

SERVER ROOM

No.: SERVER ROOM/MERA ASPATAAL/17

Dated: 01/08/2017

MINUTES OF MEETING

A meeting was held in the Committee Room of the M.S. Office to discuss the performance report of the application "MERA ASPATAAL" for the month of June, 2017. The meeting was chaired by the Medical Superintendent Dr. A.K. Rai. The HOD's/In-charges of the Departments/Sections who attended the meeting were:

1.	DR. K.T. BHOWMIK	ADDL. M.S.
2.	DR. R.K. ANAND	ADDL. M.S.
3.	DR. SUBHAJIT DHAR	FOR HOD ENDOCRINOLOGY
4.	DR. PREM KUMAR	CMO IN-CHARGE OPD
5.	DR. HARISH CHELLANI	PROF. & HOD PEDIATRICS
6.	DR. RUPALI DEWAN	CONSULTANT OBST. & GYNAE
7.	DR. MUKUL SINHA	CONSULTANT RADIOLOGY
8.	DR. INDRANI DHAWAN	CONSULTANT PROF. & HOD PATHOLOGY
9.	DR. PADMA A. NANGYAL	CMO (NFSG) NUCLEAR MEDICINE
10.	DR. JASPREET KAUR	ASSOC. PROF. & HOD RADIOTHERAPY
11.	DR. SANDEEP BANSAL	HOD CARDIOLOGY
12.	DR. P.S. BHATIA	CONSULTANT ANAESTHESIA
13.	DR. RAKESH KUMAR	HOD CANCER SURGERY
14.	DR. GUL MOTWANI	HOD ENT
15.	DR. N.S. NEGI	HOD MEDICINE
16.	DR. CHARNAJEET KAUR	PROF. & HOD BIOCHEMISTRY
17.	DR. R.P. NARAYAN	HOD BURNS PLASTIC & MAXILOFACIAL SURGERY
18.	DR. KULDIP KUMAR	CONSULTANT PROF. & HOD PSYCHIATRY
19.	DR. NONICA LASRAM	CONSULTANT & HOD PMR
20.	MS. SUNITA BENIWAL	OFFICIATING NURSING SUPERINTENDENT
21.	DR. MONALISA BEHRA	MEDICAL OFFICER, MRD & MEDICAL ONCOLOGY
22.	DR. SUNITA SALUJA	CONSULTANT HAEMATOLOGY
23.	DR. R.K. CHOPRA	DIRECTOR PROF. ORTHO
24.	DR. SANJIV MAHAJAN	CMO (SANITATION) NEPHROLOGY
25.	DR. SUNIL RANGA	HOD BLOOD BANK
26.	DR. SUNIL KUMAR	HOD SURGERY

After deliberations the matters decided upon/comments of M.S./HOD's to improve patient care services were as below:-

- **HOD, Cardiology** had take up the matter regarding rudeness of Group D staff with the grievance cell.
- **HOD, Cardiology** also informed that in order to decrease the waiting time of patient in the OPD his department has increased the number of OPD rooms from 02 (two) to 03 (three).
- It is noted that there was a large number of invalid telephone numbers that was depicted in the report and the DEO's are to be informed to be careful in filling up the mobile numbers.
Action: CMO In-charge, OPD.
- In order to further improve staff behaviour it was suggested by the M.S. that a copy of the report pertaining to the department should be kept in the attendance register so that all the doctors, nursing staff, residents and other staff are informed of the feedback. **Action: All HOD's.**

- In order to increase cleanliness of toilets in the OPD, the **CMO In-charge OPD & Sanitation** were asked to improve cleanliness through BVG workers.
- It was suggested that the size of the outlet pipes of the toilets in the OPD building could be increased to improve drainage as additional funds should be available through the **Swatch Bharat Mission**.
- M.S. also noted that several toilets were locked by the staff. Only one Gents and one Ladies toilet were to be kept locked for staff. **Action: CMO In-charge OPD & Sanitation.**
- With regard to cost of treatment to patients it was again stressed that as per MCI & Ministry guidelines drug available in the dispensary should be prescribed as far as possible. Any drug written from outside should be as Generic & not as brand names.
- It was decided to audit prescription in the OPD's.
- It was stressed that all patient consent forms for procedures/surgeries should be filled and duly signed by the Doctors/Residents & Nursing staff. **Action: All HOD's.**
- It was observed that patients are inconvenienced due to shortage/non-availability of stretchers/wheel chairs. It was decided that I-Cards deposited with OPD staff that are not collected by 04:00 P.M. should be deposited with the Nodal Officer, Casualty from where the same could be collected. Boards should be made to disseminate this information to patients/relatives. **Action: CMO In-charge OPD & All HOD's.**
- All department Heads were requested to take up these matters with the departmental staff to improve services. **Action: All HOD's.**
- All doctors, nurses & other staff are directed to avoid unnecessary use to mobile phones for WhatsApp etc. during duty hours.

The meeting ended with a vote of thanks.

(Dr. D. Bhattacharya)
Nodal Officer Mera Aspataal

(Dr. R.K. Anand)
Addl. M.S.

(Dr. A.K. Rai)
Medical Superintendent