Customer Feedback Report

Number of patients: 23

Number of patients responded: 17

Response rate: 73.91%

**Center Details**

Center Name: Kalra Hospital

Score: 2.94

Remarks: Average

**Staff Details**

Operations Manager: Nitika

Center Manager: Jibrail

Doctor: Not Available

Senior Technicians: Sanjay

**Report**

|  |  |  |  |
| --- | --- | --- | --- |
| **S.NO** | **Parameter** | **Remarks** | **Score** |
| 1 | Environment | Average | 2.94 |
| 2 | Cleanliness | Average | 2.94 |
| 3 | Staff Behavior | Average | 2.94 |
| 4 | Procedure Explained | Satisfactory | 3.23 |
| 5 | Dialysis started on time | Very Good | 4.41 |
| 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 |