



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: 01/04/2019

MINUTES OF MEETING

A meeting was held in the committee room of the M.S. office on 30/03/2019 to discuss matters relating to feedbacks received on Mera Aspataal for the month of November-December, 2018 & January-February, 2019. The meeting was chaired by the Medical Superintendent Dr. Sunil Gupta. The HOD's/In-charges of the Departments/Sections who attended the meeting were:

1.	DR. R.K. ANAND	ADDL. M.S.
2.	DR. B. LAL	CONSULTANT, MEDICINE
3.	DR. L. SARKAR	HOD, EYE
4.	DR. RASHMI ARORA	HOD, PATHOLOGY
5.	DR. NONICA LAISRAM	HOD PMR
6.	DR. MEGHRAJ KUNDAN	ASSISTANT PROF., SURGERY
7.	DR. KHAGESHWAR MAHATO	ASSISTANT PROF., BIOCHEMISTRY
8.	DR. ISHA PREET TULI	ASSOCIATE PROF., ENT
9.	DR. SMITA PRAKASH	CONSULTANT, ANAESTHESIA
10.	DR. REKHA TIRKY	CMO (NFSG), BLOOD BANK
11.	DR. SHIBDAS CHAKRABORTY	HOD, RESPIRATORY MEDICINE
12.	DR. CHARU PARUTHI	ASSISTANT PROF., RADIO DIAGNOSIS
13.	DR. SANDEEP BANSAL	HOD, CARDIOLOGY
14.	DR. SHALABH KUMAR	HOD, BURNS & PLASTIC SURGERY
15.	DR. KULDIP KUMAR	HOD, PSYCHIATRY
16.	MS. SUNITA BENIWAL	OFFICIATING NURSING SUPERINTENDENT
17.	DR. KRISHAN KUMAR	CMO IN-CHARGE, SSB
18.	DR. ANJALI DALVAL	CMO (SAG), OBST. & GYNAE
19.	DR. YAMINI SARWAL	CMO (NFSG), OBST. & GYNAE
20.	DR. KRISHNA BISWAS	HOD, ENDOCRINOLOGY
21.	DR. N.K. GUPTA	ESTATE OFFICER/NODAL OFFICER, SSB
22.	DR. K.C. TAMARIA	CONSULTANT, PAEDIATRICS
23.	DR. SANJIV MAHAJAN	CMO (NFSG), NEPHROLOGY
24.	DR. JATIN PRAKASH	ASSISTANT PROF., ORTHOPAEDICS
25.	DR. S.K. CHANDAN	CMO (NFSG), NEUROLOGY
26.	DR. NARESH SOOD	CMO (SAG), CANCER SURGERY
27.	DR. ANURAG JAIN	STAFF SURGEON (NFSG), DENTAL
28.	DR. POONAM PURI	CONSULTANT, DERMATOLOGY
29.	DR. SANJAY SOOD	CMO OPD-SSB
30.	DR. PREM KUMAR	CMO IN-CHARGE, OPD

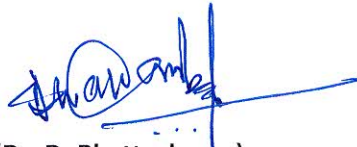
After deliberations the decisions arrived at were:

- It was noted that despite the best efforts only **22% of OPD patients have valid phone (Mobile) numbers** registered in the patient data that is used to generate the Mera Aspataal data. **CMO I/c OPD & CMO I/c OPD-(SSB)** were of the opinion that ladies were reluctant to share their mobile numbers.

The M.S. gave a suggestion to do a '**KAP**' (**Knowledge, Attitude & Practice**) study through the **HOD Community Medicine** to find out the reasons why people in general and ladies in particular are reluctant to share their mobile numbers for the Mera Aspataal application. **(Action: HOD Community Medicine)**

- It was shared that the Super Specialty Block (SSB) was still not integrated with Mera Aspataal. The M.S. directed that the Manorama team have to be asked about the terms for the Manorama personnel (scope of work) so that all hospital related work can be carried out smoothly. **(Action: Manorama Team)**
- The M.S. then discussed the findings of the last few months regarding satisfaction levels and cause of dissatisfaction with all the HOD's and suggested that all HOD's should make an extra effort to improve upon the satisfaction levels of the patients visiting the hospital. **(Action: All HODs)**
- The M.S. also suggested that patients with early **CKD or Diabetes Mellitus etc** should not be referred to the Super Specialty departments as these departments are relatively under staffed. All effort should be made to manage these patients in the **Medicine Department** itself.

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



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



(Dr. Sunil Gupta)
Medical Superintendent