### Annexure 4(a)

**Irinjalakuda General Hospital – Patients Survey Analysis Report**

**Socio Economic Status of users of Irinjalakuda General Hospital**

<table>
<thead>
<tr>
<th>No. of Persons Participated</th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Male</td>
<td>40%</td>
<td></td>
</tr>
<tr>
<td>Female</td>
<td>60.00%</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Educational Qualification</th>
<th>APL</th>
<th>BPL</th>
</tr>
</thead>
<tbody>
<tr>
<td>Illiterate</td>
<td>16%</td>
<td>7%</td>
</tr>
<tr>
<td>Primary</td>
<td>62%</td>
<td>67%</td>
</tr>
<tr>
<td>Secondary</td>
<td>4%</td>
<td>4%</td>
</tr>
<tr>
<td>Higher secondary</td>
<td>14%</td>
<td>19%</td>
</tr>
<tr>
<td>Degree</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Post Graduate</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Profession</td>
<td>2%</td>
<td>4%</td>
</tr>
<tr>
<td>Others</td>
<td>2%</td>
<td>0%</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Occupation</th>
<th>APL</th>
<th>BPL</th>
</tr>
</thead>
<tbody>
<tr>
<td>Self employment</td>
<td>8%</td>
<td>7.41%</td>
</tr>
<tr>
<td>Govt. employment</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Permanent employment</td>
<td>16%</td>
<td>18.52%</td>
</tr>
<tr>
<td>Unemployment</td>
<td>58%</td>
<td>66.67%</td>
</tr>
<tr>
<td>Daily wages</td>
<td>18%</td>
<td>7.41%</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>4.Marital Status</th>
<th>APL</th>
<th>BPL</th>
</tr>
</thead>
<tbody>
<tr>
<td>Married</td>
<td>74%</td>
<td>85.16%</td>
</tr>
<tr>
<td>Unmarried</td>
<td>8%</td>
<td>60.87%</td>
</tr>
<tr>
<td>Widow</td>
<td>18%</td>
<td>14.81%</td>
</tr>
<tr>
<td>Widower</td>
<td>0</td>
<td>21.80%</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Marital Status</th>
<th>APL</th>
<th>BPL</th>
</tr>
</thead>
<tbody>
<tr>
<td>Married</td>
<td>85.16%</td>
<td>60.87%</td>
</tr>
<tr>
<td>Unmarried</td>
<td>17.40%</td>
<td>0</td>
</tr>
<tr>
<td>Widow</td>
<td>14.81%</td>
<td>21.80%</td>
</tr>
<tr>
<td>Widower</td>
<td>0</td>
<td>0</td>
</tr>
</tbody>
</table>
### 5. Type of Family

<table>
<thead>
<tr>
<th>Type of Family</th>
<th>APL (%)</th>
<th>BPL (%)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Nuclear Family</td>
<td>62%</td>
<td>66.67%</td>
</tr>
<tr>
<td>Joint family</td>
<td>38%</td>
<td>43.48%</td>
</tr>
<tr>
<td>Big family</td>
<td>0</td>
<td>0</td>
</tr>
</tbody>
</table>

### 7. Media Exposure

<table>
<thead>
<tr>
<th>Exposure</th>
<th>APL (%)</th>
<th>BPL (%)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Daily</td>
<td>52%</td>
<td>66.67%</td>
</tr>
<tr>
<td>Sometimes</td>
<td>4%</td>
<td>0</td>
</tr>
<tr>
<td>Rarely</td>
<td>6%</td>
<td>11.11%</td>
</tr>
<tr>
<td>Never</td>
<td>38%</td>
<td>22.22%</td>
</tr>
</tbody>
</table>

### 8. Quality of Gov. Hospitals

<table>
<thead>
<tr>
<th>Quality</th>
<th>APL (%)</th>
<th>BPL (%)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Very good</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Good</td>
<td>44%</td>
<td>37.04%</td>
</tr>
<tr>
<td>No problem</td>
<td>52%</td>
<td>55.56%</td>
</tr>
<tr>
<td>Bad</td>
<td>4%</td>
<td>7.41%</td>
</tr>
</tbody>
</table>

### 9. Corruption in Gov. hospitals

<table>
<thead>
<tr>
<th>Corruption Level</th>
<th>APL (%)</th>
<th>BPL (%)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Many</td>
<td>2%</td>
<td>0.00%</td>
</tr>
<tr>
<td>Yes</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>To certain extent</td>
<td>6%</td>
<td>3.70%</td>
</tr>
<tr>
<td>No Corruption</td>
<td>90%</td>
<td>92.60%</td>
</tr>
</tbody>
</table>

### 11. Believe in Health care system

<table>
<thead>
<tr>
<th>Belief Level</th>
<th>APL (%)</th>
<th>BPL (%)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>88%</td>
<td>85.19%</td>
</tr>
<tr>
<td>Something</td>
<td>8%</td>
<td>7.41%</td>
</tr>
<tr>
<td>No</td>
<td>4%</td>
<td>7.41%</td>
</tr>
</tbody>
</table>
1. Received All Medicines from the Hospital (Total)

- Strongly Disagree: 0%
- Disagree: 0%
- No Opinion: 2%
- Agree: 66%
- Strongly Agree: 32%

2. Received all medicine from hospital APL

- Strongly Disagree: 0%
- Disagree: 0%
- No Opinion: 0%
- Agree: 39.13%
- Strongly Agree: 60.87%

3. Received all medicine from hospital BPL

- Strongly Disagree: 0%
- Disagree: 0%
- No Opinion: 0%
- Agree: 0%
- Strongly Agree: 3.70%
2. Hospitals have sufficient number of employees (Total)

- Strongly Disagree: 2%
- Disagree: 8%
- No Opinion: 0%
- Agree: 88%
- Strongly Agree: 2%

Hospitals have sufficient number of employees (Total)

- Hospitals have sufficient number of employees APL
  - Strongly Disagree: 8.70%
  - Disagree: 7.41%
  - No Opinion: 0%
  - Agree: 91.30%
  - Strongly Agree: 0%

- Hospitals have sufficient number of employees BPL
  - Strongly Disagree: 0%
  - Disagree: 0%
  - No Opinion: 0%
  - Agree: 0%
  - Strongly Agree: 3.70%
3. Received all necessary treatment and services (Total)

- Strongly Disagree: 2%
- Disagree: 0%
- No Opinion: 0%
- Agree: 96%
- Strongly Agree: 2%

- Received all necessary treatment and services (Total)
- APL: 96.30%
- BPL: 95.65%

- Strongly Disagree: 0%
- Disagree: 0.35%
- No Opinion: 0%
- Agree: 95.65%
- Strongly Agree: 3.70%
4. Treatment expenses were within the expected amount (Total)

- Strongly Disagree: 0%
- Disagree: 8%
- No Opinion: 0%
- Agree: 90%
- Strongly Agree: 2%

- Treatment expenses were within the expected amount (Total)

5. Treatment expenses were within the expected amount APL

- Strongly Disagree: 7.41%
- Disagree: 8.70%
- No Opinion: 0%
- Agree: 91.30%
- Strongly Agree: 3.70%

- Treatment expenses were within the expected amount APL

6. Treatment expenses were within the expected amount BPL

- Strongly Disagree: 0%
- Disagree: 0.1%
- No Opinion: 0%
- Agree: 99.0%
- Strongly Agree: 0%

- Treatment expenses were within the expected amount BPL
5. All the necessary lab facilities were available in the hospital itself (Total)

- Strongly Disagree: 46%
- Disagree: 8%
- No Opinion: 37.03%
- Agree: 39.13%
- Strongly Agree: 56.52%

All the necessary lab facilities were available in the hospital itself (Total)

- All the necessary lab facilities were available in the hospital itself APL
- All the necessary lab facilities were available in the hospital itself BPL

- Strongly Disagree: 0
- Disagree: 0
- No Opinion: 0
- Agree: 0
- Strongly Agree: 0
6. All necessary facilities including Bed, Water, Toilet etc were available (Total)

All necessary facilities including Bed, Water, Toilet etc were available (Total)

- Strongly Disagree: 0
- Disagree: 0
- No Opinion: 0
- Agree: 29.63%
- Strongly Agree: 76%

All necessary facilities including Bed, Water, Toilet etc were available APL

- Strongly Disagree: 0
- Disagree: 0
- No Opinion: 0
- Agree: 17.39%
- Strongly Agree: 82.61%

All necessary facilities including Bed, Water, Toilet etc were available BPL
7. Expert Doctors and Nurses were available for Diagnosing (Total)

- Strongly Disagree: 0%
- Disagree: 4%
- No opinion: 0%
- Agree: 96%
- Strongly Agree: 0%

- Strongly Disagree: 0%
- Disagree: 0%
- No opinion: 0%
- Agree: 95.65%
- Strongly Agree: 0%

- Strongly Disagree: 0%
- Disagree: 0%
- No opinion: 0%
- Agree: 96.30%
- Strongly Agree: 0%
8. The Hospital is well maintained (Total)

- Strongly Disagree: 0%
- Disagree: 4%
- No Opinion: 0%
- Agree: 96%
- Strongly Agree: 0%

The Hospital is well maintained (Total)

- The Hospital is well maintained APL
- The Hospital is well maintained BPL

- Strongly Disagree: 7.41%
- Disagree: 0%
- No Opinion: 0%
- Agree: 92.59%
- Strongly Agree: 0%
9. All the Doctors and Nurses were empathetic (Total)

- **All the Doctors and Nurses were empathetic (Total)**

<table>
<thead>
<tr>
<th>Strongly Disagree</th>
<th>Disagree</th>
<th>No Opinion</th>
<th>Agree</th>
<th>Strongly Agree</th>
</tr>
</thead>
<tbody>
<tr>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
</tbody>
</table>

- **All the Doctors and Nurses were empathetic APL**

<table>
<thead>
<tr>
<th>Strongly Disagree</th>
<th>Disagree</th>
<th>No Opinion</th>
<th>Agree</th>
<th>Strongly Agree</th>
</tr>
</thead>
<tbody>
<tr>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
</tbody>
</table>

- **All the Doctors and Nurses were empathetic BPL**

<table>
<thead>
<tr>
<th>Strongly Disagree</th>
<th>Disagree</th>
<th>No Opinion</th>
<th>Agree</th>
<th>Strongly Agree</th>
</tr>
</thead>
<tbody>
<tr>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
</tbody>
</table>
10. The Doctors and Nurses communicated well to us (Total)

- 100% agreed.
11. Enough time was available to communicate with doctor (Total)

- Strongly Disagree
- Disagree
- No Opinion
- Agree
- Strongly Agree

Enough time was available to communicate with doctor (Total)

- Blue bar: Enough time was available to communicate with doctor (Total)
- Red bar: Enough time was available to communicate with doctor APL
- Dark red bar: Enough time was available to communicate with doctor BPL
12. Healthcare takers provided all necessary help (Total)

Healthcare takers provided all necessary help (Total)

Healthcare takers provided all necessary help APL

Healthcare takers provided all necessary help BPL

Strongly Disagree Disagree No Opinion Agree Strongly Agree

0 2% 0 98% 0

0 3.70% 0 96.30% 0

0 0 0 100% 0
13. The Hospital provided enough privacy (Total)

- **Strongly Disagree**: 0%
- **Disagree**: 4%
- **No Opinion**: 0%
- **Agree**: 32%
- **Strongly Agree**: 64%
14. The Hospital is clean and Sterilize
(Total)

- Strongly Disagree: 0%
- Disagree: 6%
- No Opinion: 2%
- Agree: 92%
- Strongly Agree: 0%

The Hospital is clean and Sterilize APL:
- Strongly Disagree: 0%
- Disagree: 7.41%
- No Opinion: 0%
- Agree: 92.59%
- Strongly Agree: 0%

The Hospital is clean and Sterilize BPL:
- Strongly Disagree: 0%
- Disagree: 4.35%
- No Opinion: 0%
- Agree: 91.30%
- Strongly Agree: 0%
15. Hospital has all the new equipments for treatment (Total)

- Strongly Disagree: 0%
- Disagree: 34%
- No Opinion: 8%
- Agree: 58%
- Strongly Agree: 0%

- Hospital has all the new equipments for treatment (Total)

- Hospital has all the new equipments for treatment APL
- Hospital has all the new equipments for treatment BPL
16. Toilet is clean (Total)

- **Strongly Disagree**: 0%
- **Disagree**: 6%
- **No Opinion**: 32%
- **Agree**: 62%
- **Strongly Agree**: 0%

### Toilet is clean APL
- **Strongly Disagree**: 0%
- **Disagree**: 8.70%
- **No Opinion**: 21.74%
- **Agree**: 55.56%
- **Strongly Agree**: 0%

### Toilet is clean BPL
- **Strongly Disagree**: 0%
- **Disagree**: 3.70%
- **No Opinion**: 40.74%
- **Agree**: 69.57%
- **Strongly Agree**: 0%