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## **PHEM FEEDBACK RESPONSE**

**To whom it may concern**

**Re Presentation by Doctor Matthew Snowsill to members of the Patients' Panel at Whipps Cross Hospital on his project 'PHEM Feedback'**

On Thursday 25 October 2018 Doctor Matthew Snowsill attended the Patients' Panel meeting at Whipps Cross Hospital, London E11 1NR and presented this project to twenty members who were in attendance that evening. This information was subsequently circulated to all members on our circulation list, that included those who were unable to attend this meeting.

Our members thought that this project was a fantastic idea and now wish to give their considerable support to this scheme.

It is understood that ambulance crews, air ambulance crews and paramedics who arrive at the scene of emergency incidents are required to act quickly, assess the situation, make decisions to administer treatment to stabilise those persons that are ill or injured and then transport them safely to hospital emergency departments as quickly as possible for further assessment and treatment.

At present there are no feed-back arrangements in place to advise these emergency crews of how they have responded to the situation when dealing with the emergency or as a follow up to the welfare of these patients. A very challenging situation for everyone providing healthcare.

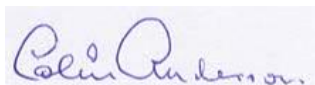


Our understanding of 'PHEM Feedback' is that whilst this is a new scheme that has been developed at The Princess Alexandra Hospital in Harlow with the aim to provide a constructive opportunity for education, feedback and a learning process to those emergency crews that are first on the scene of certain selected incidents.

Whilst Patient confidentiality is essential to the individual patients, the arrangements that have been put in place at the Princess Alexandra Hospital, explain adequately how to overcome this process. The feedback and learning provided by the selected group of de briefers will, I am sure, help to maximise the learning and be of considerable benefit to both staff and the welfare of future patients.

It is very important that any feedback provided is not used in any way to the detriment of any of these emergency teams who are acting responsibly and in good faith.

Our members fully support the aims of 'PHEM Feedback' and would like to take this opportunity to offer our support and to see this developed further for the benefit of ambulance crews, air ambulance crews and paramedics. This scheme will also go a long way to improve safety and future healthcare for patients.



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