# Annexure 4(c)

## Vellanikkara CHC – Patients Survey Analysis Report

### Socio Economic Status of users of Vellanikkara CHC

<table>
<thead>
<tr>
<th>No. of Persons Participated</th>
<th>APL</th>
<th>BPL</th>
</tr>
</thead>
<tbody>
<tr>
<td>Male</td>
<td>36%</td>
<td>36.84%</td>
</tr>
<tr>
<td>Female</td>
<td>63.64%</td>
<td>63.16%</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>18%</td>
<td>10.53%</td>
</tr>
<tr>
<td>Primary</td>
<td>18%</td>
<td>52.63%</td>
</tr>
<tr>
<td>Secondary</td>
<td>55%</td>
<td>15.79%</td>
</tr>
<tr>
<td>Higher secondary</td>
<td>9%</td>
<td>15.79%</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>0%</td>
<td>0%</td>
</tr>
<tr>
<td>Others</td>
<td>0%</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>36.36%</td>
<td>21.05%</td>
</tr>
<tr>
<td>Govt. employment</td>
<td>9.09%</td>
<td>0</td>
</tr>
<tr>
<td>Permanent employment</td>
<td>9.09%</td>
<td>5.26%</td>
</tr>
<tr>
<td>Unemployment</td>
<td>36.36%</td>
<td>57.89%</td>
</tr>
<tr>
<td>Daily wages</td>
<td>9.09%</td>
<td>15.79%</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>81.82%</td>
<td>94.74%</td>
</tr>
<tr>
<td>Unmarried</td>
<td>0%</td>
<td>0.00%</td>
</tr>
<tr>
<td>Widow</td>
<td>18.18%</td>
<td>5.26%</td>
</tr>
<tr>
<td>Widower</td>
<td>0%</td>
<td>0%</td>
</tr>
</tbody>
</table>
### 5. Type of Family

<table>
<thead>
<tr>
<th>Family Type</th>
<th>APL</th>
<th>BPL</th>
</tr>
</thead>
<tbody>
<tr>
<td>Nuclear Family</td>
<td>66.67%</td>
<td>63.64%</td>
</tr>
<tr>
<td>Joint family</td>
<td>33.33%</td>
<td>36.36%</td>
</tr>
<tr>
<td>Big family</td>
<td></td>
<td></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>36.67%</td>
<td>72.72%</td>
</tr>
<tr>
<td>Sometimes</td>
<td>10%</td>
<td>0</td>
</tr>
<tr>
<td>Rarely</td>
<td>10%</td>
<td>9.09%</td>
</tr>
<tr>
<td>Never</td>
<td>43.33%</td>
<td>18.18%</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>10%</td>
<td>9.09%</td>
</tr>
<tr>
<td>Good</td>
<td>27%</td>
<td>0.00%</td>
</tr>
<tr>
<td>No problem</td>
<td>57%</td>
<td>90.91%</td>
</tr>
<tr>
<td>Bad</td>
<td>7%</td>
<td>0.00%</td>
</tr>
</tbody>
</table>

### 9. Corruption in Gov. hospitals

<table>
<thead>
<tr>
<th>Corruption Type</th>
<th>APL</th>
<th>BPL</th>
</tr>
</thead>
<tbody>
<tr>
<td>Many</td>
<td>0%</td>
<td>0.00%</td>
</tr>
<tr>
<td>Yes</td>
<td>0%</td>
<td>0</td>
</tr>
<tr>
<td>To certain extent</td>
<td>7%</td>
<td>9.09%</td>
</tr>
<tr>
<td>No Corruption</td>
<td>60%</td>
<td>54.54%</td>
</tr>
<tr>
<td>Not at all</td>
<td>33.33%</td>
<td>36.36%</td>
</tr>
</tbody>
</table>

### 11. Believe in Health care system

<table>
<thead>
<tr>
<th>Belief Type</th>
<th>APL</th>
<th>BPL</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>23%</td>
<td>27.27%</td>
</tr>
<tr>
<td>Something</td>
<td>77%</td>
<td>72.72%</td>
</tr>
<tr>
<td>No</td>
<td></td>
<td>0.00%</td>
</tr>
</tbody>
</table>
1. Received all medicine from hospital (Total)

- Strongly Disagree: 0%
- Disagree: 6.67%
- No Opinion: 0%
- Agree: 70%
- Strongly Agree: 23.33%

2. Received all medicine from hospital APL

- Strongly Disagree: 0%
- Disagree: 9.09%
- No Opinion: 5.26%
- Agree: 72.72%
- Strongly Agree: 68.42%

3. Received all medicine from hospital BPL

- Strongly Disagree: 0%
- Disagree: 0%
- No Opinion: 18.18%
- Agree: 26.32%
- Strongly Agree: 18.18%
2. Hospitals have sufficient number of employees (Total)

- Strongly Disagree: 16.67%
- Disagree: 43.33%
- No Opinion: 0%
- Agree: 33.33%
- Strongly Agree: 6.67%

2. Hospitals have sufficient number of employees (Total)

- Hospitals have sufficient number of employees APL
- Hospitals have sufficient number of employees BPL

- Strongly Disagree: 5.26%
- Disagree: 36.36%
- No Opinion: 0%
- Agree: 36.84%
- Strongly Agree: 27.27%
3. Received all necessary treatment and services (Total)

- **Strongly Disagree**: 6.67%
- **Disagree**: 33.33%
- **No Opinion**: 3.33%
- **Agree**: 50%
- **Strongly Agree**: 6.67%
4. Treatment expenses were within the expected amount (Total)

- **Strongly Disagree**: 0%
- **Disagree**: 0%
- **No Opinion**: 10%
- **Agree**: 26.67%
- **Strongly Agree**: 63.33%

4. Treatment expenses were within the expected amount (Total)

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

- Strongly Disagree: 26.67%
- Disagree: 6.67%
- No Opinion: 60%
- Agree: 6.67%
- Strongly Agree: 0

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

- Strongly Disagree: 27.27%
- Disagree: 26.32%
- No Opinion: 18.18%
- Agree: 54.54%
- Strongly Agree: 0

All the necessary lab facilities were available in the hospital itself BPL
6. All necessary facilities including Bed, Water, Toilet etc were available (Total)

- Strongly Disagree: 6.67%
- Disagree: 26.67%
- No Opinion: 3.33%
- Agree: 56.67%
- Strongly Agree: 0%

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

- Strongly Disagree: 18.18%
- Disagree: 45.45%
- No Opinion: 15.79%
- Agree: 27.27%
- Strongly Agree: 5.26%

6. All necessary facilities including Bed, Water, Toilet etc were available BPL

- Strongly Disagree: 0%
- Disagree: 9.09%
- No Opinion: 0%
- Agree: 5.26%
- Strongly Agree: 0%
7. Expert Doctors and Nurses were available for Diagnosing (Total)

- Strongly Disagree: 0%
- Disagree: 20%
- No Opinion: 0%
- Agree: 63.33%
- Strongly Agree: 16.67%

7. Expert Doctors and Nurses were available for Diagnosing APL

- Strongly Disagree: 0%
- Disagree: 27.27%
- No Opinion: 15.79%
- Agree: 63.63%
- Strongly Agree: 21.05%

7. Expert Doctors and Nurses were available for Diagnosing BPL

- Strongly Disagree: 0%
- Disagree: 9.09%
- No Opinion: 3.63%
- Agree: 63.16%
- Strongly Agree: 21.05%
8. The Hospital is well maintained
(Total)

- **Strongly Disagree**: 6.67%
- **Disagree**: 3.33%
- **No Opinion**: 0%
- **Agree**: 86.67%
- **Strongly Agree**: 3.33%

The Hospital is well maintained

- **Strongly Disagree**: 18.18%
- **Disagree**: 5.26%
- **No Opinion**: 0%
- **Agree**: 81.81%
- **Strongly Agree**: 5.26%
9. All the Doctors and Nurses were empathetic (Total)

- Strongly Disagree: 0
- Disagree: 0
- No Opinion: 0
- Agree: 83.33%
- Strongly Agree: 3.33%

All the Doctors and Nurses were empathetic (Total)

- APL: 89.47%
- BPL: 72.72%
- Other: 5.26%
10. The Doctors and Nurses communicated well to us (Total)

The Doctors and Nurses communicated well to us

- Strongly Disagree: 0%
- Disagree: 16.67%
- No Opinion: 6.67%
- Agree: 76.67%
- Strongly Agree: 0%

- The Doctors and Nurses communicated well to us
- APL: 84.21%
- BPL: 63.63%
- No Opinion: 15.79%
- Strongly Disagree: 18.18%
- Disagree: 18.18%
- Strongly Agree: 0%
11. Enough time was available to communicate with doctor (Total)

- Strongly Disagree: 0%
- No Opinion: 0%
- Agree: 80%
- Strongly Agree: 10%

11. Enough time was available to communicate with doctor APL

- Strongly Disagree: 18.18%
- No Opinion: 5.26%
- Agree: 81.81%
- Strongly Agree: 15.79%

11. Enough time was available to communicate with doctor BPL
12. Healthcare takers provided all necessary help (Total)

- **Strongly Disagree**: 0%
- **Disagree**: 10%
- **No Opinion**: 20%
- **Agree**: 66.67%
- **Strongly Agree**: 3.33%

- **Healthcare takers provided all necessary help APL**
  - **Strongly Disagree**: 9.09%
  - **Disagree**: 18.11%
  - **No Opinion**: 21.05%
  - **Agree**: 68.42%
  - **Strongly Agree**: 9.09%

- **Healthcare takers provided all necessary help BPL**
  - **Strongly Disagree**: 0%
  - **Disagree**: 0%
  - **No Opinion**: 0%
  - **Agree**: 0%
  - **Strongly Agree**: 0%
13. The Hospital provided enough privacy (Total)

The Hospital provided enough privacy (Total)
14. The Hospital is clean and Sterilize (Total)

- **Total**: 70%
  - Strongly Disagree: 6.67%
  - Disagree: 3.33%
  - No Opinion: 16.67%
  - Agree: 3.33%

The Hospital is clean and Sterilize (Total)

- **Total**: 68.42%
  - Strongly Disagree: 5.26%
  - Disagree: 0%
  - No Opinion: 9.09%
  - Agree: 21.05%
  - Strongly Agree: 5.26%

The Hospital is clean and Sterilize APL

The Hospital is clean and Sterilize BPL
15. Hospital has all the new equipments for treatment (Total)

- Strongly Disagree: 3.33%
- Disagree: 10%
- No Opinion: 56.67%
- Agree: 26.67%
- Strongly Agree: 3.33%

15. Hospital has all the new equipments for treatment

- APL: 9.09% strongly disagree, 27.27% disagree, 36.36% no opinion, 27.27% agree, 26.31% strongly agree
- BPL: 0% strongly disagree, 0% disagree, 0% no opinion, 5.26% agree, 0% strongly agree