

## How can you help?

Your experience matters. By sharing your story, you can help others understand the life saving work of our rescue helicopter and air ambulance teams. Whether it's providing a testimonial, or connecting with the Trust that assisted you, your support plays a vital role in keeping these critical services running. Every story shared has the power to make a difference.

Initials

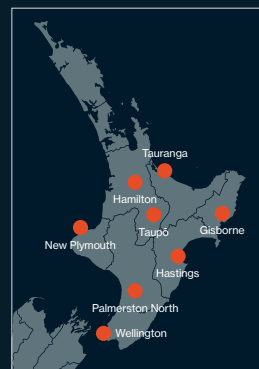
I'd be happy to provide a testimonial/story about my experience.

I give permission for SRS� to share my contact details with the relevant Trust involved in my experience, in order for me to provide a testimonial/story for that Trust's marketing and fundraising purposes.



Search and Rescue Services Limited is the provider and operator of air ambulance operations across the North Island; from Wellington to south of the Bombay Hills.

- **Hamilton, Tauranga, Taupō and Palmerston North:** Philips Search and Rescue Trust
- **Gisborne:** Eastland Helicopter Rescue Trust
- **New Plymouth:** Taranaki Rescue Helicopter Trust
- **Hastings:** Hawke's Bay Rescue Helicopter Trust
- **Wellington:** Life Flight Trust



SRS� supports the air ambulance and rescue helicopter operations of five separate Trusts across eight separate bases.

Our SRS� paramedics, pilots and crew deliver life-saving rescue and critical care to the sick and injured across New Zealand, whenever and wherever possible. From the scenes of emergencies to requests for transportation from one medical facility to another, we fly our rescue helicopters in the daytime, nighttime, and in any weather that allows our crew to do their jobs safely.

We rescue people from situations where helicopter evacuation is the only (or most appropriate) form of help, and provide lifesaving critical paramedic care on scene and as we transport them to the appropriate medical facility.

We continuously train to the highest levels in aviation and paramedicine to ensure the uncompromised safety of our patients, our people, and the community.

**Search and Rescue Services Limited**  
87 Tauhara Road, Taupō 3330  
PO Box 1870, Taupō 3351  
[srsli.org.nz](http://srsli.org.nz)



# Tell us what you think.

Your feedback can help save lives.

# We're sorry you needed our service but we're glad we were there to help.

Your feedback is invaluable to our life-saving service. Because of commitment to our patients and our desire to continually improve our service, we would like you to provide your honest opinion on our rescue helicopter service.

All information you provide will be kept confidential and will be used to evaluate our areas of strength and aspects we can improve on.

If you would like us to respond to your feedback, please ensure you include all your details and tick the box authorising a member of our team to contact you.

Please use the included Postage Paid envelope provided and place it in any NZ Post mailbox. Alternatively, you can email a copy of your completed feedback form to [feedback@srsi.org.nz](mailto:feedback@srsi.org.nz).

Search and Rescue Services Limited exists to be a lifeline for those who need it most. Our paramedics, pilots and crew deliver life-saving rescue and critical care to the sick and injured across New Zealand, whenever and wherever possible.

## What service did we provide?

- ☐ Emergency assistance for me
- ☐ Emergency assistance for my family/whānau member
- ☐ Inter-hospital transfer

## My details

Mr	Mrs	Miss	Ms	Date of transport
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="text"/>
First name				
<input type="text"/>				
Last name				
<input type="text"/>				
House number		Road/Street		
<input type="text"/>		<input type="text"/>		
City		Postcode		
<input type="text"/>		<input type="text"/>		
Phone number		Mobile		
<input type="text"/>		<input type="text"/>		
Email				
<input type="text"/>				
Transported from		Transported to		
<input type="text"/>		<input type="text"/>		

Initials

☐ Please sign this box if you are happy for SRSL and/or representatives from the relevant Trust to contact you in relation to your feedback.

**Disclaimer:** SRSL treats patient confidentiality and its obligations under the Privacy Act (2020) and the Health Information Privacy Code (2020) with the highest regard. For more information on our commitment to patient privacy, visit [srsi.org.nz](http://srsi.org.nz).

## How did we do?

Please rate our service from 1– 5 (with 1 being not at all and 5 being very much so). An accompanying family member or friend can fill this in if you were unconscious or sedated throughout the flight.

I am answering as the patient

☐

I am answering as whānau of the patient

☐

Did you have confidence and trust in your crew? Not at all Very much so

① ② ③ ④ ⑤

Feel free to share more details

Did you feel informed about your condition, and understand your treatment options? Not at all Very much so

① ② ③ ④ ⑤

Feel free to share more details

Were you comfortable asking questions? Not at all Very much so

① ② ③ ④ ⑤

Feel free to share more details

Do you feel your cultural needs were met and respected? Not at all Very much so

① ② ③ ④ ⑤

Feel free to share more details

Did we involve whānau in decision-making? Not at all Very much so

① ② ③ ④ ⑤

Feel free to share more details

Overall, how was the quality of treatment and care you received? Not at all Very much so

① ② ③ ④ ⑤

Feel free to share more details

What could we have done better?