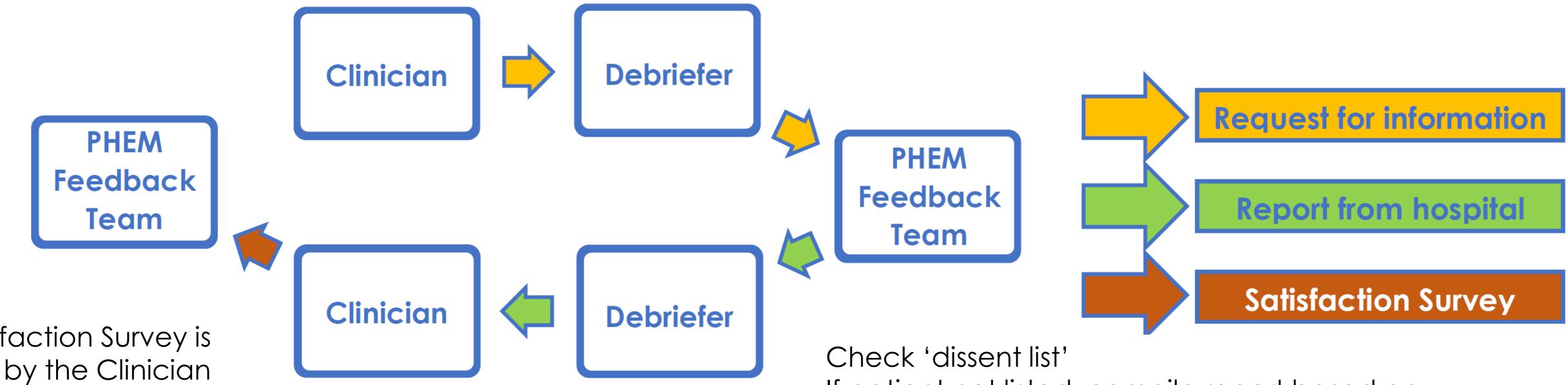
University of UEE East of England Ambulance Service **NHS Trust**

PHEM Feedback Learning from patients, for patients

Attend patient Transport to ED Record the ED Number Debriefer ensures sufficient educational merit and Clinician's legitimate involvement in the case Both agree on Learning Outcomes Debriefer sends request to the hospital team



Satisfaction Survey is completed by the Clinician Used for quality assurance and regional trends

Clinician and Debriefer discuss the case Further learning goals are set and necessary emotional support signposted

- If patient not listed, compile report based on cited learning objectives
- No patient consent needed as per our Secretary of State for Health and Social Care support

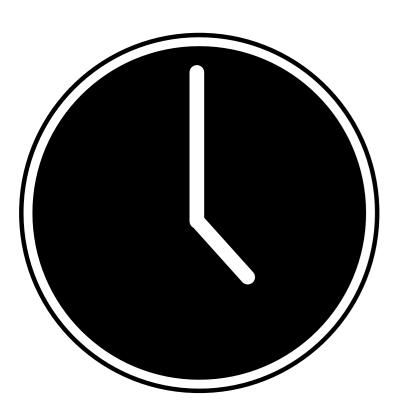
96%

Resources to date

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

Pilot Outcomes

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





20-45 mins* Time for debrief 15 mins (range 5-30)* NHS.net email £0** Pilot Website £50.38 No protected time for hospital team Voluntary team



Very Satisfied with **clinical** information report

Satisfied or

Positively or Very 72% Positively Affected mental wellbeing*** No impact 26%







IG planning Service meetings Trust website page

Patient meetings

Patient-area posters

* 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

their debrief *** 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

info@999feedback.org www.999feedback.org **Generation of the second seco**