



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

**SERVER ROOM**

No.: SERVER ROOM/MERA ASPATAAL/2020- 102

Dated: 11/03/2020

**MINUTES OF MEETING**

A meeting was held on **27/02/2020** in the committee room of the M.S. office under the chairmanship of the Medical Superintendent to discuss issues relating to the "Mera Aspataal" feedback received from July, 2019 to January, 2020.

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

1.	DR. R.K. SRIVASTAVA	ADDITIONAL M.S.
2.	DR. R. SAHAI	ADDITIONAL M.S.
3.	DR. SHALABH KUMAR	HOD, BURNS & PLASTIC SURGERY
4.	DR. N.K. GUPTA	OFFICER I/C, ESTATE
5.	DR. SANJAY SOOD	CMO OPD, SSB
6.	DR. PANKAJ RANJAN	CMO, MAIN OPD
7.	DR. V.C. AGGARWAL	CMO I/C, MRD
8.	DR. GUL MOTWANI	CONSULTANT, ENT
9.	DR. YAMINI SARWAL	SAG, OBST. & GYNAE
10.	DR. KRISHNA BISWAS	HOD, ENDOCRINOLOGY
11.	DR. M.K. WAHI	HOD, FMT
12.	DR. GAURAV ARORA	CMO, SERVER ROOM
13.	DR. D.K. GUPTA	HOD, MEDICINE
14.	DR. PANKAJ VERMA	SPECIALIST, PSYCHIATRY
15.	DR. SUMIT MEHNDIRATTA	SPECIALIST, PAEDIATRICS
16.	DR. POOJA GUPTA	SMO (MSW) & EYE DEPTT.
17.	DR. BINDI GARG	SMO, DISPENSARY
18.	DR. DIGANTA BORAH	PROFESSOR, PMR
19.	DR. JATIN PRAKASH	ASSOCIATE PROFESSOR,
20.	DR. MEGHRAJ KUNDAN	ASSOCIATE PROFESSOR, GENERAL SURGERY
21.	DR. CHARU PARUTHI	ASSISTANT PROFESSOR, RADIODIAGNOSIS
22.	DR. AJIT KUMAR PADHY	ASSISTANT PROFESSOR, CTVS
23.	DR. BIJU AZARIAH	ASSISTANT PROFESSOR, RADIOTHERAPY
24.	DR. DABET RYNGA	ASSISTANT PROFESSOR, MICROBIOLOGY
25.	DR. DEEPA HALDAR	ASSISTANT PROFESSOR, BIOCHEMISTRY
26.	MRS. SATYA VERA	M.R.O., MRD
27.	MR. PRASOON PAL	STATISTICAL ASSISTANT, MRD

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

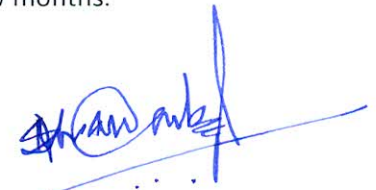
1. To improve the satisfaction level **on behavior of staff with the patient**. M.S. requested all HODs to conduct **workshops** in their units with resident doctors/technicians/staff in the first

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week of every month or twice a month for finding a solution. Give as much time possible to individual patients and communicate with them regarding the ailment and remedies so as to help pacify their anxiety. M.S. 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)**

2. M.S. also requested Obst. & Gynae department to initiate remedial measure in order to improve the satisfaction level of patients with regard to staff behavior. Communication should be gentle with the patient and confrontation of any kind should be avoided. **HOD (O&G)** should carry out workshop with their staff in this regard. It was also noticed that the sanitation level in the department of Obst. & Gynae was very satisfactory and the treatment given to the patients were also monitored and found to be good. **Attention: HOD (O&G)**
3. M.S. instructed all HODs to **ensure that the staffs are well dressed when on duty**. HODs were also requested to **spot the special talent among their staff** and utilize them to the best possible. **(Action: All HODs)**
4. From the data of Mera Aspataal, it was noted that **patient visit with valid phone (Mobile) numbers are on a decreasing trend** despite of the best efforts. As the mobile number is used to generate the Mera Aspataal data efforts to improve on the valid phone numbers, figures must be made at all levels. **(Attention: CMO I/C OPD & CMO I/C SSB)**
5. From the OPD data of the patient attendance received from the MRD & Mera Aspataal it was noted that figures were not matching. Members were requested to give their inputs regarding reasons for this discrepancy. Nodal officer IT informed that discussion in this regard would be made with the Mera Aspataal personnel to understand & rectify the issue. **(Attention: Nodal Officer IT, Officer I/c., MRD)**.
6. Due to various initiatives taken by the sanitation department it has been noticed that the general sanitation in the hospital has improved a lot during the last few months.

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



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

  
**(Dr. Balvinder Singh)**  
Medical Superintendent