

The majority of queries can be answered using the guidance documentation. However, if you need to get in touch with the trial team, please use one of the following numbers to get in touch with the team.

### During office hours

- Any query, whether urgent or not, should be directed to the **SurfON Co-ordinating Centre** during normal working hours (between the hours of 9am – 5pm Monday to Friday). The main office number is **01865 289437 / 738/ 599**.
- If there is no answer on either of these numbers, please contact the **NPEU Reception** on **01865 289700**. If the SurfON Trial Manager or Data Coordinator are not able to help directly, Reception will forward your query to the most relevant member of the trials team.

### Out-of-hours

In the case of **urgent out-of-hours** queries, please phone **0800 138 5451**. When you call this number (freephone), you will be put through to a call centre which provides 24-hour emergency support. They will ask for the following before they can address your query:

- your name
- the hospital you are calling from
- your full phone number
- the name of the trial (SurfON)

If your query is not urgent please email [surfion@npeu.ox.ac.uk](mailto:surfon@npeu.ox.ac.uk) or leave a message on the study answerphone **01865 289437**.

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