SOUTHAMPTON OXFORD
NEONATAL TRANSPORT

PROVIDER HOSPITAL FEEDBACK FORM

The Southampton Oxford Neonatal Transport (SONeT) Service values feedback about the services it provides. If you have significant concerns about a particular issue, please feel free to contact the lead transport consultant directly. We aim to improve our service for both our patients and their families and would be grateful if you were able to take a few minutes to complete this form.

You can complete it online by scanning the QR code:

Thank you in advance for your input.

Type of transfer

Planned/Unplanned

MONTH OF TRANSFER_____YEAR_____

Were you the □**Referring Unit** **TEAM DOING TRANSFER** □ **Southampton**
□**Receiving Unit** □ **Oxford**
□ **Don't Know**

How straightforward was the referral process?
Please rate it from 1 (poor) to 5 (excellent) **1 2 3 4 5**

How helpful was the advice you received on the phone?
Please rate it from 1 (poor) to 5 (excellent) **1 2 3 4 5**

How friendly and helpful were the team on the phone?
Please rate it from 1 (poor) to 5 (excellent) **1 2 3 4 5**

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

Did you have the opportunity to give or receive a full handover? □ Yes □ No
Do you have any comments about the handover?

How supported by the transport team did your team feel?
Please rate it from 1 (poor) to 5 (excellent) **1 2 3 4 5**

How effectively did the transport team communicate with your team?
Please rate it from 1 (poor) to 5 (excellent) **1 2 3 4 5**

How effectively did the transport team communicate with the family?
Please rate it from 1 (poor) to 5 (excellent) **1 2 3 4 5**

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

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

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

Completed forms can be returned to:

Oxford Hub SONeT Coordinator SONeT Control Centre Neonatal Intensive Care Unit John Radcliffe Hospital Headington, Oxford, OX3 9DU Email: sonettransport@nhs.net	Southampton Hub Transport Coordinator Transport office Neonatal Intensive Care Unit, Mail point 607 Princess Anne Hospital, Southampton SO16 5YA Email: sonet@uhs.nhs.uk

If there are any aspects of care that you would like to discuss please ring SONeT Control Centre on 01865 223344 and ask to speak to the relevant transport hub lead/transport attending consultant.