



GOVERNMENT OF INDIA
OFFICE OF THE MEDICAL SUPERINTENDENT
V.M.M.C. & SAFDARJUNG HOSPITAL
NEW DELHI-110029

SERVER ROOM

No.: SERVER ROOM/MERA ASPATAAL/19

Dated: 20/06/2019

MINUTES OF MEETING

A meeting was held on 20/06/2019 in the committee room of the M.S. office which was chaired by the Medical Superintendent Dr. Sunil Gupta to discuss issues relating to the "Mera Aspataal" feedback received for the month of March, April & May 2019.

The Officers/HOD's who were present in the meeting were:

1.	DR. SHIBDAS CHAKRABORTY	HOD, RESPIRATORY MEDICINE
2.	DR. SHALABH KUMAR	HOD, BURNS & PLASTIC SURGERY
3.	DR. R.K. WADHWA	PROFESSOR, PMR
4.	DR. RASHMI ARORA	HOD, PATHOLOGY
5.	DR. S. MOHANTY	CONSULTANT & PROFESSOR, MEDICINE
6.	DR. POONAM PURI	CONSULTANT, DERMATOLOGY
7.	DR. KHAGESHWAR MAHATO	ASSISTANT PROF., BIOCHEMISTRY
8.	DR. GUL MOTWANI	CONSULTANT, ENT
9.	DR. SMITA PRAKASH	CONSULTANT, ANAESTHESIA
10.	DR. BHAWNA SHARMA	ASSISTANT PROF., MICROBIOLOGY
11.	DR. ANJALI SHARMA	SPECIALIST, BLOOD BANK
12.	DR. CHARU PARUTHI	ASSISTANT PROF., RADIO DIAGNOSIS
13.	DR. SANDEEP BANSAL	HOD, CARDIOLOGY
14.	DR. RISHIKESH KUMAR	ASSISTANT PROF., GENERAL SURGERY
15.	DR. R.K. DUVESH	CONSULTANT, EYE
16.	MS. SUNITA BENIWAL	OFFICIATING NURSING SUPERINTENDENT
17.	DR. SANJAY SOOD	CMO OPD, SSB
18.	DR. PREM KUMAR	CMO IN-CHARGE, OPD
19.	DR. YAMINI SARWAL	CMO (NFSG), OBST. & GYNAE
20.	DR. KRISHNA BISWAS	HOD, ENDOCRINOLOGY
21.	DR. PANKAJ VERMA	SENIOR SPECIALIST, PSYCHIATRY
22.	DR. N. SITALAKA HMI	CMO (SAG), GENERAL STORES
23.	DR. SHRUTI GUPTA	ASSISTANT PROF., NEURO SURGERY
24.	DR. H.S. NIRANJAN	CMO, ESTATE
25.	DR. JUGAL KISHORE	DIRECTOR, PROF. & HOD, COMMUNITY MEDICINE
26.	MR. KRISHAN KUMAR	A.A.O., MRD
27.	MR. PRASOON PAL	STATISTICAL ASSISTANT, MRD

After deliberations the points on which a consensus was arrived at and decision taken were:

1. From the data of the patient attendance received from the MRD & Mera Aspataal it was noted that for the month of March the Mera Aspataal attendance was more than the MRD figures which was very unlikely. **MRD officials** were directed to look into it. A clarification in this regard would also be sought from "Mera Aspataal" (**Attention: CMO I/c., MRD**).

2. From the reports of dissatisfaction and causes thereof, the costs of treatment come out as one of the major causes of dissatisfaction. The **HOD's were directed** to look into this and make every effort to prescribe drugs available in the Pharmacy (**Attention: All HOD's**).
3. In this regard it was also pointed out by some Head's of the Department that there was a shortage of essential drugs for OPD patients. M.S. directed the **CMO I/c. OPD (Dr. Prem Kumar)** to circulate the list of available drugs to all departmental heads and also upload the same on the Hospital Website every month. M.S. also stressed that as far as possible generic medications should be prescribed (**Attention: CMO I/c. OPD**).
4. To improve satisfaction level of patients M.S. requested to give as much time possible to individual patients and communicate with them regarding the ailment and remedies so as to help pacify their anxiety.
5. A proposal to enlist the help of NGO's to assist patients with issues regarding patient care, place of tests, medicines etc. could be explored (**Social Welfare Officers**). The hospital could also look at the possibility of employing social workers to help/guide patients. A request in this regard could be made to the DGHS/Ministry (**Attention: Nodal Officer, Server Room**).
6. **Dr. Jugal Kishore, HOD, Community Medicine** was requested to undertake a KAP study of OPD patient to understand the reason for not sharing the phone numbers with the DEO's and other reasons for dissatisfaction (**Attention: HOD, Community Medicine**).
7. Additional signage would also be put up to direct patient to various services (**Attention: Estate Officer**).
8. It was felt that centralized collection centers for investigations be created so that patients do not require to visit different laboratories for investigations.
9. It was pointed out that several tests commonly requested by the departments were not available in the hospital as a result of which doctors had to refer the patients outside for these tests. The **HOD, Pathology/ Lab. Medicine & Biochemistry** were requested to put up the list of investigation being done on the website. Further **all HOD's** were requested to send in writing to the **HOD, Pathology/Lab. Medicine/Biochemistry** the list of commonly requested investigations that are not being done in the hospital and should be started for better patient care (**Attention: All HOD's & HOD, Pathology/Lab. Medicine/Biochemistry**).

The meeting concluded with a vote of thanks to the chair.



(Dr. D. Bhattacharya)
Nodal Officer, Mera Aspataal



(Dr. Sunil Gupta)
Medical Superintendent