Customer Feedback Report

Number of patients: 28

Number of patients responded: 20

Response rate: 71.43%

**Center Details**

Center Name: District Hospital Ghazipur

Score: 3.08

Remarks: Satisfactory

**Staff Details**

Operations Manager: Mohd. Noman

Center Manager: Shatrudhan Singh

Doctor: Not Available

Senior Technicians: Sauravh Pandey & Satish Tiwari

**Report**

|  |  |  |  |
| --- | --- | --- | --- |
| **S.NO** | **Parameter** | **Remarks** | **Score** |
| 1 | Environment | Satisfactory | 3.00 |
| 2 | Cleanliness | Satisfactory | 3.05 |
| 3 | Staff Behavior | Satisfactory | 3.20 |
| 4 | Procedure Explained | Very Good | 4.50 |
| 5 | Dialysis started on time | Satisfactory | 3.50 |
| 6 | Dialysis received for 4 hours | Satisfactory | 3.50 |

* Score table is defined in table below :

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