

How to make an EEAST or BEARS PHEM Feedback Request from Princess Alexandra Hospital, Harlow

1. Get an **NHS.net email account** through EEAST IT (best to do this now rather than once you have a case)
2. Note down the **PAH ED Number** when booking in (not hospital/NHS number)
3. Use self-directed learning where possible
4. **Speak with a PHEM Feedback Debriefer** who may resolve your query without needing patient information
5. If your learning objective(s) still can't be fulfilled then an **approved Debriefer can put in a request** to us (**Form 1**)
6. **You meet with your Debriefer** to find out what we found in hospital (**our report is sent to them on Form 2a**) and then can complete a QA3 to go in your portfolio with the rest of Form 2 (please cut out/delete the ED number).
7. You **send us your satisfaction survey** regarding your experiences and satisfaction with the PHEM Feedback process via NHS.net (**Form 3**)

tpa-tr.PHEMfeedbackPAH.nhs.net



Who are Harlow's PHEM Feedback Debriefers?

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Jon Barratt or Paul Gates

For more information go to www.999feedback.org
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