1	14
15	EYE	13	6	46	2	15	2	15	2	15	0	0	1	9
16	Skin	12	3	25	1	8	3	25	0	0	0	0	5	42
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	10	4	40	0	0	3	30	2	20	0	0	1	10
19	Medical Oncology	0	0	0	0	0	0	0	0	0	0	0	0	0
20	Cancer Surgery	1	1	100	0	0	0	0	0	0	0	0	0	0
21	Dental Surgery	0	0	0	0	0	0	0	0	0	0	0	0	0
22	Neuro Surgery	4	2	50	1	25	0	0	0	0	0	0	1	25
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	19	7	37	4	21	2	11	0	0	0	0	6	31
27	Radiotherapy	2	0	0	1	50	1	50	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	34	8	24	8	24	1	3	2	6	4	12	11	31
30	Dept-39	0	0	0	0	0	0	0	0	0	0	0	0	0
31	Dept-88	40	20	50	9	23	2	5	0	0	0	0	9	22
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-89	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 (%)
39	Dept-31	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	103	25	24	1	1	13	13	20	19	28	27	3	3	13	13
1	Cardiology	5	1	20	0	0	0	0	0	0	3	60	0	0	1	20
2	Haematology	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
3	Medicine	11	1	9	1	9	0	0	2	18	2	18	1	9	4	37
4	Nephrology	2	1	50	0	0	0	0	0	0	1	50	0	0	0	0
5	Obstetrics and Gynaecology	2	0	0	0	0	0	0	0	0	2	100	0	0	0	0
6	Orthopaedics	2	1	50	0	0	0	0	0	0	0	0	1	50	0	0
7	Otorhinolaryngology	6	1	17	0	0	0	0	2	33	3	50	0	0	0	0
8	Paediatrics	1	0	0	0	0	0	0	0	0	1	100	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	10	1	10	0	0	2	20	3	30	2	20	0	0	2	20
11	Psychiatry	5	0	0	0	0	0	0	2	40	3	60	0	0	0	0
12	Urology	3	2	67	0	0	0	0	1	33	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	1	1	100	0	0	0	0	0	0	0	0	0	0	0	0
15	EYE	10	4	40	0	0	1	10	2	20	2	20	0	0	1	10
16	Skin	3	1	33	0	0	1	33	1	34	0	0	0	0	0	0
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	3	2	67	0	0	0	0	0	0	1	33	0	0	0	0
22	Neuro Surgery	3	1	33	0	0	1	33	0	0	0	0	0	0	1	34
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	10	3	30	0	0	1	10	1	10	2	20	1	10	2	20
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	12	3	25	0	0	2	17	2	17	4	33	0	0	1	8
30	Dept-39	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
31	Dept-88	14	2	14	0	0	5	36	4	29	2	14	0	0	1	7
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-89	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

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	80	44	55	24	30	12	15
1	Cardiology	3	2	67	1	33	0	0
2	Haematology	0	0	0	0	0	0	0
3	Medicine	7	6	86	1	14	0	0
4	Nephrology	0	0	0	0	0	0	0
5	Obstetrics and Gynaecology	1	1	100	0	0	0	0
6	Orthopaedics	2	1	50	1	50	0	0
7	Otorhinolaryngology	0	0	0	0	0	0	0
8	Paediatrics	4	2	50	0	0	2	50
9	Paediatric Surgery	0	0	0	0	0	0	0
10	Physical Medicine & Rehabilitation	4	2	50	1	25	1	25
11	Psychiatry	9	7	78	1	11	1	11
12	Urology	0	0	0	0	0	0	0
13	CTVS	1	0	0	1	100	0	0
14	Endocrinology	4	1	25	2	50	1	25
15	EYE	3	2	67	0	0	1	33
16	Skin	13	7	54	4	31	2	15
17	Apex Regional STD Centre	0	0	0	0	0	0	0
18	Neurology	2	1	50	1	50	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	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 (%)
22	Neuro Surgery	3	0	0	2	67	1	33
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	2	29	1	14
27	Radiotherapy	1	0	0	1	100	0	0
28	Dept-41	0	0	0	0	0	0	0
29	Dept-87	9	5	56	3	33	1	11
30	Dept-39	0	0	0	0	0	0	0
31	Dept-88	7	3	43	3	43	1	14
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-89	0	0	0	0	0	0	0
39	Dept-31	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	1	8	7	58	1	9	0	0
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	6	2	33	1	17	3	50	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	2	0	0	0	0	1	50	1	50	0	0
7	Otorhinolaryngology	0	0	0	0	0	0	0	0	0	0	0
8	Paediatrics	1	0	0	0	0	1	100	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	1	1	100	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	2	100	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-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-89	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

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	198	69	35	20	10	19	10	5	3	40	20	45	22
1	Cardiology	7	2	29	2	29	1	14	0	0	1	14	1	14
2	Haematology	0	0	0	0	0	0	0	0	0	0	0	0	0
3	Medicine	56	23	41	4	7	7	13	2	4	13	23	7	12
4	Nephrology	3	2	67	0	0	0	0	0	0	0	0	1	33
5	Obstetrics and Gynaecology	11	4	36	2	18	0	0	0	0	1	9	4	37
6	Orthopaedics	4	1	25	0	0	0	0	1	25	1	25	1	25
7	Otorhinolaryngology	9	1	11	1	11	1	11	0	0	3	33	3	34
8	Paediatrics	4	2	50	0	0	1	25	1	25	0	0	0	0
9	Paediatric Surgery	2	2	100	0	0	0	0	0	0	0	0	0	0
10	Physical Medicine & Rehabilitation	11	3	27	1	9	0	0	0	0	2	18	5	46
11	Psychiatry	6	1	17	0	0	1	17	0	0	2	33	2	33
12	Urology	4	3	75	1	25	0	0	0	0	0	0	0	0
13	CTVS	1	1	100	0	0	0	0	0	0	0	0	0	0
14	Endocrinology	6	1	17	1	17	1	17	0	0	1	17	2	32
15	EYE	7	3	43	1	14	0	0	0	0	2	29	1	14
16	Skin	16	6	38	0	0	0	0	0	0	4	25	6	37
17	Apex Regional STD Centre	0	0	0	0	0	0	0	0	0	0	0	0	0
18	Neurology	7	4	57	1	14	0	0	0	0	1	14	1	15

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	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	2	1	50	0	0	0	0	0	0	1	50	0	0
22	Neuro Surgery	1	0	0	0	0	0	0	0	0	0	0	1	100
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	3	0	0	1	33	1	33	0	0	0	0	1	34
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	7	25	4	14	3	11	1	4	6	21	7	25
30	Dept-39	0	0	0	0	0	0	0	0	0	0	0	0	0
31	Dept-88	10	2	20	1	10	3	30	0	0	2	20	2	20
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-89	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 (%)
39	Dept-31	0	0	0	0	0	0	0	0	0	0	0	0	0