

(A Panchkarma Clinic) N-26/A-3 Dilshad Gardan, Delhi-110095

COMPLAINTS AND FEEDBACK Corrective Action Preventive Action (CAPA)

Complaint Rectification and Patient Feedback Training

Date of Meeting :- 0 10 202

S.No.	Designation	Names of the members
1	Consultant	Dr. Rajeev Narula
2	Receptionist	Pooja Sahni
3	Therapist	Mercy Kumarl
4	Therapist	Arun Kumar
5	Therapist	Chinnamma Bijo

TOPIC:

· Complaint Rectification Not Proper

Patient Feedback Not Puropen

Decision: In our medical record inspection, we found
that the factients complaints are not being
systematically attended peroperly and the factients
feed back was also mot decided on the compliance
rectification and patients toraining should be
arranged for feed back

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Dr. Narula's Family Health Care Centre A Panch Karma Clinic N-26/A-3, Dilshad Garden, Delhi-110095



(A Panchkarma Clinic) N-26/A-3 Dilshad Gardan, Delhi-110095

COMPLAINTS AND FEEDBACK

Name: of Trainer:	DR. RAJEEV NARULA	
Date of Training:	06/10/21	

Complaint Rectification and Patient Feedback Training

S No.	Name	Trainer Sign	Attended by Signature
1	Dr. Rajeev Narula	John	3
2	Pooja Sahni	Y	Raja Sehr
3	Mercy Kumari	Jul .	Mery.K
4	Arun Kumar	3.	Aubr
5	Chinnamma Bijo	X	Chinnamana

FEEDBACK FORM

ttend	ed by: Dy. R	njeon '	Nacula		_	
	1) Rate The Level of	Training i	information	useful to yo	u.	
	A. Good		3.Average		C. Below Average	Ш
	2) Rate the Level of			cplanation.		
	A. Appropriate		B. Average		C. Below Average	
	3) Rate the Importan	ce of Trai	ining.			
	A. Good		B. Medium		C. Not Good	
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					Dr. Narula's Pamily Health A Panch Karma (Care Centr

N-26/A-3, Dilshad Garden, Delhi-110095

Attended by : Poop	Sahni			
1) Rate The Level of	Training information	useful to you.		
A. Good	B.Average		C. Below Average	
2) Rate the Level of	Training Method of E	xplanation.		
B. Appropriate	B. Average		C. Below Average	
3) Rate the Importan	ce of Training.			
A. Good	B. Medium		C. Not Good	
	Ja- Sella			
Attended by : Menc	y Kummui			
1) Rate The Level of	Training information	useful to you.		
A. Good	B.Average		C. Below Average	
2) Rate the Level of	Training Method of E	cplanation.		
C. Appropriate	B. Average		C. Below Average	
3) Rate the Importan	ce of Training.			
A. Good	B. Medium		C. Not Good	
Trainer Sign : Attended by Sign:	Mary K			بر
			Ko	

Attended by: Hown Kumul	
1) Rate The Level of Training information useful to you.	
A. Good B.Average C. Below Average	
2) Rate the Level of Training Method of Explanation.	
D. Appropriate B. Average C. Below Average	
3) Rate the Importance of Training.	
A. Good B. Medium C. Not Good	
Trainer Sign : Attended by Sign: Au tur	
Attended by: Chimmamma Bija	
1) Rate The Level of Training information useful to you.	
A. Good B.Average C. Below Average	
2) Rate the Level of Training Method of Explanation.	
E. Appropriate B. Average C. Below Average	
3) Rate the Importance of Training.	
A. Good B. Medium C. Not Good	
Trainer Sign:	
Attended by Sign: chinnamma.	



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22/10/2021					
Date					

COMPLAINT

Patient's Name: Sh. Uday Ram Sex: Male UHID: NFH2162 OPD: 5477

Complaint Date: 18/10/2021

Complaint: Pain is not healing

Rectification Date: 20/102021

Take Action: After examining the patient we changed his medicines and solved his problems.



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COMPLAINTS AND FEEDBACK

Name: of Trainer:	DR. RASEEV MARULA	
Date of Training:	06/10/2021	

Slot Register Maintenance Training

S No.	Name	Trainer Sign	Attended by Signature
1	Dr Rajeev Narula	J	1
2	Pooja Sahani	2	Para Selvers
3	Mercy Kumar l	1	Meny.K
4	Arun Kumar	Y	Ajon
5	Chinnamma Bijo	1	Chinnamma.

FEEDBACK FORM

Attended by : Dour Ro	jeer	Memba			
1) Rate The Level of	Training	information	useful to you.		
A. Good		B.Average		C. Below Average	
2) Rate the Level of	Training	Method of Ex	planation.		
A. Appropriate		B. Average		C. Below Average	
3) Rate the Importan	ce of Tra	ining.			
A. Good	9	B. Medium		C. Not Good	
1				X 0	Contro
				ula's Family Health Care APanch Karma Clinic	
			N-26/	4-3, Dilshad Garden, Delhi	-110033

Attended by: Testa Sahari		
Rate The Level of Training information useful to you. A. Good B.Average	C. Below Average	
2) Rate the Level of Training Method of Explanation.	C. Below Average	П
B. Appropriate B. Average	C, Below Average	
A. Good B. Medium Description:	C. Not Good	
Trainer Sign: Attended by Sign: Para Solur		
Attended by: Mercy Kumari		
1) Rate The Level of Training information useful to you.	C. Below Average	
A. Good B.Average	C. Below Average	
2) Rate the Level of Training Method of Explanation.		
C. Appropriate B. Average	C. Below Average	Ш
3) Rate the Importance of Training. B. Medium	C. Not Good	
A. Good B. Medium		
Trainer Sign : Attended by Sign: Mery, K		

Attended by . Floring Nilman		
1) Rate The Level of Training information useful to you.		
A. Good B.Average	C. Below Average	
2) Rate the Level of Training Method of Explanation.		
D. Appropriate B. Average	C. Below Average	
3) Rate the Importance of Training.		
A. Good B. Medium	C. Not Good	
Trainer Sign: Attended by Sign: Arc Fur		
Attended by: Chinmamma Bija		
1) Rate The Level of Training information useful to you.		
A. Good B.Average	C. Below Average	
2) Rate the Level of Training Method of Explanation.		
E. Appropriate B. Average	C. Below Average	
3) Rate the Importance of Training.		
A. Good B. Medium	C. Not Good	
Trainer Sign: Attended by Sign:		



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♦ Date of Meeting :- 13 10 2021

S.No.	Designation	Names of the members
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2	Receptionist	Pooja Sahni
3	Therapist	Mercy Kumar
4 '	Therapist	Arun Kumar
5	Therapist	Chinnamma Bijo

TOPIC:

Complaint Rectification Response

Patient Feedback Parober

Decision:

After one week of teraining in medical records inspection we found that the rectification of the patients complaint has strutted to happen in a peropeer way & the patients feedback was also strutted to be eysternatically arranged.

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Poja Subur

hinnomna:

Dr. Narula's Family Health Care Centre
A Panch Karma Clinic

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