



MERA ASPATAAL DEPARTMENT WISE PERFORMANCE REPORT

SAFDARJUNG HOSPITAL DELHI

MARCH 2017



1. Satisfaction

| S# | 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 | 58,467 | 38,711 | 67 | 4,210 | 11 | 1,163 | 28 | 1,656 | 39 | 1,391 | 33 |
| 1 | Cardiology | 2,275 | 1,539 | 68 | 160 | 10 | 53 | 33 | 56 | 35 | 51 | 32 |
| 2 | Medicine | 12,544 | 8,391 | 67 | 830 | 10 | 231 | 28 | 314 | 38 | 285 | 34 |
| 3 | Nephrology | 898 | 524 | 59 | 61 | 12 | 11 | 18 | 29 | 48 | 21 | 34 |
| 4 | Obstetrics and Gynaecology | 3,711 | 2,526 | 69 | 297 | 12 | 73 | 25 | 106 | 36 | 118 | 39 |
| 5 | Orthopaedics | 4 | 2 | 50 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 6 | Otorhinolaryngology | 4,095 | 2,815 | 69 | 290 | 10 | 88 | 30 | 125 | 43 | 77 | 27 |
| 7 | Paediatrics | 3,400 | 2,106 | 62 | 222 | 11 | 65 | 29 | 91 | 41 | 66 | 30 |
| 8 | Paediatric Surgery | 670 | 441 | 66 | 51 | 12 | 14 | 27 | 21 | 41 | 16 | 32 |
| 9 | Physical Medicine & Rehabilitation | 4,977 | 3,242 | 66 | 349 | 11 | 112 | 32 | 128 | 37 | 109 | 31 |
| 10 | Psychiatry | 792 | 734 | 93 | 70 | 10 | 20 | 29 | 33 | 47 | 17 | 24 |
| 11 | Urology | 1,767 | 1,213 | 69 | 124 | 10 | 33 | 27 | 44 | 35 | 47 | 38 |
| 12 | CTVS | 381 | 209 | 55 | 15 | 7 | 8 | 53 | 4 | 27 | 3 | 20 |

| S# | 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 (%) |
|----|--------------------------|----------------|-----------------------------------|---------------------------------------|-----------------|---------------------|----------------|--------------------|-----------|---------------|---------------|-------------------|
| 13 | Endocrinology | 1,904 | 1,127 | 60 | 118 | 10 | 35 | 30 | 43 | 36 | 40 | 34 |
| 14 | EYE | 2,588 | 1,758 | 68 | 181 | 10 | 60 | 33 | 70 | 39 | 51 | 28 |
| 15 | Skin | 5,884 | 4,085 | 70 | 472 | 12 | 106 | 22 | 185 | 39 | 181 | 39 |
| 16 | Apex Regional STD Centre | 6 | 4 | 67 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 17 | Neurology | 2,057 | 1,380 | 68 | 158 | 11 | 29 | 18 | 62 | 39 | 67 | 43 |
| 18 | Medical Oncology | 1 | 1 | 100 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 19 | Cancer Surgery | 264 | 173 | 66 | 27 | 16 | 12 | 44 | 7 | 26 | 8 | 30 |
| 20 | Neuro Surgery | 541 | 364 | 68 | 35 | 10 | 9 | 26 | 12 | 34 | 14 | 40 |
| 21 | Palliative Pain Clinic | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 22 | General Surgery | 4,636 | 3,108 | 68 | 353 | 11 | 94 | 27 | 154 | 44 | 105 | 29 |
| 23 | Radiotherapy | 580 | 103 | 18 | 17 | 17 | 3 | 18 | 9 | 53 | 5 | 29 |
| 24 | Dept-41 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 25 | Dept-87 | 4,433 | 2,837 | 64 | 376 | 13 | 107 | 28 | 161 | 43 | 108 | 29 |
| 26 | Dept-88 | 58 | 29 | 50 | 4 | 14 | 0 | 0 | 2 | 50 | 2 | 50 |

2. Reasons for Dissatisfaction (Overall)

| S# | 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 | 1,147 | 411 | 36 | 141 | 12 | 136 | 12 | 113 | 10 | 346 | 30 |
| 1 | Cardiology | 42 | 14 | 33 | 2 | 5 | 5 | 12 | 3 | 7 | 18 | 43 |
| 2 | Medicine | 240 | 90 | 38 | 27 | 11 | 22 | 9 | 19 | 8 | 82 | 34 |
| 3 | Nephrology | 23 | 6 | 26 | 5 | 22 | 3 | 13 | 3 | 13 | 6 | 26 |
| 4 | Obstetrics and Gynaecology | 101 | 43 | 43 | 9 | 9 | 3 | 3 | 10 | 10 | 36 | 35 |
| 5 | Orthopaedics | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 6 | Otorhinolaryngology | 65 | 20 | 31 | 11 | 17 | 9 | 14 | 9 | 14 | 16 | 24 |
| 7 | Paediatrics | 50 | 14 | 28 | 3 | 6 | 7 | 14 | 5 | 10 | 21 | 42 |
| 8 | Paediatric Surgery | 20 | 7 | 35 | 3 | 15 | 3 | 15 | 4 | 20 | 3 | 15 |
| 9 | Physical Medicine & Rehabilitation | 95 | 29 | 31 | 9 | 9 | 13 | 14 | 13 | 14 | 31 | 32 |
| 10 | Psychiatry | 15 | 4 | 27 | 2 | 13 | 2 | 13 | 2 | 13 | 5 | 34 |
| 11 | Urology | 37 | 12 | 32 | 7 | 19 | 5 | 14 | 3 | 8 | 10 | 27 |
| 12 | CTVS | 3 | 0 | 0 | 1 | 33 | 1 | 33 | 0 | 0 | 1 | 34 |
| 13 | Endocrinology | 40 | 21 | 53 | 6 | 15 | 4 | 10 | 2 | 5 | 7 | 17 |
| 14 | EYE | 46 | 16 | 35 | 5 | 11 | 7 | 15 | 5 | 11 | 13 | 28 |
| 15 | Skin | 150 | 56 | 37 | 22 | 15 | 21 | 14 | 14 | 9 | 37 | 25 |
| 16 | Apex Regional STD Centre | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 17 | Neurology | 48 | 16 | 33 | 6 | 13 | 6 | 13 | 3 | 6 | 17 | 35 |
| 18 | Medical Oncology | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 19 | Cancer Surgery | 5 | 1 | 20 | 2 | 40 | 2 | 40 | 0 | 0 | 0 | 0 |

| S# | 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 | Neuro Surgery | 8 | 2 | 25 | 1 | 13 | 1 | 13 | 1 | 13 | 3 | 36 |
| 21 | Palliative Pain Clinic | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 22 | General Surgery | 76 | 23 | 30 | 9 | 12 | 12 | 16 | 7 | 9 | 25 | 33 |
| 23 | Radiotherapy | 3 | 2 | 67 | 0 | 0 | 1 | 33 | 0 | 0 | 0 | 0 |
| 24 | Dept-41 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 25 | Dept-87 | 78 | 33 | 42 | 11 | 14 | 9 | 12 | 10 | 13 | 15 | 19 |
| 26 | Dept-88 | 2 | 2 | 100 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |

3. Reasons for Dissatisfaction (Drill Down)

3.1 Staff Behaviour

| S# | 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 | 384 | 114 | 30 | 43 | 11 | 52 | 14 | 16 | 4 | 37 | 10 | 122 | 31 |
| 1 | Cardiology | 7 | 2 | 29 | 1 | 14 | 0 | 0 | 1 | 14 | 2 | 29 | 1 | 14 |
| 2 | Medicine | 92 | 21 | 23 | 7 | 8 | 15 | 16 | 8 | 9 | 11 | 12 | 30 | 32 |
| 3 | Nephrology | 6 | 0 | 0 | 0 | 0 | 2 | 33 | 0 | 0 | 1 | 17 | 3 | 50 |
| 4 | Obstetrics and Gynaecology | 39 | 20 | 51 | 6 | 15 | 2 | 5 | 0 | 0 | 5 | 13 | 6 | 16 |
| 5 | Orthopaedics | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 6 | Otorhinolaryngology | 20 | 5 | 25 | 6 | 30 | 2 | 10 | 0 | 0 | 1 | 5 | 6 | 30 |
| 7 | Paediatrics | 12 | 4 | 33 | 0 | 0 | 2 | 17 | 0 | 0 | 2 | 17 | 4 | 33 |
| 8 | Paediatric Surgery | 7 | 4 | 57 | 1 | 14 | 1 | 14 | 0 | 0 | 0 | 0 | 1 | 15 |
| 9 | Physical Medicine & Rehabilitation | 26 | 8 | 31 | 2 | 8 | 2 | 8 | 0 | 0 | 3 | 12 | 11 | 41 |
| 10 | Psychiatry | 5 | 1 | 20 | 2 | 40 | 0 | 0 | 0 | 0 | 1 | 20 | 1 | 20 |
| 11 | Urology | 10 | 1 | 10 | 0 | 0 | 1 | 10 | 0 | 0 | 0 | 0 | 8 | 80 |
| 12 | CTVS | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 13 | Endocrinology | 18 | 6 | 33 | 1 | 6 | 3 | 17 | 0 | 0 | 2 | 11 | 6 | 33 |
| 14 | EYE | 19 | 8 | 42 | 4 | 21 | 1 | 5 | 1 | 5 | 2 | 11 | 3 | 16 |
| 15 | Skin | 49 | 12 | 24 | 5 | 10 | 8 | 16 | 4 | 8 | 2 | 4 | 18 | 38 |
| 16 | Apex Regional STD Centre | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 17 | Neurology | 14 | 3 | 21 | 1 | 7 | 3 | 21 | 0 | 0 | 1 | 7 | 6 | 44 |

| S# | 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 | Medical Oncology | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 19 | Cancer Surgery | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 20 | Neuro Surgery | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 2 | 100 |
| 21 | Palliative Pain Clinic | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 22 | General Surgery | 22 | 5 | 23 | 3 | 14 | 4 | 18 | 0 | 0 | 3 | 14 | 7 | 31 |
| 23 | Radiotherapy | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 100 |
| 24 | Dept-41 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 25 | Dept-87 | 34 | 14 | 41 | 3 | 9 | 6 | 18 | 2 | 6 | 1 | 3 | 8 | 23 |
| 26 | Dept-88 | 1 | 0 | 0 | 1 | 100 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |

3.2 Cleanliness

| S# | 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 | 155 | 43 | 28 | 22 | 14 | 0 | 0 | 0 | 0 | 53 | 34 | 11 | 7 | 26 | 17 |
| 1 | Cardiology | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 100 |
| 2 | Medicine | 42 | 9 | 21 | 6 | 14 | 0 | 0 | 0 | 0 | 14 | 33 | 5 | 12 | 8 | 20 |
| 3 | Nephrology | 3 | 1 | 33 | 1 | 33 | 0 | 0 | 0 | 0 | 1 | 34 | 0 | 0 | 0 | 0 |
| 4 | Obstetrics and Gynaecology | 7 | 2 | 29 | 0 | 0 | 0 | 0 | 0 | 0 | 5 | 71 | 0 | 0 | 0 | 0 |
| 5 | Orthopaedics | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 6 | Otorhinolaryngology | 7 | 4 | 57 | 1 | 14 | 0 | 0 | 0 | 0 | 1 | 14 | 0 | 0 | 1 | 15 |
| 7 | Paediatrics | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 2 | 100 |
| 8 | Paediatric Surgery | 6 | 1 | 17 | 1 | 17 | 0 | 0 | 0 | 0 | 1 | 17 | 1 | 17 | 2 | 32 |
| 9 | Physical Medicine & Rehabilitation | 13 | 3 | 23 | 1 | 8 | 0 | 0 | 0 | 0 | 6 | 46 | 1 | 8 | 2 | 15 |
| 10 | Psychiatry | 4 | 0 | 0 | 1 | 25 | 0 | 0 | 0 | 0 | 1 | 25 | 1 | 25 | 1 | 25 |
| 11 | Urology | 9 | 5 | 56 | 1 | 11 | 0 | 0 | 0 | 0 | 3 | 33 | 0 | 0 | 0 | 0 |
| 12 | CTVS | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 100 |
| 13 | Endocrinology | 9 | 4 | 44 | 1 | 11 | 0 | 0 | 0 | 0 | 3 | 33 | 1 | 12 | 0 | 0 |
| 14 | EYE | 9 | 2 | 22 | 2 | 22 | 0 | 0 | 0 | 0 | 3 | 33 | 0 | 0 | 2 | 23 |
| 15 | Skin | 17 | 6 | 35 | 2 | 12 | 0 | 0 | 0 | 0 | 7 | 41 | 1 | 6 | 1 | 6 |
| 16 | Apex Regional STD Centre | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 17 | Neurology | 5 | 1 | 20 | 1 | 20 | 0 | 0 | 0 | 0 | 1 | 20 | 0 | 0 | 2 | 40 |

| S# | 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 | Medical Oncology | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 19 | Cancer Surgery | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 20 | Neuro Surgery | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 100 | 0 | 0 | 0 | 0 |
| 21 | Palliative Pain Clinic | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 22 | General Surgery | 6 | 2 | 33 | 1 | 17 | 0 | 0 | 0 | 0 | 2 | 33 | 0 | 0 | 1 | 17 |
| 23 | Radiotherapy | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 24 | Dept-41 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 25 | Dept-87 | 13 | 3 | 23 | 3 | 23 | 0 | 0 | 0 | 0 | 4 | 31 | 1 | 8 | 2 | 15 |
| 26 | Dept-88 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |

3.3 Cost of Treatment

| S# | Departments | Total responses for dissatisfaction with cost of treatment | Medicines and Supplies | Medicines and Supplies (%) | Investigations | Investigations (%) | Informal payment | Informal payment (%) |
|----|---|--|------------------------|----------------------------|----------------|--------------------|------------------|----------------------|
| 0 | Total | 113 | 56 | 50 | 43 | 38 | 14 | 12 |
| 1 | Cardiology | 2 | 1 | 50 | 0 | 0 | 1 | 50 |
| 2 | Medicine | 17 | 10 | 59 | 6 | 35 | 1 | 6 |
| 3 | Nephrology | 1 | 1 | 100 | 0 | 0 | 0 | 0 |
| 4 | Obstetrics and Gynaecology | 2 | 1 | 50 | 1 | 50 | 0 | 0 |
| 5 | Orthopaedics | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 6 | Otorhinolaryngology | 5 | 2 | 40 | 3 | 60 | 0 | 0 |
| 7 | Paediatrics | 7 | 2 | 29 | 4 | 57 | 1 | 14 |
| 8 | Paediatric Surgery | 5 | 2 | 40 | 2 | 40 | 1 | 20 |
| 9 | Physical Medicine & Rehabilitation | 12 | 6 | 50 | 5 | 42 | 1 | 8 |
| 10 | Psychiatry | 1 | 0 | 0 | 1 | 100 | 0 | 0 |
| 11 | Urology | 4 | 2 | 50 | 2 | 50 | 0 | 0 |
| 12 | CTVS | 1 | 1 | 100 | 0 | 0 | 0 | 0 |
| 13 | Endocrinology | 4 | 2 | 50 | 2 | 50 | 0 | 0 |
| 14 | EYE | 7 | 5 | 71 | 2 | 29 | 0 | 0 |
| 15 | Skin | 15 | 11 | 73 | 2 | 13 | 2 | 14 |
| 16 | Apex Regional STD Centre | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 17 | Neurology | 7 | 3 | 43 | 3 | 43 | 1 | 14 |
| 18 | Medical Oncology | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 19 | Cancer Surgery | 2 | 1 | 50 | 1 | 50 | 0 | 0 |
| 20 | Neuro Surgery | 1 | 0 | 0 | 0 | 0 | 1 | 100 |
| 21 | Palliative Pain Clinic | 0 | 0 | 0 | 0 | 0 | 0 | 0 |

| S# | Departments | Total responses for dissatisfaction with cost of treatment | Medicines and Supplies | Medicines and Supplies (%) | Investigations | Investigations (%) | Informal payment | Informal payment (%) |
|-----------|--------------------|---|-------------------------------|-----------------------------------|-----------------------|---------------------------|-------------------------|-----------------------------|
| 22 | General Surgery | 11 | 3 | 27 | 5 | 45 | 3 | 28 |
| 23 | Radiotherapy | 1 | 0 | 0 | 0 | 0 | 1 | 100 |
| 24 | Dept-41 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 25 | Dept-87 | 8 | 3 | 38 | 4 | 50 | 1 | 12 |
| 26 | Dept-88 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |

3.4 Quality of Treatment

| S# | 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 | 79 | 20 | 25 | 4 | 5 | 42 | 53 | 11 | 14 | 2 | 3 |
| 1 | Cardiology | 2 | 2 | 100 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 2 | Medicine | 15 | 5 | 33 | 1 | 7 | 6 | 40 | 2 | 13 | 1 | 7 |
| 3 | Nephrology | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 100 | 0 | 0 |
| 4 | Obstetrics and Gynaecology | 8 | 3 | 38 | 0 | 0 | 3 | 38 | 2 | 24 | 0 | 0 |
| 5 | Orthopaedics | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 6 | Otorhinolaryngology | 8 | 1 | 13 | 1 | 13 | 5 | 63 | 1 | 11 | 0 | 0 |
| 7 | Paediatrics | 3 | 1 | 33 | 0 | 0 | 2 | 67 | 0 | 0 | 0 | 0 |
| 8 | Paediatric Surgery | 4 | 0 | 0 | 0 | 0 | 2 | 50 | 2 | 50 | 0 | 0 |
| 9 | Physical Medicine & Rehabilitation | 9 | 4 | 44 | 0 | 0 | 5 | 56 | 0 | 0 | 0 | 0 |
| 10 | Psychiatry | 2 | 0 | 0 | 0 | 0 | 2 | 100 | 0 | 0 | 0 | 0 |
| 11 | Urology | 1 | 0 | 0 | 0 | 0 | 1 | 100 | 0 | 0 | 0 | 0 |
| 12 | CTVS | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 13 | Endocrinology | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 14 | EYE | 4 | 1 | 25 | 0 | 0 | 2 | 50 | 0 | 0 | 1 | 25 |
| 15 | Skin | 7 | 1 | 14 | 0 | 0 | 5 | 71 | 1 | 15 | 0 | 0 |
| 16 | Apex Regional STD Centre | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 17 | Neurology | 2 | 0 | 0 | 1 | 50 | 1 | 50 | 0 | 0 | 0 | 0 |
| 18 | Medical Oncology | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |

| S# | 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 | Cancer Surgery | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 20 | Neuro Surgery | 1 | 0 | 0 | 1 | 100 | 0 | 0 | 0 | 0 | 0 | 0 |
| 21 | Palliative Pain Clinic | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 22 | General Surgery | 4 | 1 | 25 | 0 | 0 | 2 | 50 | 1 | 25 | 0 | 0 |
| 23 | Radiotherapy | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 24 | Dept-41 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 25 | Dept-87 | 8 | 1 | 13 | 0 | 0 | 6 | 75 | 1 | 12 | 0 | 0 |
| 26 | Dept-88 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |

3.5 Other Reasons

| S# | 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 | 350 | 143 | 41 | 23 | 7 | 30 | 9 | 21 | 6 | 87 | 25 | 46 | 12 |
| 1 | Cardiology | 17 | 8 | 47 | 1 | 6 | 1 | 6 | 0 | 0 | 5 | 29 | 2 | 12 |
| 2 | Medicine | 93 | 38 | 41 | 8 | 9 | 10 | 11 | 6 | 6 | 19 | 20 | 12 | 13 |
| 3 | Nephrology | 6 | 1 | 17 | 0 | 0 | 1 | 17 | 0 | 0 | 1 | 17 | 3 | 49 |
| 4 | Obstetrics and Gynaecology | 35 | 14 | 40 | 3 | 9 | 0 | 0 | 5 | 14 | 8 | 23 | 5 | 14 |
| 5 | Orthopaedics | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 6 | Otorhinolaryngology | 15 | 9 | 60 | 0 | 0 | 3 | 20 | 0 | 0 | 3 | 20 | 0 | 0 |
| 7 | Paediatrics | 15 | 7 | 47 | 2 | 13 | 0 | 0 | 0 | 0 | 3 | 20 | 3 | 20 |
| 8 | Paediatric Surgery | 6 | 1 | 17 | 1 | 17 | 1 | 17 | 1 | 17 | 0 | 0 | 2 | 32 |
| 9 | Physical Medicine & Rehabilitation | 35 | 13 | 37 | 5 | 14 | 4 | 11 | 1 | 3 | 8 | 23 | 4 | 12 |
| 10 | Psychiatry | 4 | 1 | 25 | 0 | 0 | 1 | 25 | 0 | 0 | 1 | 25 | 1 | 25 |
| 11 | Urology | 10 | 4 | 40 | 0 | 0 | 2 | 20 | 1 | 10 | 2 | 20 | 1 | 10 |
| 12 | CTVS | 1 | 1 | 100 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 13 | Endocrinology | 7 | 2 | 29 | 0 | 0 | 0 | 0 | 0 | 0 | 5 | 71 | 0 | 0 |
| 14 | EYE | 17 | 5 | 29 | 1 | 6 | 1 | 6 | 0 | 0 | 9 | 53 | 1 | 6 |
| 15 | Skin | 33 | 11 | 33 | 0 | 0 | 2 | 6 | 5 | 15 | 9 | 27 | 6 | 19 |
| 16 | Apex Regional STD Centre | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 17 | Neurology | 18 | 9 | 50 | 0 | 0 | 3 | 17 | 0 | 0 | 6 | 33 | 0 | 0 |
| 18 | Medical Oncology | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |

| S# | 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 | Cancer Surgery | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 20 | Neuro Surgery | 2 | 1 | 50 | 0 | 0 | 1 | 50 | 0 | 0 | 0 | 0 | 0 | 0 |
| 21 | Palliative Pain Clinic | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 22 | General Surgery | 24 | 13 | 54 | 2 | 8 | 0 | 0 | 2 | 8 | 3 | 13 | 4 | 17 |
| 23 | Radiotherapy | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 24 | Dept-41 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 25 | Dept-87 | 12 | 5 | 42 | 0 | 0 | 0 | 0 | 0 | 0 | 5 | 42 | 2 | 16 |
| 26 | Dept-88 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |