



Patient Panel
2nd floor, Galen House,
Hamstel Road
Harlow
Essex CM20 1QX

26 March 2019

Dear Matthew,

PHEM Feedback– Princess Alexandra Hospital, Harlow

This is an update on the current position regarding PHEM Feedback.

I found your conference held in February at The University of Hertfordshire extremely useful and informative. I was also delighted at the number of attendees from across the region and representatives from other emergency teams (Fire, Ambulance and other organisations).

At our recent Patient Panel meeting on the 18th March Dr Juan Vilarino delivered a presentation to our members on how PHEM Feedback is now established within our Emergency Department and has full support from our senior management team he answered numerous questions and the outcome of this meeting are.

- The Princess Alexandra Hospital Patient Panel continues to support PHEM Feedback following the successful first year and has not received any concerns from patients
- To plan a half day seminar on PHEM Feedback hosted by the Patient Panel
- Invitations to be sent to Patient Panels in the Eastern region to attend a half day seminar at our hospital including
 - Ipswich
 - Norfolk & Norwich
 - Hinchinbrook
 - Watford
 - Chelmsford
 - Colchester
 - Basildon

- Cambridge
- Stevenage
- North and East London

Invitations to other emergency services to send a representative

- East of England Ambulance Service
- Essex Fire Service
- Essex and Herts Air Ambulance Trust
- East Anglian Air Ambulance

We would like to invite you and Dr Juan Vilarino to be our key note speakers.

I will forward a copy of our Annual Report which has an article on PHEM Feedback for your information

Kind regards

Ann F Nutt

Chair
Patient Panel