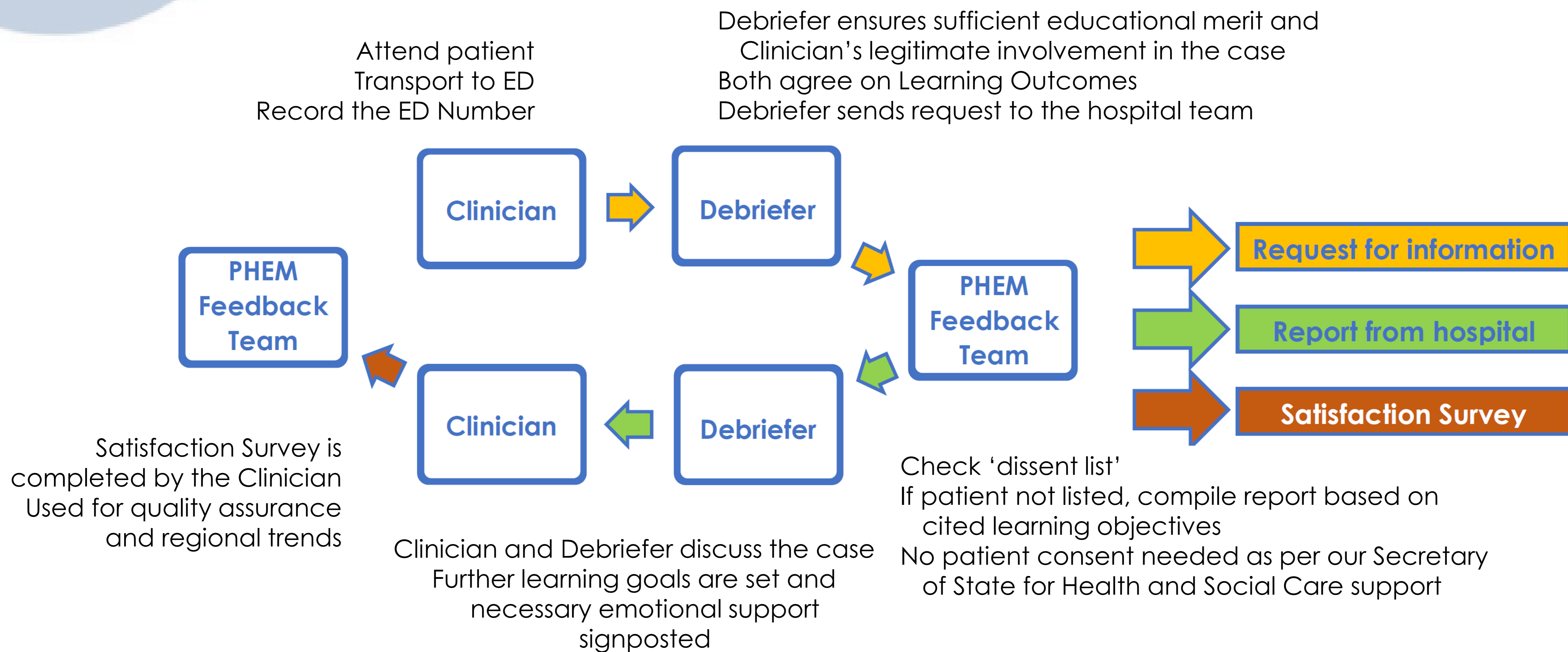




PHEM Feedback

Learning from patients, for patients

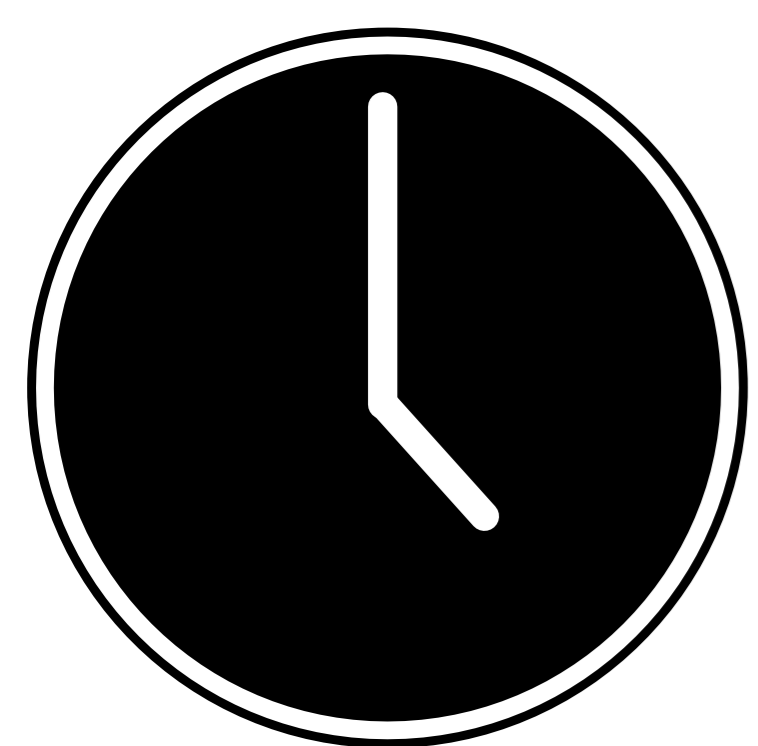


Resources to date

Pilot Outcomes

Not inclusive of PHEM Feedback Showcase kindly supported by University of Hertfordshire and EEAST, and sponsored by Stryker, Class Professional Publishing and College of Paramedics

6 months
 28 accepted requests, all reported and debriefed
 25 (89.3%) clinician satisfaction surveys)



Time per report
 20-45 mins*

Time for debrief
 15 mins (range 5-30)*

NHS.net email

Pilot £0**

Website £50.38

No protected time for hospital team

Voluntary team

Patient meetings

Patient-area posters

IG planning

Service meetings

Trust website page



96%

Satisfied or Very Satisfied with **clinical information report**

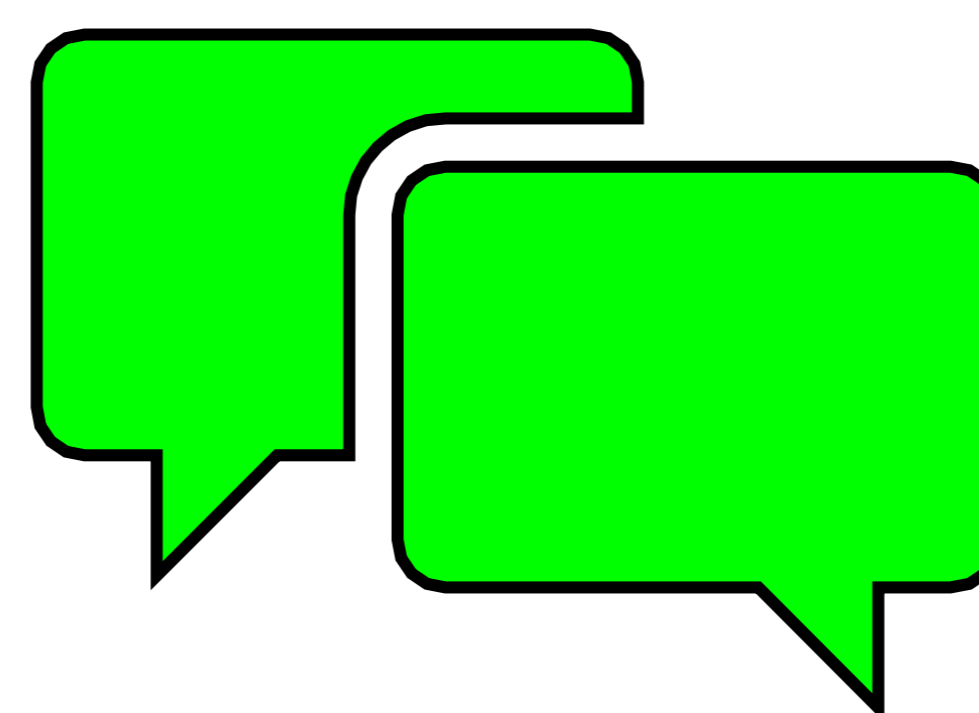


72%

Positively or Very Positively Affected **mental wellbeing****

26%

No impact



100%

Satisfied or Very Satisfied with their **debrief**

* Estimated anecdotally, not formally timed

** £0 Costs incurred by the PHEM Feedback Team directly, not inclusive of generous EEAST and Princess Alexandra Hospital NHS Trust support with posters, website promotion, service planning and IG planning

*** 4.2% (n=1) negatively affected citing the general frustration of the patient being one of many low acuity patients seen recently whom the clinician perceived did not warrant a 999 call