

Blood Cancer UK referral guide

The Blood Cancer UK referral service is a quick and simple way to refer your newly diagnosed patients for trusted information and support.

This guide outlines the referral process and what patients will receive.

Who to refer

- recently diagnosed patients with any type of blood cancer
- carers (for example family or friends)
- aged 18 or over.

We encourage you to offer a referral to all your newly diagnosed blood cancer patients.

When to refer

We recommend offering to refer patients at the diagnosis appointment or soon after. Some teams offer the referral during a holistic needs assessment (HNA).

How to refer



Discuss the referral with your patient and get their verbal consent (see suggested wording on the next page).



Complete the referral form using your hospital or trust's unique link. Not sure where to find your link? Contact us at hcpnetwork@bloodcancer.org.uk and we'll send it to you, or visit: bloodcancer.org.uk/refer



After you submit the referral, you'll have the option to:

- print a copy of the referral to add to patient notes
- receive an email confirmation.

TIP: Bookmark your unique referral link so it's easy to access when needed.



Talking to your patients about a referral

If you're not sure how to describe the referral when offering it to patients, you could say:

"Blood Cancer UK offers support and information to anyone diagnosed with blood cancer, and their family and friends."

"Are you happy for me to pass your details onto Blood Cancer UK, so their support team can contact you with some useful information?"

"It's fine if you aren't sure what you need yet. Blood Cancer UK can tell you about what's available."

TIP: We'll supply you with flyers to give to patients. Contact us if you need more.

What patients get

Once you refer a patient, they will receive a confirmation email from us. After that, they will get a series of 7 weekly support emails covering topics like:

- coming to terms with diagnosis
- understanding treatment
- emotional and practical support.

They will get their first email within 2 working days of referral.

As well as emails relevant to all types of blood cancer, we have tailored email journeys for carers and for people diagnosed with lymphoma.

If your patient does not have access to email, or English is not their first language, you can let us know when making the referral. One of our specialist nurses will call them at a time that works best for them. We also offer a telephone interpreter service, providing support in over 170 languages.

What services does Blood Cancer UK offer?

Referring your patients connects them to the full range of services and opportunities offered by Blood Cancer UK including:



trusted, evidence-based health information



connection to other people affected by blood cancer, through a moderated online forum, volunteering opportunities and events



support from Blood Cancer UK nurses by phone, email and digital channels



help to understand and find clinical trials, with support from our clinical trials specialist nurses.

Find out more: To find out more about the Blood Cancer UK referral service, including impact and tips, visit: bloodcancer.org.uk/referral-service