Recommended touchpoints for Recipient Centres

Pre transplant

- Donor correspondence introduction via OP posters/social media/NHSBT website
- Social media guidance leaflet at point of listing

Peri transplant

• Reiterating social media guidance when calling patients in for potential transplant

Post transplant

- Donor correspondence explanation of process pre discharge
- Writing to your donor family leaftlet
- Examples of wording for email/letters
- Donor details (if requested)

Follow up

- Dedicated team for Recipient/donor correspondence
- Records of all correspondence
- Quarterly reports of correspondence recieved by the DFCS available from NHSBT