



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

No. ITSr-12/1/2022-IT-SERVER ROOM

Dated: **11-09-2024**

MERA ASPATAAL

Subject: **Minutes of Meeting held on 11.09.2024**

A meeting was held in the committee room, MS Office, on **11.09.2024** at 02:30 PM under the Chairpersonship of Medical Superintendent to discuss the patient feedback statistics received through "Mera Aspataal" portal for the period **January 2024 to June 2024**.

After deliberations, the following decisions were taken: -

Patients with Valid Phone Numbers (IPD): Medical Oncology (6%), Radiotherapy (8%), Palliative Pain Clinic (11%), Dermatology (14%), and Haematology (14%) have captured the least percentage of Patients with Valid Phone Numbers (IPD). The concerned DEOs may be directed to enter/update Patients' Valid Phone Numbers during IPD registration. (**Action: OIC-MRD**)

Patients with Valid Phone Numbers (OPD): Dental Surgery (36%), Integrative Medicine (53%), Ophthalmology (56%), Anaesthesiology (57%), and Medicine (58%) have captured the least percentage of Patients with Valid Phone Numbers (OPD). The concerned DEOs may be directed to enter/update Patients' Valid Phone Numbers during registration. (**Action: OIC [Main OPD], HoD [Dental Surgery], HoD [Integrative Medicine], and HoD [Anaesthesia]**)

Discrepancy in Number of Patient Visits: Officials from MRD have identified discrepancies in the Number of Patient Visits data of Mera Aspataal. MRD, and Mr. Ram Avtar, SPoC [e-Hospital HMIS], both may send the data relating to Number of Patient Visits in OPD, and IPD (separately), from January 2024 to June 2024, to IT Server Room so that the data may be checked and forwarded to Mera Aspataal for discrepancy. (**Action: OIC-MRD, and Mr. Ram Avtar, SPoC [e-Hospital HMIS]**)

Staff Behaviour: It is the leading reason for dissatisfaction, with dissatisfaction with Doctor Behaviour being the top component within Staff Behaviour followed by Other Staff. HoDs to make SOPs and conduct Orientation Programs for SRs/PGs/JRs and Other Staff on an intra-departmental level. (**Action: All HoDs**)


Long Waiting Time: It is one of the major reasons for dissatisfaction. Necessary action may be taken to reduce Long Waiting Time for dates allotted for MRI/CT Investigations, and Surgery/OT dates. Necessary action may also be taken to reduce Long Waiting Time due to Long Queues at Patient Registration Counters. (**Action: OIC [Main OPD], OIC [SSB OPD], HoDs concerned**)

Cleanliness: Patient Registration and Waiting Area (31%), and Toilets (26%) were the leading sources of dissatisfaction due to uncleanliness. OIC [Sanitation], along with HoDs and OICs of concerned departments and sections to ensure cleanliness in these areas. (**Action: OIC [Sanitation], All HoDs, and All OICs**)

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.

This issues with the approval of competent authority.


(Dr. Gaurav Arora)
Officer In-charge – IT

Copy to: All concerned; PS to MS