

# PHEM Feedback: Project Update



9<sup>th</sup> November 2018

The end of October marked six months since the first ever PHEM Feedback request and the start of our pilot between Princess Alexandra Hospital, Harlow Ambulance Station and Essex and Herts Air Ambulance Trust (EHAAT) has ended with very satisfying results. We look forward to sharing these in due course.

**To mark the occasion the PHEM Feedback team is proud to officially announce our exciting collaboration with East of England Ambulance Service Trust (EEAST) and the University of Hertfordshire (UH).**

Ambulance and Air Ambulance clinicians often struggle to find out whether their management was successful and if their diagnosis was correct. PHEM Feedback bridges this gap in their learning cycle by helping clinicians from pre-hospital teams learn what happened to a patient in hospital and what further information was generated.

Our team can provide a clinical report based on the patient's hospital treatment if they were transported to a participating hospital, provided that patient has not previously opted out of the project. This report can include details of further assessments, investigations, treatment, diagnosis and ultimate outcome. This information forms a vital part of the **case debrief which is performed for every case** by senior members of the ambulance service.

The University of Hertfordshire is working with PHEM Feedback and EEAST to design **a new, tailor-made course** for future Debriefers to attend. This will be available for all accepted Debriefers and ensure Debriefers are capable of facilitating high quality, case-based education as well as ensuring a safe space to discuss human factors, crisis resource management, metacognition, constructive and specific areas of improvement and, just as importantly, difficult emotional experiences associated with the case.

This debrief also provides the perfect opportunity for clinicians to receive positive reinforcement for their efforts and the quality of care they provide every day in our communities.

Our reports will also be used in EEAST's **'Learning From Incident (LFI) Days'** and PHEM Feedback **'Quick Cases'** which will be real, anonymised, email-based cases focusing on a small number of key learning points to stimulate mental rehearsal and self-directed learning for the clinical staff.

We will continue to prospectively quality assess our service and work with EEAST to ensure we are contributing to the **'Safety Culture'** for EEAST staff. We will also continue to work with information governance authorities and patient advocacy groups to responsibly and securely manage patients' confidential clinical information as we help to develop the most competent, confident and content pre-hospital staff that we can.

Plans are already underway with new sites and Ambulance Stations, Hospitals and Air Ambulance organisations are encouraged to contact us or the EEAST Quality Improvement team if they are interested in participating and would like more information regarding our processes, **patient group support** and our **adherence to NHS information governance regulations and UK law**.

Finally, we would like to thank all our patient, clinical, information governance, quality improvement, administrative and academic collaborators, both individuals and organisations, for all their help in developing this project since its inception in 2016. We would also like to thank our team of hospital clinicians, debriefers and users. This would not have been possible without their belief, support, encouragement and expertise. Thank you.

**We look forward to an exciting year ahead and relish the important challenges it will bring.  
We hope you will join us.**

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and

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