



भारत सरकार
GOVERNMENT OF INDIA
चिकित्सा अधीक्षक का कार्यालय
OFFICE OF THE MEDICAL SUPERINTENDENT
सफदरजंग अस्पताल एवं वी.वी.एम. कॉलेज
VMMC & SAFDARJUNG HOSPITAL
नई दिल्ली - ११००२९ New Delhi - 110029

F.No. ITSR-12/1/2022-IT-SERVER ROOM

Dated: **24-01-2023**

MERA ASPATAAL

Subject: **Minutes of Meeting held on 24.01.2023**

A meeting was held in the committee room of MS Office on **24.01.2023** at 02:30 PM under the chairmanship of Medical Superintendent to discuss the patient feedback statistics received through "Mera Aspataal" portal for the period **January 2022 to December 2022**.


After deliberations, the following decisions were taken:-

NIC eHospital HMIS: Single Unified HMIS is operational in this hospital for patient registration since November 2022 except the Department of Haematology which should also be on boarded. (**Action: HoD Haematology; OIC-IT**)

DISSATISFACTION: Of the Total Responses received for the aforementioned period, 29% were dissatisfied, which is the same as that of the previous three years. The chairman stated that neither there is a downfall nor there is an increment and we should make endeavours to increase the satisfaction levels and decrease the dissatisfaction levels. Long Waiting Time was one of the dissatisfaction criteria and all must endeavour to reduce it (be it OPD/Surgery/Radiology and Lab Investigations). The chairman stated that the departments need to assess themselves to find the weak link and to find the reasons for dissatisfaction. Regarding the dissatisfaction due to Staff Behaviour it was emphasized that the needs of doctors and staff should be understood and issues such as work pressure, environment, etc. should be resolved or mitigated, so that they function optimally. The chairman suggested that the departments may take self-initiative and start self-assessment on a trial basis in which each and every patient should be asked after they leave the OPD/ward area to submit a simple/short feedback form already distributed by Quality Cell with prefilled indicators/options and put it in the feedback drop-box, so that self assessment can be done by the respective departments regarding its shortcomings on a daily basis. (**Action: All HoDs**)

ACTION TAKEN REPORT: All HoDs are requested to submit Action Taken Report on Mera Aspataal Patient Feedback for fulfilling Kayakalp requirements. (**Action: All HoDs**)

The meeting ended with a vote of thanks to the Chair.


(Dr. N. K. Gupta)
Officer In-charge IT

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