Customer Feedback Report

Number of patients: 34

Number of patients responded: 26

Response rate: 76.47%

**Center Details**

Center Name: Glocal Hospital Begusarai

Score: 2.88

Remarks: Average

**Staff Details**

Operations Manager: Rupesh Tiwari

Center Manager: Mohd. Ejaz Ahmad/Rakesh Kr. Sinha

Doctor: Not Available

Senior Technicians: J. Ashutosh & Ravi Kr. Ranjan

**Report**

|  |  |  |  |
| --- | --- | --- | --- |
| **S.NO** | **Parameter** | **Remarks** | **Score** |
| 1 | Environment | Satisfactory | 3.00 |
| 2 | Cleanliness | Average | 2.73 |
| 3 | Staff Behavior | Average | 2.92 |
| 4 | Procedure Explained | Very Good | 4.61 |
| 5 | Dialysis started on time | Very Good | 4.61 |
| 6 | Dialysis received for 4 hours | Very Good | 4.61 |

* Score table is defined in table below :

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