

Information for families who wish to write 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 ones 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 be able to help you in compiling a letter if you want them to.

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 died

Then:

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

Place this sheet and your letter to the recipient in an envelope and send to the Specialist Nurse at:

Donor Records Department
NHS Blood and Transplant
14 Estuary Banks
Speke
Liverpool
L24 8RB

Please bear in mind:

- The letter you send will be read by a Specialist Nurse. This is why you have been asked to send it in an unsealed envelope.
- Upon receipt of the letter the Specialist Nurse 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 for any further help or guidance please do not hesitate to do so.

To notify us of a compliment or complaint please contact us at complaintsandcompliments@nhsbt.nhs.uk
Or write to Complaints & Compliments, NHSBT, Fox Den Road,
Stoke Gifford, Bristol, BS34 8RR.
Further information about Organ Donation is available at www.organdonation.nhs.uk
Or by contacting us on **0300 123 23 23**

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