Helpline and WhatsApp

A leukaemia diagnosis can feel overwhelming, but you don't have to face it alone. Our helpline and WhatsApp service are here to give you support every step of the way.

About our Helpline

When you call our free helpline, you'll speak to **our Nurse Advisors - or a member of our support services Team**.

You can call if you're a patient, carer, family member or friend. Whether you want to talk through your diagnosis, ask questions about treatment, or just need someone to listen, we are here for you.

What our Helpline and WhatsApp service offer

- A free, confidential space to talk.
- Nurse-led advice and information (not diagnosis).
- Emotional support for patients, carers and families.
- Clear signposting to other services and support.
- WhatsApp chat if you prefer messaging to phone calls.

What our Helpline and WhatsApp service don't offer

- Emergency support – please call 999 in an emergency.
- 24/7 availability – services are open during set hours only.

Leukaemia Care Registered Charity Number 1183890. Scotland Registered Charity Number SC049802

How our Helpline works

- Call **08088 010 444** (free from landlines and most mobiles).
- Speak to Fiona, Trish, or one of our Support Services team.
- Our team can answer questions, listen, and guide you to support.

Helpline opening hours

- Monday: 9am – 4.30pm
- Tuesday: 9am – 4.30pm
- Wednesday: 9am – 4.30pm
- Thursday: 9am – 4.30pm
- Friday: 9am – 4.30pm

How our WhatsApp service works

- Message us on **07500 068 065** (Mon–Fri, 9am–4.30pm).
- We'll reply during opening hours, or the next working day if out of hours.
- Please don't send images – we cannot diagnose via WhatsApp.

Is the helpline free?

Yes. Calls to **08088 010 444** are free from landlines and most mobiles.

Who can use the service?

Patients, carers, family members and friends.

Can I message on WhatsApp instead of calling?

Yes. You can message us on **07500 068 065**.

What happens to my WhatsApp messages?

We delete chats after a week, unless follow-up is needed. WhatsApp keeps a copy in your own account.