**Parent Feedback Form**

**The Paediatric and neonatal decision support and retrieval service (PaNDR) transfer babies & children from neonatal & paediatric intensive care units within the East of England. Feedback is essential for the transport staff to develop and improve the service for parents, babies & children. We are always keen to improve our service and we appreciate your advice. Please could you take some time to give us your opinion on how well we are doing and ideas for improvement.**

|  |  |
| --- | --- |
| Date your baby/child was transferred? |  |
| Your baby/child’s name (optional) |  |
| Did you travel with our Neonatal or Paediatric team? |  |

**On a scale of 1 (poor) to 10 (excellent) how did you find the service by the transfer team?**

|  |  |
| --- | --- |
| Did the transport team staff introduce themselves when they first met you? \* |  |
| Were the transport team staff polite and caring? \* |  |
| Did the transport team staff look clean and tidy? \* |  |
| Did the transport team staff explain what was happening and why? \* |  |
| Did the transport team staff keep you informed about the journey and your baby/child? |  |
| Did the Transport team staff let you know they had arrived at their destination? \* |  |
| Any other specific comments: |  |

**Please send this form to:** [**PaNDR@addenbrookes.nhs.uk**](mailto:PaNDR@addenbrookes.nhs.uk)