Customer Feedback Report

Number of patients: 103

Number of patients responded: 79

Response rate: 76.70%

**Center Details**

Center Name: PGIMS Rohtak

Score: 3.20

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 | 3.19 |
| 2 | Cleanliness | Satisfactory | 3.18 |
| 3 | Staff Behavior | Satisfactory | 3.23 |
| 4 | Procedure Explained | Very Good | 4.87 |
| 5 | Dialysis started on time | Very Good | 4.74 |
| 6 | Dialysis received for 4 hours | Very Good |  4.62 |
|  |  |  |  |

* Score table is defined in table below :

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