

# DONOR FAMILY CARE SERVICE

# Who are we.....?

## **NHS** Blood and Transplant

- A dedicated team of administrators committed to providing 'First Class' post donation after-care for donor families across the Nation.
- Provide administrative support across 12 regions, working collaboratively with Organ Donation Specialist Nurses to create an exceptional donor family experience.
- Strive to achieve an environment of Continuous Improvement.



# Meet the team....



# What do we do?



Donor Family Care Service in the last year have......

- Managed workload associated with 2369 donor records Liaising with GP surgeries, microbiology labs and Specialist Nurses
- Composed an average of 4500 outcome letters for families and hospital staff
- Print and distribute approximately 2500 donor packs to Specialist Nurses nationwide
- **Obtained recipient follow up for 1500 donor families**
- **Connected 2031** organ recipients with their donor families
- **\***Posted **11,045** Gold Pin Badges for donor families to wear with pride



## **NHS** Blood and Transplant

## Donor Family Care Mission Statement

"The Donor Family Care Service are dedicated to working collaboratively to provide a high quality and efficient service to Donor Families & NHS Trusts"



Thinking of You..... **Gold Pin Badges** Keepsakes 'Thinking of you...' **Donation Outcome** Anniversary Follow Up **Recipient** Correspondence



# Saying Thank you.....

## **NHS** Blood and Transplant



Many many thanks for your letter of the 9<sup>th</sup> January 2019 and the information contained in the separate letter enclosed.

I am very grateful for your investigations, and the update. This news has indeed brought some comfort.

After losing my daughter in 2014 and her kidneys subsequently being donated, I took the decision to enquire as to the health of the recipients. I contacted Anne-Marie Hill who immediately forwarded my email and thus morning I received the good news from Vicki Nestor that both are doing well. Thank-you for letting me know so quickly - it's a great result.

#### Good afternoon Lisa

What a lovely surprise. Thank you so much for following up on this, it means the world to me.

Honestly, I did not expect the records would be retrievable!

Once again, thanks so much for your time, effort and for kindly getting back to me.

Dear Karl THANKS! Thank you so much for the card you sent on the anniverary of my beloved son Sam's, death: it

Many marks for the letter I received at the weekend regarding the recipients of Biu's (William - officially) organs, the was a very generous man in inje and this was his last act of generosity. I am glad that three families' now have a more positive, healthier ficture. Andrew, Nam and I worke out gold heart pins with pride at Bills funeral last Thursday

## Improvement Projects.....

### Follow up on recipient well-being



 Following a successful project led by 3 DFC Team members we have achieved an increase from 37% to an amazing 95% of follow-up requests met on time.

### **Collaboration with Recipient Coordinators**

 Workshops held with RCPOCs to increase the number of recipients thanking their donor families 2100 letters of thanks posted to Donor Families and Recipients in one year!

## **Internal transport of SNOD Donor Packs**

Collaboration with NHSBT Transport saving £6000 a year on postage costs

# **PPE Distribution....**



Our incredibly hard-working team of 4 assistants co-ordinated...

**365** deliveries of PPE equipment during the COVID-19 pandemic to ensure our re-deployed Specialist Nurses were protected whist working on ICU units.



# **Celebrating Success!**

## **NHS** Blood and Transplant





# **Any questions**

