



## Please tell us about your child’s transport experience

Thank you for agreeing to complete this questionnaire - we recognise that this is a particularly distressing time for you and your family. As part of the DEPICT Study we are interested in finding out about your experience of your child’s transport to this children’s or paediatric intensive care unit (“PICU”) by ambulance (or by helicopter or aeroplane).

Your views are really important to us. Please be as honest as possible, we really want to know what you think. You may not remember some aspects of the past few days - that’s ok - just try and answer what you can. Please tick or place a cross in the circle next to the answer you want to give for each question. At the end is an ‘Additional comments’ space where you can tell us more about anything that is important to you about the questions that we have asked you and about issues that we may not have asked about.

The information you provide as part of this questionnaire will be treated in confidence and anonymised - which means that your personal information is not attached. Your answers will help us identify ways in which we can improve NHS services in the future.

Should you have any questions about this questionnaire, or need help completing it, please contact:

Ruth Evans, DEPICT Study researcher, on Email [ruth.evans10@nhs.net](mailto:ruth.evans10@nhs.net) or by phone **07592 560 4824**

### How to complete and return this questionnaire:

**PAPER QUESTIONNAIRE:** You can complete this paper questionnaire and return it in the envelope provided to [PICU research nurse team] or post it to the following address [FREEPOST, CATS]

**ELECTRONIC QUESTIONNAIRE:** If you would like to complete this form electronically you can do this by going to: <https://is.gd/DEPICT> or by scanning the survey code:



You will need the unique Centre Code and Study Number (provided below).

Centre Code	<input type="text"/>	Study Number	<input type="text"/>	Date/Time of PICU Admission	...../...../..... .....
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Local hospital logo

Great Ormond Street   
 Hospital for Children  
 NHS Foundation Trust

## About you and your child

What is your relationship to your child?

Today's date: DD / MM / 2018

How old is your child?	0-6 months	7-12 months	13-23 months	2-5 years	6-10 years	11-15 years	16 years or older
	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Before this illness, did your child have any medical problems?	Yes	No	Details of previous problems, if any (please continue on last page if you need to):
	<input type="radio"/>	<input type="radio"/>	

Why did your child need to be transferred to this PICU? <i>Tick all that apply.</i>	<input type="radio"/> Breathing problems	<input type="radio"/> For an operation	<input type="radio"/> Accident or injury
	<input type="radio"/> Heart problems	<input type="radio"/> Diabetes	<input type="radio"/> Infection
	<input type="radio"/> Fitting / seizures / convulsions	<input type="radio"/> Other (or not sure) please describe:	

Is this the first time your child has needed transport to a PICU?	Yes	No	If you answered no, please tell us about the previous reasons for transport:
	<input type="radio"/>	<input type="radio"/>	

## About your experience

In the questionnaire we ask you to think about your experiences, and the people you came into contact with, at **three different 'stages'** of your child's transfer to this PICU. We have given some information below that describes each of these stages.

Stage 1: At the **"hospital from which your child was transported"** - this is the hospital where your child was being treated when it was decided that they should be transferred to this (PICU). The "hospital from which your child was transported" could be your local hospital or another intensive care unit.

Stage 2: The transfer by the **"transport team"** - this was the team that collected your child and transported them to this PICU.

Stage 3: At this **"PICU"** - this is the special children's unit where your child was transported to receive intensive care treatment.

### Stage I: At the hospital from which your child was transported

Please tell us the name of the hospital from which your child was transported:

Please indicate how much you agree with each of these statements	Disagree a lot	Disagree a bit	Neither agree nor disagree	Agree a bit	Agree a lot	Not applicable
I felt my child was safe in the hospital from which they were transported	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I was satisfied with the care my child received from the doctors and nurses at the hospital from which they were transported	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I felt involved in my child's care	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I trusted the doctors and nurses looking after my child at the hospital from which they were transported	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The plans for my child's care kept changing at the hospital from which they were transported	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I understood why the plans for my child's care kept changing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I felt calm during the time my child was looked after by the doctors and nurses at the hospital from which they were transported	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
A bed was found quickly for my child at a PICU	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
It felt chaotic while the doctors and nurses at the hospital (from which my child was transported) looked after my child	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The staff at the hospital (from which my child was transported) listened to me	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The doctors and nurses at the hospital (from which my child was transported) were caring and understanding	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I felt reassured by the doctors and nurses at the hospital from which my child was transported	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Transport plans changed while I was waiting for my child to be transferred e.g. the hospital my child was going to changed.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I understood why transport plans changed	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Who (from the hospital which your child was transported) <b>first</b> explained that your child would need to be transferred to a different hospital for intensive care?	<input type="radio"/>	The nurse looking after my child	<input type="radio"/>	No one from the "before transport" hospital told me
	<input type="radio"/>	Another nurse	<input type="radio"/>	I can't remember
	<input type="radio"/>	A doctor	<input type="radio"/>	Other Please specify:
	<input type="radio"/>	I am not sure who they were		

Could you understand their explanation?	None of it	A bit of it	Some of it	Most of it	All of it
	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**Stage 2: The transport team**

A reminder - the transport team were the nurses and/or doctors who transported your child to this PICU.

When did the transport team arrive?	Earlier than expected	On-time	Later than expected	I can't remember	I wasn't told of a timeframe
	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Who was the leader of the transport team?	<input type="radio"/>	Nurse	<input type="radio"/>	I don't remember	<input type="radio"/>	Other - Please specify:
	<input type="radio"/>	Doctor	<input type="radio"/>	I was not told/ it wasn't clear		

Were you introduced to <i>all</i> the members of the transport team?	Yes	No	I can't remember
	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

What kinds of information were you given by the transport team?	<input type="radio"/>	They only talked to me	<input type="radio"/>	They only gave me leaflets
	<input type="radio"/>	They talked to me and gave me leaflets	<input type="radio"/>	I was given no information

Did you (and other family members) travel with your child (in the ambulance) to this PICU?	Yes, two of us	Yes, just me	None of us	Can't remember
	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

If you (or other family members) did not travel with your child in the ambulance, please tell us why (please continue on the last page if you need more space):

In the next section we want to find out about your **overall experience of the time you spent with the transport team**, from when you first met them at the hospital (from which your child was transported) to when you arrived at this PICU. There are a number of statements, please tell us how much you agree or disagree with each statement. If the statement does not apply to your own experience please tick not applicable.

	Disagree a lot	Disagree a bit	Neither agree nor disagree	Agree a bit	Agree a lot	Not applicable
I was confident in the transport team	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I understood what was going on overall	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
My child being transported to this PICU was difficult to cope with emotionally	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I felt involved in my child's care	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The time it took to get to this PICU was bearable	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

	Disagree a lot	Disagree a bit	Neither agree nor disagree	Agree a bit	Agree a lot	Not applicable
I felt calm during the time my child was looked after by the transport team	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I was confused about what was happening while my child was being transported to this PICU	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I felt my child was safe during the transfer	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The transfer to this PICU was chaotic	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The transport team listened to me	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I trusted the transport team	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
My child's transfer to this PICU went well	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The transport team were caring and understanding	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I was satisfied with the care my child received from the transport team	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The transport team treated my family and me with respect	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
When I asked questions, during the transfer, I received answers I understood	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I felt reassured by the transport team	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

In this next section we would like you to **rate the quality of care** delivered by the **transport team**. Different combinations of nurses and doctors make up transport teams so exactly who travels in the ambulance can vary, for example sometimes a Doctor is the leader and sometimes it is an experienced Nurse Practitioner. Some of the people listed below may not have been part of the team that transported your child, if this is the case please tick 'not applicable'.

How would you rate the quality of care of....	Extremely Poor	Poor	Fair	Good	Excellent	Not applicable
...the whole team	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
...transport team Nurse	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
...transport team Nurse practitioner	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
...transport team Doctor	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
...ambulance driver	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**Stage 3: At this paediatric intensive care unit “PICU”**

**When you arrived at this PICU**

Who did you first meet from the PICU team?	<input type="radio"/>	The nurse looking after my child	<input type="radio"/>	A doctor	<input type="radio"/>	Someone else (please describe)	
	<input type="radio"/>	Another nurse	<input type="radio"/>	A volunteer	<input type="radio"/>	No one	<input type="radio"/>

Were you shown where your child would be before you went to the waiting area/parents' room?	Yes	No	Can't remember
	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

How long was it before you were able to be with your child?	Quicker than I expected	About when I expected	Longer than I expected	Don't know
	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**And finally**

Thinking about your recent experiences, please tell us by ticking how important each of the following are, and then if you can, pick one which you feel is the most important.

	Not at all important	A little bit important	Moderately important	Very important	Extremely important	Most important
Understanding what is happening to my child	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
My child arriving at the PICU as soon as possible	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
Being with my child	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
Knowing who is looking after my child	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	

Taking everything into consideration, we would like you to rate your overall experience with the transport service from Extremely Poor to Excellent.

	Extremely Poor	Poor	Fair	Good	Excellent
Overall experience of the transport service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Overall satisfaction with the transport service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Lastly, please tell us how much you agree with the two statements below.

	Disagree a lot	Disagree a bit	Neither agree nor disagree	Agree a bit	Agree a lot
If my child was ever in this situation again I would like them to be transported by this team again	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I would recommend this transport team to anybody whose child needed to be transported to a PICU	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**A few more questions about you and your family**

Who lives at home with your child?	<input type="radio"/>	Mother	<input type="radio"/>	Legal Guardian / person with parental responsibility		
	<input type="radio"/>	Father	<input type="radio"/>	Other family	<input type="radio"/> Other	
	<input type="radio"/>	Brother/s	Please tell us their ages:			
	<input type="radio"/>	Sister/s	Please tell us their ages:			

What languages are spoken at home?

Please tell us about your employment	Parent/legal guardian who is the primary carer		Second parent/legal guardian (if applicable)				
	<input type="radio"/>	Employed full-time	<input type="radio"/>	Employed part-time	<input type="radio"/>	Employed full-time	<input type="radio"/>
<input type="radio"/>	Unemployed	<input type="radio"/>	Self-employed	<input type="radio"/>	Unemployed	<input type="radio"/>	Self-employed
<input type="radio"/>	Full time home-maker	<input type="radio"/>	Retired	<input type="radio"/>	Full time home-maker	<input type="radio"/>	Retired
<input type="radio"/>	Student	<input type="radio"/>	Disabled or too ill to work	<input type="radio"/>	Student	<input type="radio"/>	Disabled or too ill to work
<input type="radio"/>	Do not wish to answer			<input type="radio"/>	Do not wish to answer		

What is your occupation?	Primary carer	Second parent
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Have you had to take any time off work because your child was ill?	<input type="radio"/>	Yes	<input type="radio"/>	No	<input type="radio"/>	N/A	<input type="radio"/>	Yes	<input type="radio"/>	No	<input type="radio"/>	N/A
Has that been difficult to organise?	<input type="radio"/>	Yes	<input type="radio"/>	No	<input type="radio"/>	N/A	<input type="radio"/>	Yes	<input type="radio"/>	No	<input type="radio"/>	N/A

### **Additional comments**

**Please tell us more about anything that is important to you, about the questions that we have asked you and about any issues that we have not asked about e.g. any financial or practical issues related to having a sick child who needed to be transferred to PICU.**

### **Thank you**

**Thank you for taking the time to fill out our questionnaire. Please return it in the envelope provided to the PICU research nurse team or the DEPICT study questionnaire box located.....**

**Alternatively you can post the sealed envelope to us: [FREEPOST, CATS]**

**If you would like to speak to a member of the DEPICT STUDY team, please contact Ruth Evans by Email: [ruth.evans10@nhs.net](mailto:ruth.evans10@nhs.net) or by phone: 07592 560 4824**

**For further details of the study and details about study findings please visit [www.depict-study.org.uk](http://www.depict-study.org.uk)**