Customer Feedback Report

Number of patients: 262

Number of patients responded: 190

Response rate: 72.52%

**Center Details**

Center Name: Nephrine Kidney Care

Score: 3.05

Remarks: Satisfactory

**Staff Details**

Operations Manager: Nitika(R.M.)

Center Manager: Nadeem Chaudhary

Doctor: Ritesh Verma

Senior Technicians: Jahangir

**Report**

|  |  |  |  |
| --- | --- | --- | --- |
| **S.NO** | **Parameter** | **Remarks** | **Score** |
| 1 | Environment | Satisfactory | 3.04 |
| 2 | Cleanliness | Satisfactory | 3.02 |
| 3 | Staff Behavior | Satisfactory | 3.09 |
| 4 | Procedure Explained | Very Good | 4.73 |
| 5 | Dialysis started on time | Very Good | 4.00 |
| 6 | Dialysis received for 4 hours | Very Good | 4.36 |

* Score table is defined in table below :

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