Customer Feedback Report

Number of patients: 81

Number of patients responded: 59

Response rate: 72.84%

**Center Details**

Center Name: KCGMC Karnal

Score: 3.19

Remarks: Satisfactory

**Staff Details**

Operations Manager: Kahkashan Naaz

Center Manager: Gaurav Arora

Doctor: Rohit & Visul

Senior Technicians: Sandeep & Ravi

**Report**

|  |  |  |  |
| --- | --- | --- | --- |
| **S.NO** | **Parameter** | **Remarks** | **Score** |
| 1 | Environment | Satisfactory | 3.15 |
| 2 | Cleanliness | Satisfactory | 3.14 |
| 3 | Staff Behavior | Satisfactory | 3.27 |
| 4 | Procedure Explained | Very Good | 4.83 |
| 5 | Dialysis started on time | Excellent | 5.00 |
| 6 | Dialysis received for 4 hours | Satisfactory | 3.81 |

* Score table is defined in table below :

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