



SANDHYASHI HOSPITAL

(A Unit of Sandhya Health care)

B-48,49 Sector-05, Bawana Industrial Area, Delhi-110039

COMPLAINTS AND FEEDBACK Corrective Action Preventive Action (CAPA)

Complaint Rectification and Patient Feedback Training

◆ Date of Meeting :- 26/04/2021

S.No.	Designation	Names of the members
1	RMO	Dr Naveen Kumar
2	RMO	Dr Naresh Kumar
3	RMO	Dr Sapna
4	Receptionist	Swati Giri
5	Receptionist	Suraj
6	Receptionist	Satya Devi

TOPIC :

- Complaint Rectification *Not Proper*
- Patient Feedback *Not Proper*

Decision : In our medical records inspection, we found that the Patient's complaints are not being systematically attended properly and the Patient's Feedback was also not decided on the Compliance Rectification and Patient Training should be arranged for feedback.

Naveen Kumar : Swati
Naresh Kumar : Suraj
Sapna : Satya

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COMPLAINTS AND FEEDBACK

Name: of Trainer:- Dr Vikas Gupta
Date of Training : 28/04/2021

Complaint Rectification and Patient Feedback Training

S NO.	Name	Trainer Sign	Attended by Signature
1	Dr Naveen Kumar	<u>Vika</u>	<u>Naveenkumar</u>
2	Dr Naresh Kumar	<u>Vika</u>	<u>Nareshkumar.</u>
3	Dr Sapna	<u>Vika</u>	<u>Sapna.</u>
4	Swati Giri	<u>Vika</u>	<u>Swati</u>
5	Suraj	<u>Vika</u>	<u>Suraj</u>
6	Satya Devi	<u>Vika</u>	<u>Satyee</u>

Attended by: Dr Naveen Kumar

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



Naveenkumar

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Attended by : Dr. Naresh Kumar

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

☐

Naresh

Attended by : Dr. Sapna

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

☐

Sapna

Attended by : Swati Guri

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

☐

Swati

Attended by : Suraj

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

☐

Attended by : Satya devi

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.

F. Appropriate

☐

B. Average

☒

C. Below Average

☐

3) Rate the Importance of Training.

A. Good

☐

B. Medium

☒

C. Not Good

☐

Satya

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Date : 06/05/2021

Complaint

Patient Name : Meena Verma

Sex : Female

Complaint Date : 30/04/2021

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

Rectification date : 01/05/2021

Take Action : Staff were providing proper training in the the slot register.

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Date : 06/05/2021

Complaint

Patient Name : Nasreen Sex : Female

Complaint Date : 04/05/2021

Complaint : My pain is not healing.

Rectification date : 05/05/2021

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

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COMPLAINTS AND FEEDBACK

Name: of Trainer:- Dr Vikas Gupta
Date of Training : 06/05/2021

Slot Register Maintenance Training

S NO.	Name	Trainer Sign	Attended by Signature
1	Dr Naveen Kumar	Vikas	Naveen Kumar
2	Dr Naresh Kumar	Vikas	Naresh Kumar
3	Dr Sapna	Vikas	Sapna
4	Swati Giri	Vikas	Swati Giri
5	Suraj	Vikas	Suraj
6	Satya Devi	Vikas	Satya
7	Manjeet Sharma	Vikas	Manjeet
8	Hanish Sharma	Vikas	Hanish
9	Rizwana Khan	Vikas	Rizwana
10	Priyanka Yadav	Vikas	Priyanka

Attended by : Dr Naveen Kumar

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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Naveen Kumar

Attended by : Dr. Narash Kumar

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

☐

Narash Kumar

Attended by : Dr. Sapna

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

☐

Sapna

Attended by : Swati Gieri

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

☐

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Swati

Attended by : Suraj

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 : Satya Devi

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 : Manjeet Sharma

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

Attended by : Harish sharma.

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 : Rizwana Khan

Harish

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 : Priyanka Goudar.

Rizwana

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

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Priyanka



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Patient File Check List

UHID 1165 OPD 117611 Bed No. 06 Date 24/02/21

Patient Name: Manish Grover Age: 47Y Sex: M

DOA: 24/02/21 DOD: 3/3/21

Form List	Yes	No
1. PRESCRIPTION (UHID NUMBER)	✓	
2. ADMISSION AND DISCHARGE FORM	✓	
3. PANCHKARMA CONCERN	✓	
4. DISCHARGE SUMMARY	✓	
5. VITAL CHART	✓	
6. PROGRESS NOTES	✓	
7. CHARGE CONCERN FORM	✓	
8. COVID FORM	✓	
9. ADHAR CARD	✓	
10. PAYMENT SLIP	✓	
11. FINAL BILL	✓	
12. SIGNATURE, DATE, TIME	✓	
13. DAILY FEEDBACK FORM	✓	
14. SELF MEDICATION CHART	✓	
15. PAIN SCORE CHART	✓	
16. PATIENT FEEDBACK FORM	✓	
17. TEST REQUEST FORM	✓	
18. DAILY DIET ASSESSMENT CHART	✓	

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Complaint Rectification and Patient Feedback Training

◆ Date of Meeting :- 6/05/2021

S.No.	Designation	Names of the members
1	RMO	Dr Naveen Kumar
2	RMO	Dr Naresh Kumar
3	RMO	Dr Sapna
4	Receptionist	Swati Giri
5	Receptionist	Suraj
6	Receptionist	Satya Devi

TOPIC :

- Complaint Rectification *Proper*
- Patient Feedback *Proper*

Decision :

After one week of training in medical records inspection we found that the rectification of the patient's complaint has started to happen in a proper way and the patient's feedback has also started to be systematically arranged.

Naveen Kumar
Naresh Kumar
Sapna
Swati
Satyaji Suraj

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