

SOUTHAMPTON OXFORD NEONATAL TRANSPORT

Phone: 01865 223344

Please post/email completed form to below addresses depending on which team transferred your baby.

Alternatively, please follow the QR code to an online version:

[SONeT Control Centre](#)

Neonatal Intensive Care Unit
Level 2, JR1 Women Centre
Oxford University Hospital, Oxford
Headley Way
OX3 9DU

Email: neonatal.transport@ouh.nhs.uk



[SONeT Southampton Hub](#)

Transport office, Level D, Neonatal Unit
Princess Anne Hospital
University Hospital Southampton
SO165YA

Email: sonet@uhs.nhs.uk

For further information about our service please visit our website www.sort.uhs.uk. If there are any aspects of the care that you would like to discuss with us in person, please ring us. We will take your contact details (Your name, baby's name, DOB and your contact number) and one of team member will return your call.

Southampton Oxford Neonatal Transport



Parents Feedback Form

The Southampton Oxford Neonatal Transport Service (SONeT) appreciates that the transfer of your baby to another hospital is an important and sometimes difficult time for parents and close family.

We aim to improve our service for both our patients and their families, we would be grateful if you complete this brief anonymous feedback form

Which team are you providing feedback about?

- Oxford Southampton

Which month and year was your baby transferred?

Is there anything positive about the transfer that you would like to tell us about?

Is there anything that you feel we could do to improve?

Is there anything else that you would like to tell us?

- Did the transport team introduce themselves to you? Yes No

- How well did the transport team explain the process to you?
Please rate it from 1 (poor) to 5 (excellent) 1 2 3 4 5

- Were you or your partner offered the opportunity to travel with your baby in the ambulance?
 - Yes, this was offered and one of us travelled with our baby
 - Yes, this was offered but we did not travel with our baby
 - No, this was not offered but we would have liked to travel with our baby
 - No, this was not offered but we did not want to travel with our baby

- If you did not travel with your baby, would you like to tell us more about this?

- Did you receive a Parents information leaflet about the transport service?
 - Yes No Maybe/not sure

- Were you given the travel and contact details for the new hospital?
 - Yes No Maybe/not sure

- How well did the transport team answer any questions that you had?
Please rate it from 1 (poor) to 5 (excellent) 1 2 3 4 5

- Did the transport team update you after the transfer? This could be in person or by phone if you did not travel with them
 - Yes No Maybe/not sure

Thank you for your feedback