

Information for families writing to transplant recipients



This leaflet is designed to provide you with some guidance should you wish to write to any of the people who received transplants as a result of your relative/loved one's donation.

There is no obligation to respond. This is a personal choice that you can make at any time. The Specialist Nurse involved in your care will also be able to help you in compiling a letter if you wish.

The following guidelines are to protect the anonymity of both you and the recipient(s); therefore, identifiable information should not be included within the letter.

Please provide general information only, which may include:

- The first name of your relative/loved one who donated
- The relationship with your relative/loved one
- Their interests/hobbies
- Something about your family e.g., children, grandchildren (please do not include last names).

When closing your letter:

- Sign your first name only
- Do not put your address, city, phone number, e-mail address, or the name of the hospital, or the date that your relative/loved one passed away.

Place your letter in an unsealed envelope and on a separate sheet of paper please write:

- Your full name
- The full name of your relative/loved one
- The date of donation
- The hospital where your relative/loved one passed away.

Place this information and your letter to the recipient in an envelope and send to:

**Donor Family Care Service
NHS Blood and Transplant
14 Estuary Banks
Speke, Liverpool L24 8RB**

Please bear in mind:

- The letter you send will be read by a member of the Donor Family Care Service Team. This is why you have been asked to send it in an unsealed envelope.
- Upon receipt of the letter, the Donor Family Care Service will forward your letter to the hospital or healthcare team caring for the recipient(s).
- In some circumstances, the recipient(s) may not wish to receive your letter. This can be for a variety of personal reasons. In these cases, your letter will be retained by the team caring for them in case they wish to see it in the future. Should the recipient(s) wish to receive the letter, the team (as above) caring for them will forward your letter on to them.
- You may or may not get a response from the recipient(s). As explained above, sometimes recipients feel very overwhelmed by the transplant process. If recipients respond it may take months, or even years before they do. Should you wish to contact the Specialist Nurse or Donor Family Care Services for any further help or guidance they can be contacted via:

Telephone: **0330 041 2428**

Email: Donor.familycare@nhsbt.nhs.uk

Website: www.nhsbt.nhs.uk/donorfamilycare

Further information can be found via:

www.nhsbt.nhs.uk/how-we-help/donor-family-care-service/donor-family-and-recipient-contact/

We live in an increasingly digital age, and you may want to share news of your loved one's donation across social media. Please remember we don't want the privacy of either yourselves or the recipient to be compromised. Therefore, please do not share the date of your loved one's donation or the hospital details. Please ensure that you treat any information you have about your recipient in strictest confidence. If you want to make contact with your recipient, please do this via NHSBT so we can ensure it is done in a way that works for you and the recipient(s).