Customer Feedback Report

Number of patients: 96

Number of patients responded: 71

Response rate: 73.96%

**Center Details**

Center Name: PGIMS Rohtak

Score: 3.25

Remarks: Satisfactory

**Staff Details**

Operations Manager: Kahkashan Naaz

Center Manager: Himanshu Jhakar

Doctor: Ravinder

Senior Technicians: Rakesh Kundu & Ravinder

**Report**

|  |  |  |  |
| --- | --- | --- | --- |
| **S.NO** | **Parameter** | **Remarks** | **Score** |
| 1 | Environment | Satisfactory | 3.23 |
| 2 | Cleanliness | Satisfactory | 3.21 |
| 3 | Staff Behavior | Satisfactory | 3.32 |
| 4 | Procedure Explained | Very Good | 4.85 |
| 5 | Dialysis started on time | Very Good | 4.85 |
| 6 | Dialysis received for 4 hours | Very Good |  4.71 |
|  |  |  |  |

* Score table is defined in table below :

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