



APRASU AYURVEDA

PANCHKARMA CENTRE

B-1087-88, Rohini Sector-1, Avantika Chowk, Delhi-110085 | PH. No. 011 4365 8218, 9899066055

COMPLAINTS AND FEEDBACK *Corrective Action Preventive Action (CAPA)*

Complaint Rectification and Patient Feedback Training

Date of Meeting: - 20/4/22.

S.No.	Designation	Names of the members
1	Consultant	DR. SIMRAN ARORA.
2	Consultant	DR. Keema Arora.
3	Receptionist	Mansi
4	Therapist	Shweta Shree Lonka.
5	Therapist	Pavitra Pal.
6	Therapist	Krishan Singh Panwar.
7	Therapist	Salman Khan.

TOPIC:

- Complaint Rectification
- Patient Feedback

Not Proper.
Not Proper.

Decision: In Our Medical Records inspection, we found that patients Complaints are not being Systematically attend Properly and feedback was also not recorded on the Compliance Rectification and Staff Training should be arranged for feedback.

Dr. SIMRAN ARORA
B.A.M.S., M.D.
Aprasu Ayurveda Panchkarma Centre
B-1087-88 Rohini, Sector-1,
Delhi-110085

20-4-2022



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COMPLAINTS AND FEEDBACK

Name: of Trainer:- DR. Simran Arora

Date of Training : 20/4/22

Complaint Rectification and Patient Feedback Training

S No.	Name	Trainer Sign	Attended by Signature
1	(Doctor) DR. Simran Arora		
2	(Receptionist) Mansi		
3	(Therapist) Kishan Singh Panwar		
4	(Therapist) Salman Khan		
5	(Therapist) Pavita		
6	(Therapist) Sweeta Shree Lanka		

FEEDBACK FORM

Attended by : Sweeta Shree Lanka

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

☐

Attended by : Salman Khan.

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

☐

Trainer Sign: Salman Khan

Attended by Sign: Salman Khan

Attended by: Mansi.

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

☐

Trainer Sign : Salman Khan

Attended by Sign: Mansi

Salman Khan 20-4-2022
Dr. SIMRAN ARORA
B.A.M.S., M.D.
Aprasu Ayurveda Panchkarma Centre
B-1087-88, Rohini, Sector-1,
Delhi-110085

Attended by: Savita Lal.

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:

Attended by: Krishan Singh Panwar

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:

Krishan Singh

20-4-2022
Dr. SIMRAN ARORA
B.A.M.S., M.D.
Aprasu Ayurveda Panchkarma Centre
B-1087-88, Rohini, Sector-1,
Delhi-110085

M. : 9899066055
9811301362



APRASU AYURVEDA (Regd.)

(PANCHKARMA HOSPITAL)



A UNIT OF HUMRAZ (SINCE 1970)

Dr. Reema Arora
B.A.M.S.
DIP (PANCHKARMA)

B-1087-88, Rohini, Sector-1, New Delhi-110085
E-mail : aprasuayurveda@gmail.com
Web : www.aprasuayurveda.com

Dr. S. Arora
B.A.M.S.
MD (PANCHKARMA)

Ref. No. ...

For Appointment : 9999381362, 01143658218

Dated ...

Next Visit ...

Patient Name - Mrs. Sunita Arora.

Sex - Female.

UHID - AAP 538.

OPD -

Complaint Date - 19-4-22.

Complaint - I have to wait for
Therapy.

Rectification Date - 21/4/22.

Take Action - Staff Had given Training
and mentioned timings in slot
Register.

Dr. SIMRAN ARORA
B.A.M.S., M.D.
Aprasu Ayurveda Panchkarma Centre
B-1087-88, Rohini, Sector-1,
Delhi-110085

20-4-22