

GOVERNMENT OF WEST BENGAL
DEPARTMENT OF HEALTH & FAMILY WELFARE
Swasthya Bhawan, GN-29, Sector-V
Bidhan Nagar, Kolkata - 700 091

No. 475(29)-HFW/SS/11/HS-459/11

Date: 06.07.2011

From
S Bhattacharyya
Special Secretary

To
The Principal, _____ Medical College & Hospital
The Chief Medical Officer, _____ district

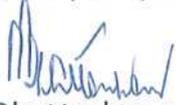
Sub- Proceedings of the meeting taken by the Hon'ble Chief Minister

Madam/Sir,

I am advised to enclose the proceedings of the meeting taken by the Hon'ble Chief Minister, West Bengal on 13.06.2011 at the Town Hall, Kolkata for your perusal and onward circulation to all under your control.

Encl: As stated

Yours faithfully


(S Bhattacharyya)
Special Secretary

No. 475(29)/1(8)-HFW/SS/11/HS-459/11

Date: 06.07.2011

Copy forwarded for favour of information and taking necessary actions to the

1. Director of Health Services, West Bengal and ex-Officio Secretary of this Department
2. Director of Medical Education, West Bengal and ex-Officio Secretary of this Department
3. Private Secretary to the Chief Minister, West Bengal, Writers Buildings, Kolkata-01.
4. Director General (AYUSH), Health & FW Department
5. Commissioner, Family Welfare, Health & FW Department
6. Special Secretary, GA Branch, Health & FW Department
7. Special Secretary, MERT Branch, Health & FW Department
8. P.A. to the Principal Secretary, Health & FW Department


Special Secretary
6/7/11

Proceedings of the meeting of the meeting taken by the Hon'ble Chief Minister with officers of the Health & Family Welfare Department working from Block Level to Department on 13.06.2011 in the Town Hall, Kolkata

The meeting was attended by 585 officials of the Health & Family Welfare Department including all the BMOHs, Superintendents of different hospitals, ACMOHs, CMOHs, Principals and MSVPs of Medical Colleges and other teaching Institutions and senior officials of the Health & Family Welfare department from state headquarter. Hon'ble Chief Minister and MIC, Health & FW Department attended the meeting and the Hon'ble Mayor of Kolkata Municipal Corporation, Shri Sovan Chatterjee also arrived with the Hon'ble CM and attended the meeting.

As advised by the Hon'ble Chief Minister, the meeting was started by the Additional Chief Secretary for highlighting issues related to important programmes under implementation by the Health & FW Department as well as some of the urgent tasks to be carried out in view of the urgency to improve delivery of healthcare services to the people. The main points which were stressed in these regards are:-

1. There is an urgent need and high expectation from the citizen for improving functioning of the hospitals. Some of the improvements are possible immediately with little or even no additional involvement of resources. He narrated the case of Bagha Jatin Hospital where in last 15 days the total number of OPD patients has increased by more than 100% and no extra resources has been deployed for that improvement.
2. That will be possible by punctuality in attendance, sincerity in duty, discipline and devotion to work and transparency in our functioning. Performance of every hospital can be improved substantially by those means and all the officers should work out as to how the same will be achieved in consultation with their colleagues after going back to their respective places.
3. He also reminded of the order issued on the 1st June in this regard, particularly in respect of maintaining proper duty hours, staying at the headquarter and not to leave station without permission.
4. It was emphasized that a few initiatives may change the look of the hospitals and create better ambience and arrangements, which will improve services. For this fund is available at all levels. He also emphasized on utilizing all available fund as soon as possible and move the higher authorities in case of non-availability of fund.
5. He also advised all to prepare short term and long term plan, which are realistic and can be taken up with available resources for each hospital and share the same to higher officials for providing necessary support. Although there are gaps in terms of availability of doctors and personnel, infrastructure, equipment and fund and the government is trying to improve availability of all types of resources but in the short term the effort will be to fully utilize whatever is available.

Hon'ble Chief Minister before addressing the gathering desired that officers present should share some of the problems in their respective units.

Prof Tapas Bhattacharyya, Principal, North Bengal Medical College submitted that the college needs more attention through adequate number of medical officers and more infrastructure as they have to cater to the needs of all the six districts in North Bengal, Sikkim and even Nepal and Bhutan. Doctors posted in the Hospital from South Bengal are generally not regular and they run around for transfers. Also some of them remain on leave. Hence, doctors may be posted appropriately who want to stay and work in that area.

Dr. Krishna Chandra Sardar, ACMOH, Purulia said that inspite of being a role model in the field of SNCU, the district is not getting fund for its extension. Same is the problem in the field of mother and child health, nutritional rehabilitation centre. He expressed that there is scope for improvement of cleanliness. He requested the Hon'ble Chief Minister to kindly visit Purulia and see their initiatives.

Prof Mala Bhattacharyya, Principal, Chitta Ranjan Seva Sadan highlighted the problem of inadequate space for the patients including seating arrangements for the visitors and non availability of investigations round the clock. Hon'ble Chief Minister expressed her concern as to unauthorized use of excessive space for residential purpose by a political leader and discouraged any unauthorized use of such space everywhere. She desired a report on this issue.

Hon'ble Chief Minister then addressed the gathering and welcomed all present. She highlighted the following issues in her address.

1. She desired this meeting as she wanted to talk to the BMOH as blocks are the foundation of the State. This is more necessary as there was no attention to block level, sub divisional and district hospitals during the last 34 years. The conditions in the Kolkata hospitals are also no good. Because of lack of facilities, patients of blocks/districts are forced to go to Kolkata or other States. There is absence of MRI, diagnostic centre, doctors, nurses, pathologists, radiologists in almost all the district and sub district hospitals. This is causing additional distress in their families because they are not getting the facility which should have been available at the block/subdivision/district.
2. There is a gap in coordination. Blocks are not aware of the decisions of the Government. Such gap is a crime. This should not exist anymore.
3. There is urgency in improving the functioning of all state run hospitals but there is no magic and people will not come from outside to do the same. We have to work hard together for improving the health system of the State.
4. She admitted the need of accommodation for the officers and employees posted in the districts. Previous Government had not taken steps in this regard and expected the health official to work in distant places without providing any accommodation to them. This problem could have been solved by negotiations with infrastructure development agencies. They would have created such quarters on land of the Government and would have realized

rents from them at considerable rates as is done in the Indian Railways. The problems have to be solved inspite of the fact that the previous Government has not left any fund for the new Government.

5. Hon'ble Chief Minister proposed to take a realistic approach to redress the problem. There shall be three types of planning. 1st should be the immediate planning. She insisted on utilizing the existing infrastructure at the optimum level. Next should be the short time planning. It should include how to improve the infrastructure in the coming 3-4 years within available sources for better performance. Then we shall go for long term planning.

6. There shall be no compromise in ensuring medical service to all patients. All concerned have to work hard for the same. The effort should be to keep as many local officials as possible in all the hospitals. She expressed that they will feel more comfortable to serve locally and people shall also get more benefit because they are also known to the people. In fact, she stressed on giving priority to the local people first during posting.

7. She appealed to the Doctors to give more time to the hospital service since poor people are waiting for their services. She also remarked that private practice may go on but not at the cost of hospital service. However, doctors should have commitments to the patients in the hospitals for which people will pay due respect. She also expressed her feeling that more money beyond what is essential for living may not give any comfort in life.

8. All officials should be sensitive to patients. The patients need love and care of all the employees. Sympathetic behavior of all shall certainly give mental strength to the patients which shall help curing them. They need not only medicine but also mental support of all health personnel, and it would not cost anything if the same is provided with smile.

9. She emphasized on proper monitoring all services being provided in the hospitals. For lack of monitoring medicines available in stock are not provided and the date of using the drug expires. The beds are not cleaned and there is general lack of cleanliness in the hospital ambience, which have to be improved immediately. As such she asked all officers to do the monitoring meticulously. State level Officers should monitor the activities in districts. Similarly, the District level Officers should monitor the blocks. Officers are not supposed to station themselves in the office only and depend on reports only. They must monitor by visiting hospitals and field offices regularly.

10. Some time there are reports of non-supply of oxygen, drugs and other materials required for the hospital services. Local Officers may not be responsible always. There should be proper planning to procure these things in time. Rigorous monitoring and timely action shall ensure this.

11. She expressed that often small works cannot be taken up for non-completion of tender formalities. She mentioned that such works including procurement may be taken up out of Rogi Kalyan Samiti (RKS) fund. For engaging a local energetic boy for some immediate works regarding cleanliness or up-keeping there should not be any problem. She also mentioned that the Additional Chief Secretary had been advised to issue more flexible

guidelines for RKS so that it serves the need better. She also mentioned that the Samiti should not be over-burdened with political leaders and local Social workers should be involved in the Samiti.

12. The Hon'ble CM informed that order has been issued for increasing beds in many hospitals at the district and sub district level infrastructure should be developed urgently for that purpose under NRHM. She also announced that a decision has been taken by the State Government to convert the sub-divisional hospitals at Asansol, Bishnupur, Contai, Kharagpur, Diamond Harbour, Basirhat and Jangipur into District Hospitals by increasing their number of beds and those places will be the headquarters of the new seven health districts to be created by bifurcating the existing jurisdiction of the CMOH concerned.

13. She mentioned further that attempts are being made to increase the number of seats for MBBS courses by opening new Medical Colleges as well as seeking approval of the MCI for increasing the seats in existing Medical Colleges.

14. She directed for plan for providing all types of facilities in the district & sub-divisional hospitals as quickly as possible so that patients are treated there and not transferred to distant places causing inconvenience to the poor families. The target is to get it done within two-three years. She also expressed that she has a plan to give more facilities to the Block hospitals also. This may be taken up after providing facilities in the District & Sub-divisional hospitals. This should have been done much before. But the previous Government did not do this.

15. She advised to tap funds available with the MPs and MLAs for local area development for development of the hospitals and the officials should seek such assistances from the local MPs and MLAs for creation of more facilities in the hospitals. She mentioned that she had extended support for development of a Burn Unit at M.R.Bangur Hospital & for Night shed at Chittanranjan Hospital out of MPLAD fund. She wanted to provide fund for Sambhu Nath Pandit Hospital but did not get support from the hospital. She was confident that projects for development of hospitals will be liked by the MPs and MLAs and they will contribute. Small things like providing benches for the visitors as the Principal, Chittaranjan Seva Sadan has requested could have been done easily from such fund or RKS fund. The basic problem is that there was no serious attempt to solve these issues. However, she requested the Mayor of Kolkata Municipal Corporation, who was present in the meeting, to address the problem quickly.

16. She requested all the doctors to work sincerely in OPD, in hospital as per time schedule without any lapses. The doctors should follow the standard guidelines and show human face to the patients. She mentioned that she was aware that there is shortage of doctors, nurses and other staff in many hospitals. She mentioned her shocking experiences of visiting the Bagha Jatin Hospital a few days ago. She found that there is only one doctor (surgeon) in the hospital. She expressed that how we can expect one doctor doing the works for the hospital 24 hours. The Department was advised to monitor such short-comings and address those issues. She also emphasized on opening more Nursing Training schools for

producing more nurses. In many hospitals adequate number of trained nurses is not available, which is not desirable and should be corrected. She mentioned that the state should produce at least 10,000 nurses per year henceforth so that after a three year course we start getting 10,000 nurses per year.

16. At the end, the Hon'ble CM expressed that she has got faith in officers and staffs of the department and she believed that all of them would rise to the occasion to get rid of any bad image of the healthcare system. She further mentioned that the Government has a promise to bring Health & Education on the right track so that image of West Bengal in these fields are restored and she desired the support of all in this venture. On her questioning those present in the meeting in this regard there was overwhelming affirmation from all that they would try their best to improve healthcare in the State. She also promised to look into their problems and to review the progress after six months.