



TAGORE DENTAL COLLEGE & HOSPITAL

Rathinamangalam, Melakkottaiyur Post, Chennai-600127. Ph: 044-30102222

Recognised by The Dental Council of India, New Delhi

Affiliated to The Tamilnadu Dr.M.G.R. Medical University, Chennai.

PATIENT FEEDBACK COMMITTEE

Email: patientfeedback@tagoredch.in

3.01.2024

TO

THE PRINCIPAL

TAGORE DENTAL COLLEGE AND HOSPITAL

RATHINAMANGALAM, CHENNAI-127

RESPECTED SIR,

SUB: ANNUAL REPORT REGARDING PATIENT FEEDBACK FOR THE YEAR 2023

BASED ON THE PATIENT FEEDBACK COMMITTEE HELD ON 25.01.2023, 27.04.2023, 22.08.2023, 27.12.2023, THE FOLLOWING ACTIONS WERE TAKEN:

- Periodic rounds in all the clinical departments were implemented by biosafety committee on recommendation from feedback committee.
- All the departments were instructed to adhere to strict sterilization protocol and also to bring awareness about the same to the patients via posters and videos.
- Chairs were increased in waiting area all the departments.

- **AMENDMENTS IN MEMBERS OF THE COMMITTEE**

DESIGNATION	PREVIOUS MEMBER	CURRENT MEMBER(REPLACED)
MEMBER	DR.Anand(MDS)	DR.Balakrishna(MDS)

DR.C.J VENKATAKRISHNAN
CHAIRMAN

DR.BALAJI
CONVENOR

DR.ANANDH
MEMBER

DR.MAHALAKSHMI
MEMBER

DR.SUGANYA
MEMBER

DR.MUGIL
MEMBER

DR.AKSHAYA
MEMBER

DR.LAVANYA
MEMBER

DR.PRAGADEESH
MEMBER

DR.MAHALAKSHMI(PHD)
MEMBER



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THE FOLLOWING SUGGESTIONS WERE STATED BASED ON THE FEEDBACK RECEIVED FROM ALL THE DEPARTMENTS:

DEPARTMENT OF PUBLIC HEALTH DENTISTRY

1. Only 92% of patients were saying that dentist does not criticize their oral condition or compared with others. The committee recommends to do thorough oral inspection and also to discuss the same with the patients.
2. Only 92% of patients say that the waiting area was comfortable. The committee recommend to increase the number of chairs provided to the patients in working area.

DEPARTMENT OF ORTHODONTICS

1. 93% of patients say that the treatment time table was explained to the patients previously and was maintained. The committee recommends to discuss the treatment protocol with the patients before starting the treatment.
2. Only 92% of patients were saying the waiting area was comfortable. The committee recommends increasing the number of chairs provided to the patients in working area

DEPARTMENT OF PERIODONTICS

1. Only 94% of patients were saying that dentist does not criticize their oral condition or compared with others. The committee recommends to do thorough oral inspection and also to discuss the same with the patients.
2. 94% of patients say that the dental instruments were sterilized. The committee recommends following proper sterilization protocol.

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DEPARTMENT OF PROSTHODONTICS AND IMPLANTOLOGY

1. Only 89% of patients were saying the doctors performed thorough oral examination. . The committee recommends to do thorough oral inspection and also to discuss the same with the patients.
2. 86% of patients reported that the working hours of the clinic were suitable for them. 82% of patients were saying that they were no need to wait for getting an appointment. The Committee recommends to give appointments to the patients according to their convenience and to increase the working hours.

DEPARTMENT OF PEDODONTICS

Only 90% of patients reported that treatment was not painful. Committee recommends following pain management procedures to the pedodontic patients.

DEPARTMENT OF ORAL AND MAXILLOFACIAL SURGERY

1. Only 90% of patients were saying the doctors performed thorough oral examination. The committee recommends to do thorough oral inspection and also to discuss the same with the patients.
2. Only 93% of patients were saying the waiting area was comfortable. .The committee recommends increasing the number of chairs provided to the patients in working area

THANKING YOU,

DR.K.BALAJI

CONVENOR

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