

# Making a Referral to the Bupa Support Team

**Guidance for Healthcare Professionals**  
Direct Referral Pilot, September 2021



**MACMILLAN**  
CANCER SUPPORT

# Learning outcomes

**Awareness of the guidance for a suitable referral to the Bupa Support Team**

**Understanding the specific triggers in conversations – what to ask and what to listen for**

# Emotional support needs

## – identification

- They express or describe an emotional struggle
- Their usual daily functioning is being affected
- Talking seems important for/to them
- They have a limited support network or no-one to listen
- They are expressing or describing symptoms of anxiety, depression, irritability etc
- Other people have commented or seem to be aware they are struggling
- Things in life are becoming increasingly difficult or challenging
- They say they are struggling to cope or manage
- They appear to be or say they are overwhelmed
- They sound distressed or emotional on the call
- Their conversation is littered with how they are feeling or coping – adversely
- Not just about the stressor but how they perceive the stressor is most important

# Areas of conversation

– decision making guide for referral

**Personal need**

**Clinical need**

**Priority of need**

**Type of need**

**Level of need**

**Ability to engage**

**Unmet need**

**Expectation of need**

**Willingness to engage**

# Areas of conversation

– suitability to refer

**Personal need** – the call is about themselves as a person living with cancer rather than another person and they are 18 years or over.

# Areas of conversation

- suitability to refer

**Clinical need** – they are showing or expressing symptoms of emotional distress (depression/anxiety etc) on the call and describe/confirm that they have been experiencing these symptoms for a month or more.

# Areas of conversation

- suitability to refer

**Priority of need** – obtaining professional emotional support is their number one need/reason why called.



# Areas of conversation

– suitability to refer

**Type of need** – their need for professional emotional support has been triggered by their cancer journey.



# Areas of conversation

- suitability to refer

**Level of need** – they have no pre-existing mental health issues prior to their cancer diagnosis.

# Areas of conversation

- suitability to refer

**Ability to engage** – they are in an appropriate mental/physical place to be able to engage, ie no crisis/capacity/safeguarding/physical health issues that should be/are being addressed.

# Areas of conversation

- suitability to refer

**Unmet need** – they aren't currently receiving therapy or psychological intervention elsewhere.

# Areas of conversation

– suitability to refer

**Expectation of need** – they understand that following a Bupa assessment, there'll be a discussion and recommendation which may be:

- a one-off counselling session
- signposting back to Macmillan/their GP/the NHS for alternative support
  - up to six sessions of counselling (capped)

# Areas of conversation

- suitability to refer

**Willingness to engage** – they are motivated to engage in the process and provide their consent to refer.

# Thank You

If you have any questions, please email [innovate@macmillan.org.uk](mailto:innovate@macmillan.org.uk)

