

## SERVER ROOM

No.: SERVER ROOM/MERA ASPATAAL/18

Dated: 27/11/2018

### MINUTES OF MEETING

A meeting was held in the committee room of the MS office on 26.11.2018 to discuss matters relating to feedbacks received on Mera Aspataal for the month of September and October. The meeting was chaired by the Addl. MS (Dr. Anita Jain) as the MS was preoccupied in other urgent administrative responsibilities. The Officers who were present for the meeting were:

1.	DR. S. KHARE	ADDL. M.S.
2.	DR. R.K. ANAND	ADDL. M.S.
3.	DR. SHANTANU MANDAL	HOD ENT
4.	DR. RASHMI ARORA	HOD PATHOLOGY
5.	DR. N. LAISRAM	HOD PMR
6.	DR. SHIKHA BANSAL	ASSOCIATE PROF. DERMATOLOGY
7.	DR. DEEPTHI NAIR	CONSULTANT & PROF. MICROBIOLOGY
8.	DR. VIKAS MADHOLIA	ASSOCIATE PROF. RADIOTHERAPY
9.	DR. R.K. CHOPRA	DIRECTOR PROF. (CIO)
10.	DR. ARUN GOGNA	CONSULTANT & PROF. MEDICINE
11.	DR. S. CHAKRABORTY	HOD RESPIRATORY
12.	DR. AMITA MALIK	CONSULTANT RADIOLOGY
13.	DR. RITU AGGARWAL	CMO MRD
14.	DR. YAMINI SARWAL	CMO (NFSG) OBST. & GYANE
15.	DR. ACHALA BATRA	CONSULTANT OBST. & GYANE
16.	DR. S. V. ARYA	HOD SURGERY
17.	DR. SANJAY SOOD	CMO OPD-SSB
18.	DR. REKHA TIRKY	CMO (NFSG) BLOOD BANK
19.	DR. B P GULIANI	FOR HOD EYE
20.	DR. ANWAR HUSSAIN ANSARI	ASSOCIATE PROF. CARDIOLOGY
21.	DR. KULDIP KUMAR	HOD PSYCHIATRY
22.	DR. S K CHANDAN	CMO NEUROLOGY
23.	DR. SHAMSHUDDIN HASAN	MO PAEDIATRICS
24.	MRS. S. SANEHWAL	DNS
25.	RANBIR SINGH	UDC FOR GENERAL STORE

After deliberations the decisions arrived at were:

- The Chairperson stressed on the importance of the feedback received on the Mera Aspataal app and reemphasized the necessity to ensure cleanliness in the hospital premises and asked the HOD's to ensure through their nominated members or by personal supervision for cleanliness and OPD's begin on time. **(Action HOD's)**
- It was once again stressed that as the application is based primarily on correct mobile numbers it is mandatory for the OPD registration staff to ensure that the correct mobile numbers are entered in every patients OPD slips. The HOD's were also requested to intimate the CMO OPD in case they found the mobile numbers missing so the necessary corrective measures could be taken in the subsequent visits. **(Action: CMO In charge OPD)**

- The matter relating to availability of drugs in the OPD & Wards was also discussed. The chair informed that as far as possible only drugs that are in the hospital formulary should be prescribed except in few cases in view of extreme emergency/necessity. Similarly for implants (Ortho/Cardiac) the chair advised that the rates should be confirmed by floating open tenders. Only implants/stents etc that conform to these rates should be used and due precaution be taken to avoid use of imported materials.

The **HOD's and Nursing I/C's** were directed to ensure that adequate stock of essential drugs are available in the OPD/ Wards. A buffer stock of life saving drugs should be maintained in the Wards. (Details of their consumption could be given during the subsequent indent)

The In-charge Medical stores should ensure that there is minimal delay in issue of essential drugs to the OPD/ Wards. **(Action: HOD's, I/c Medical stores, Nursing I/c)**

- As per the directives of the MS in the meeting held on 01.10,2018 Dr. Deepti Nair after discussion with the HOD' Clinical Biochemistry an Pathology made a presentation on the possible modality to minimize waiting period for patients getting investigations and collecting reports.


After deliberations it was decided that duplicate reports of investigations could be posted on the Id of the HOD's only for patients whose reports are lost/ untraceable for the basic patient care departments (Medicine, Surgery, Obst. & Gynae, Paediatrics, Ortho). A final decision on the best protocol could be decided subsequently. **(All HOD's, Dr. Deepti Nair)**

- Dr. Sood was requested to ensure all departments of SSB are represented in the Mera Aspataal app so that detailed reports of their performance are generated. **(Action: OPD I/C SSB)**
- The Mera Aspataal report for the month of October was then discussed and departments which figured in the satisfied list were congratulated and asked to continue with work. At the same time those departments which figured in the dissatisfied list along with specific reasons for dissatisfaction were asked to improve on their services. **(Action: All HOD's)**

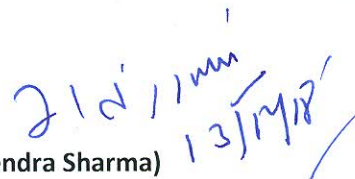
The meeting concluded with a vote of thanks to the chair.

  
10/12/18

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

  
13/11/18

**(Dr. Anita Jain)**  
Addl. M.S.

  
21/11/18  
13/11/18

**(Dr Rajendra Sharma)**  
Medical Superintendent