Customer Feedback Report

Number of patients: 47

Number of patients responded: 35

Response rate: 74.47%

**Center Details**

Center Name: District Hospital Mathura

Score: 2.99

Remarks: Average

**Staff Details**

Operations Manager: Mohd. Noman

Center Manager: Anurag Chauhan

Doctor: Sachin Kumar Sharma

Senior Technicians: Lakshmi Narayan/Mahender/Aakash,Krishna

**Report**

|  |  |  |  |
| --- | --- | --- | --- |
| **S.NO** | **Parameter** | **Remarks** | **Score** |
| 1 | Environment | Satisfactory | 3.03 |
| 2 | Cleanliness | Average | 2.83 |
| 3 | Staff Behavior | Satisfactory | 3.11 |
| 4 | Procedure Explained | Very Good | 4.71 |
| 5 | Dialysis started on time | Excellent | 5.00 |
| 6 | Dialysis received for 4 hours | Excellent | 5.00 |

* Score table is defined in table below :

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