

**PATIENT COMPLAINTS FEEDBACK ANALYZATION**  
**Corrective Action Preventive Action (CAPA)****Patient Complaint Feedback Analyzation**● **Date of Meeting :- 7/05/2021**

| S.No. | Designation            | Names of the members |
|-------|------------------------|----------------------|
| 1     | Medical Superintendent | Dr Bhawna Walia      |
| 2     | Doctor                 | Dr Rachna            |
| 3     | Receptionist           | Sonia Sareen         |
| 4     | Therapist              | Yogita Bhandari      |
| 5     | Therapist              | Pawan                |

**TOPIC :**

- Complaint Analyzation
- Patient Feedback

**Decision :** By taking a date & the Patients coming to our Clinic when we thought of analyzed that the Patients who come to our place are not getting treatment at the appointed time for treatment, due to which they have problems. we have got this from the feedback of the Patients for this we have decided that we will be aware by giving our staff more good training so that our Patients do not face any Problem.

*Bhawna*  
*Rachna*  
*Sonia*  
*Yogita*  
*Pawan*

Shuddhi Ayurveda Panchkarma Clinic  
(A Unit of Divya Upchar Sansthan)  
Showroom No. 12 Kalgidhar Enclave,  
Shimla Highway, Baltana, Zirkipur-140603

## PATIENT COMPLAINTS FEEDBACK ANALYZATION

Name: of Trainer:- Dr. Pawan Waliya

Date of Training : 8/05/2021

### Patient Treatment Slot Maintain Training

| S NO. | Name            | Trainer Sign  | Attended by Signature  |
|-------|-----------------|---------------|------------------------|
| 1     | Dr Rachna       | <u>Bawana</u> | <u>Drachna</u>         |
| 2     | Sonia Sareen    | <u>Bawana</u> | <u>Sonia Sareen</u>    |
| 3     | Yogita Bhandari | <u>Bawana</u> | <u>Yogita Bhandari</u> |
| 4     | Pawan           | <u>Bawana</u> | <u>Pawan</u>           |

#### TOPIC :

Patient Treatment Slot Maintain

Attended by : Dr. Pawan

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.

A. Appropriate

☒

B. Average

☐

C. Below Average

☐

3) Rate the Importance of Training.

A. Good

☒

B. Medium

☐

C. Not Good

☐

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Attended by : Sonia Sareen

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.

B. Appropriate

☒

B. Average

☐

C. Below Average

☐

3) Rate the Importance of Training.

A. Good

☐

B. Medium

☒

C. Not Good

☐

Attended by : Yogita Bhandari

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.

C. Appropriate

☒

B. Average

☐

C. Below Average

☐

3) Rate the Importance of Training.

A. Good

☒

B. Medium

☐

C. Not Good

☐

Attended by : Pawan

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.

✓ Shuddhi Ayurveda Panchkarma Clinic  
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Date : 13/05/2021

## Complaint

Patient Name : Rakhi Verma

Sex : Female

Complaint Date : 07/05/2021

Complaint : मुझे अपने ट्रीटमेंट के लिए 1 घंटा इंतजार करना पड़ा ।

Rectification date : 08/05/2021

Take Action : Staff were providing proper training in the slot Maintain

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# SHUDDHI AYURVEDA PANCHKARMA CLINIC

(A Unit of Divya Upchar Sansthan)

(SHOWROOM NO.12 KALGIDHAR ENCLAVE, SHIMLA HIGHWAY BALTANA ZIRKPUR-140603)

13/05/2021

Date : .....

## Complaint

Patient Name : Sarwan Sharma

Sex : Male

Complaint Date : 06/05/2021

Complaint : 45 मिनट की थेरेपी मुझे सिर्फ 35 मिनट ही दी गई है।

Rectification date : 08/05/2021

Take Action : Staff were providing proper training in the slot Maintain

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| 5     | Therapist              | Pawan                |

**TOPIC :**

- Complaint Analyzation
- Patient Feedback

**Decision :** After ~~train~~ one week training our staff, when we did feedback analysis again all the things were received properly. we have no problem with our patients now the patient is getting treatment at the right time which is fixed for his treatment. He is now being treated at the same time.

Bhawana.  
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Yogita  
Pawan