

# A Clinician's guide to PHEM Feedback Forms 1, 2 and 3

## Form 1- Debrief Request Form

This is generated after you as a Clinician approach an approved PHEM Feedback Debriefer of your choice and describe your reasons for wanting to follow up your patient as well as which category(ies) from our Terms of Service apply. It is not a problem to choose more than one objective and this helps us to understand more about how to structure the report.

The learning objectives you cite will inform which details we include in the report. As standard we commit to providing the discharge diagnosis as standard for ambulance crews. However, if time allows then we will try to include more information to answer specific queries such as ECG related or specific clinical signs.

We are likely to disregard or signpost away any learning objectives which are not specific to that case and can therefore be addressed through self-directed learning. For instance, medication side effects, how a drug works, what the pathophysiology of a disease is, etc. This is so we can focus on providing the all-important case specific aspects of your and your colleagues' learning goals.

## Form 2- Feedback Report

This our report to your Debriefer who should be able to provide you a copy of the report during your debrief. Form 2a is for ambulance service staff and includes a QA3 debrief form. Form 2b is what we return to our HEMS colleagues who have alternative debrief structures. If you wish to include your QA3 debrief in your portfolio please cut off or delete the patient identifier. We may include an appendix if we have images that may help illustrate the learning points.

We aim to complete this within 2 weeks of the request so you can have a timely debrief.

## Form 3- Clinician's Satisfaction Survey

Because you and we use a patient identifier as the subject line and unique identifier, **this must be sent from an NHS.net email account to our NHS.net email account**  
*tpa-tr.PHEMfeedbackPAH.nhs.net*

EEAST's IT department can help you set this up so **please do this, even before your first request.**

Once you have completed the debrief that document is yours to keep (although please ensure good confidentiality and secure storage). We do not require access to your personal reflection however we need you to return this satisfaction survey (Form 3) so we can understand how we can improve our service and demonstrate its value as part of the growing national movement promoting your access to this sort of feedback.

Please answer honestly. It is your opportunity to highlight areas of improvement for us, or concerns about your debrief or debriefer (**which we will ensure is anonymised**). We are also interested to know if the knowledge and debrief will change your practice in the future. If it will not either because it was not helpful or because it has reinforced the good practice you demonstrated during the case then please explain that.

**We require your debrief and return of this survey within 2 weeks** from sending the report so that you can continue to use the service. **We may also contact you to explore concerns you have raised** regarding impacts on your wellbeing, the way your debrief was conducted or other comments made.

For more information go to [www.999feedback.org](http://www.999feedback.org)  
or email [info@999feedback.org](mailto:info@999feedback.org)

**We will delete any emails containing confidential information from this mailbox without reading them**

