Customer Feedback Report

Number of patients: 21

Number of patients responded: 18

Response rate: 85.71%

**Center Details**

Center Name: Civil Hospital Palwal

Score: 2.76

Remarks: Average

**Staff Details**

Operations Manager: Kahkashan Naaz

Center Manager: Dushyant Pawar

Doctor: Not Available

Senior Technicians: Parvej/Narender

**Report**

|  |  |  |  |
| --- | --- | --- | --- |
| **S.NO** | **Parameter** | **Remarks** | **Score** |
| 1 | Environment | Average | 2.78 |
| 2 | Cleanliness | Average | 2.78 |
| 3 | Staff Behavior | Average | 2.72 |
| 4 | Procedure Explained | Poor | 1.00 |
| 5 | Dialysis started on time | Average | 2.77 |
| 6 | Dialysis received for 4 hours | Average | 2.77 |

* Score table is defined in table below :

|  |  |
| --- | --- |
| **Score** | **Remarks** |
| 5 | Excellent |
| 4 | Very Good |
| 3 | Satisfactory |
| 2 | Average |
| 1 | Poor |