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We are writing to you as interested healthcare leaders who are supportive of PHEM Feedback, an innovative project which aims to provide a formal route of access between prehospital and hospital clinicians/organisations. The focus is about creating opportunities for prehospital clinicians to learn what happened to their patients after handing over care to the hospital team so that they can use this knowledge to reflect on their own performance and to identify further learning goals. The ultimate aim is for these further developed knowledge, skills and attitudes to benefit future patients and ultimately improve outcomes and experience of care.

The PHEM Feedback team has paid particularly close attention to ensuring that the transfer of clinical patient information meets robust information governance standards, forms part of a carefully structured educational meeting and considers the psychological safety of the clinicians using the service. They are also engaged with patient advocacy groups to ensure that this process is acceptable to patients which is particularly important as consent is not gained before transferring the clinical information.

Given our leadership roles within the Royal College of Physicians and the College of Paramedics, we are mentoring the team to scale up early thinking and practice, recognising the added value this will bring. On that note, we are satisfied with their methodology achieving the aims of “learning from patients, for patients”, and feel the methods are appropriate, proportionate and acceptable to the patients whose data they transfer.

We believe this work is important for patient safety and is in the best interests of both the public and the prehospital workforce. On this basis, can we encourage your organisation to consider being part of this exciting project that has such a great focus on learning, workforce and clinician wellbeing.

Dr Ian Bullock  
Chief Executive

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Vice Chair, College of Paramedics