

Minutes of the Patient and Carer Service Improvement Focus Group

Date: 28 March 2019 11.00 – 12:30

Venue: Boardroom, Education Centre

Initial	Attendees	Role
	Redacted	Head of Patient Experience & Legal Services
		Focus Group Ophthalmology
AR	Ashley Reed	ACP in Emergency Department
	Redacted	Patient Representative
		Matron
		Bereavement Co-ordinator
		Head of Nursing
		Tele-Tracking Project Manager
		Patient Advice & Liaison Officer (minutes)

DRAFT

1. Minutes

Item	Discussion
1.1	Apologies A number of apologies given.
1.2	Minutes of the previous meeting and actions arising Minutes of the previous meeting on 7 August 2018 were agreed as an accurate record. Amend typo on page 2 and 5. The meeting began with introductions around the table.
1.3	Pre-Hospital Emergency Medicine (PHEM) Feedback - Ashley Reed, Trainee Advanced Clinical Practitioner PHEM is collaboration between Princess Alexandra Hospital in Harlow and the services that transport unwell patients (ambulance and air ambulance teams) and provide pre-hospital care to those patients. They are currently in the process of expanding to other hospitals in the East of England and London. It is led by Dr Matthew Snowhill, and an A&E doctor who works with a team of doctors and ambulance staff to provide the service. PHEM is a feedback scheme where pre-hospital ambulance crews, air ambulance scheme, doctors and paramedics, are able to find out what happened to the patient they attended. They can find out relevant and proportional information and take reassurance/ learning from this. Feedback is requested via a safe information governance porthole and the doctors who work at the hospital can give a report that can then be feedback. It will help with lifelong learning and reflection, which is seen as vital learning by both the General Medical Council who oversee doctors and the Health and Care Professions Council who oversee ambulance staff. The 3 pillars are learning 1. Safety - In a safe and information governance scheme, you can access notes and you do not need consent. You can de-consent from the scheme but do not need patient to consent. 2. Learning - Currently the clinician/paramedic goes to a debriefer in the East of Essex Ambulance Service and requests feedback on their patient, if they meet the required criteria then a request can be made. It

will go to the PHEM team who compile a report. The report goes back to the debriefer via a safe secure porthole who keeps the report. They will then call the clinician in to talk through the report. The debriefer is a trained member of staff. It is all anonymised and therefore it can be shared for learning purposes. A case has to meet one of the following criteria's.

- Significant diagnosis uncertainty - (unsure what happened to the patient to improve their learning)
- Critically unwell patient - Trauma patients
- Significant emotional distress to the patient

3. Wellbeing - The benefit of having this for frontline clinicians/paramedics is for one a morale booster. Doctors are giving their free time to help support the clinician. It is educational, and moving forward paramedics can go on courses to become 'debriefers' who are fully funded by the East of Essex Ambulance Service. They recognise that this is valuable to help improve care. It also enables closure on difficult cases for those involved.

Princes Alexandra were the first site to go live and they are looking to expand this across the whole of the East of England region and into London.

AR stated that the senior clinical team and emergency department are in full support and asked that as the patient representative team to email/writer AR to support the idea and that you fully applicate and support it, this would strengthen the application for when going to health research authority.

The group feedback to Ashley during the meeting that they were in full support of the work, and LM said that it would be good to receive an update as to how the scheme is progressing later down the line.

1.4	<p>Good news stories and update on good news board</p> <p style="text-align: center; font-size: 2em; color: white; background-color: #d9e1f2; padding: 20px;">Redacted</p>
1.5	<p>Directorate issues /updates from focus groups</p> <p style="text-align: center; font-size: 2em; color: white; background-color: #d9e1f2; padding: 20px;">Redacted</p>

patient this frees up the doctors having to do this. When a trained nurse