

Can I send a text message to say thank you?

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What the recipients are told?

- Age range and gender
- Centre specific
- Good practice: provide letter writing leaflet at discharge
- Moving forward: 1st letter from recipient will include leaflet for donor families

What are the donor families told?

- Feedback at 15 days post donation
- Pin badge
- 1 year anniversary card
- Can request follow-up at any point after donation
- Failure to provide follow-up data is monitored

Should we actively encourage letter writing?

- Needs to be actioned by donor family / recipient
- Personal choice, timing
- Inspiration needed?
- Realistic expectations

Guidelines

- Not a protocol or policy....it's guidance
- Process explained
- Explicit awareness
- Use of social media guidance needed
- Supportive material

Methods of communication

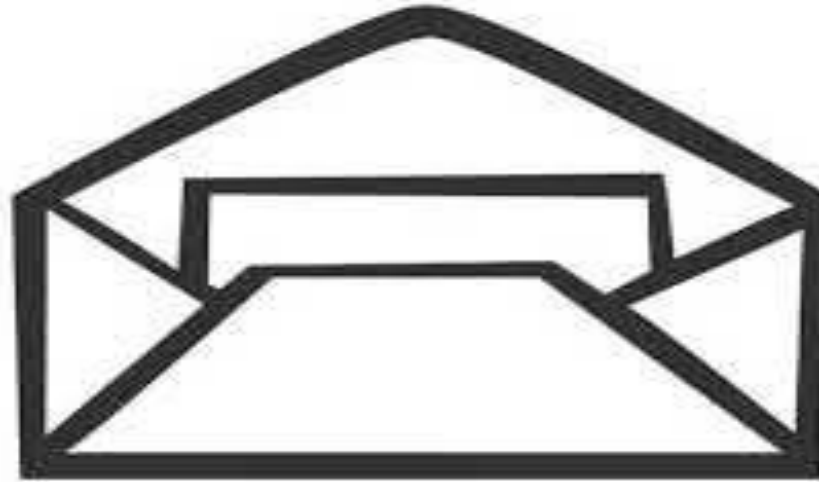


Bereavement workshop

- Share case studies- learn from experience
- The cycle of grief
- Resilience
- DRD input
- Patient experience

Donor Family Care Department

NH



Living Donor Co-Ordinator perspective

Any questions?

