



Please use this checklist to guide your conversations with patients and to help identify their unmet needs. If any area is not met, consider what action may be needed (e.g. follow-up, referral, signposting).

Named contact & Access

- ☐ A member of the care team has provided the patient with a named CNS/key worker
- ☐ I have checked that the patient understands how and when to contact their key worker
- ☐ I have checked that the patient can contact their CNS/key worker between appointments

Proactive and Ongoing Support

- ☐ I have proactively checked in on this patient's needs
- ☐ I have ensured that support has been offered beyond key clinical timepoints
- ☐ A member of the care team provided the patient with a plan for ongoing follow-up or review

Emotional & Psychological Wellbeing

- ☐ I have asked the patient about their emotional and psychological wellbeing
- ☐ I have checked whether the patient feels comfortable discussing concerns (e.g. anxiety, uncertainty)
- ☐ I have offered appropriate support or referral where needed

Information & Understanding

- ☐ I have provided the patient with clear, tailored information
- ☐ A member of the care team has provided information throughout the patient's care
- ☐ I have checked that the patient knows where to access reliable information and support

Practical & Financial Needs

- ☐ I have asked about the patient's practical concerns (e.g. work, travel, daily life)
- ☐ I have signposted the patient to financial support, where relevant



Signposting & Partnership Working

- ☐ I have informed the patient about relevant charities/support services (e.g. Leukaemia Care)
- ☐ I have explained what support the patient can access beyond the NHS
- ☐ I have made referrals or signposted appropriately, where needed

Patient Involvement & Personalised Care

- ☐ A member of the care team has ensured the patient is involved in decisions about their care
- ☐ I have explored the patient's preferences, concerns, and priorities
- ☐ I have ensured that care discussions reflect what matters most to the patient

Communication & Continuity

- ☐ A member of the care team has checked that key information has been clearly communicated and understood
- ☐ I have checked that the patient knows what will happen next in their care
- ☐ I have supported continuity of care between appointments and services

Use this document alongside a holistic needs assessment (HNA) to assist your conversations. It is tailored to the specific challenges that people with leukaemia tell us they worry about most. It also focuses on how supported they feel, whereas a HNA will help you identify their practical challenges, both of which will impact on their quality of life if not addressed.