



**Frimley Health**  
NHS Foundation Trust

# Following the death of someone close

A practical guide for Wexham Park Hospital

**Bereavement Office**  
**0300 615 3562**



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***We would like to express our sympathy  
for your recent loss.***

***We are mindful that this can be a difficult time  
and it may be challenging to have to think  
about practical arrangements.***

***We hope we can provide you with the  
advice, guidance and support  
that you require to enable you  
to make the necessary arrangements.***

### **Bereavement Office Check List**

- Contact the Bereavement Office – 0300 615 3562 by phone after 10am following your bereavement.
- Arrange for collection of personal belongings with Bereavement Officer (if applicable).

## What do I do next?

**Contact the Bereavement Office 0300 615 3562 by phone following your bereavement.**

### **How do I get a Death Certificate?**

A Medical Cause of Death Certificate (MCCD) will be written up by a doctor who was involved in the care of your loved one, and cremation papers (if required) will need to be completed. These are legal documents signed by a doctor. We aim to have these prepared within 3-5 working days. However, in certain circumstances, such as a referral to the Coroners' Office, this may take longer. A Medical Examiner will also be involved in the process.

### **The role of the Medical Examiner**

The Medical Examiner is a senior doctor who works independently and has not been involved in any care. Their role is to ensure that the information contained on the Medical Cause of Death Certificate is correct. They will also make sure that referrals to the Coroner are done in a timely and appropriate manner to avoid any delays.

The Medical Examiner will contact a designated family member by telephone to inform you of the cause of death and answer any questions you may have about the death certificate. You will also be asked if you have any concerns regarding your loved one's care during their final illness.

Although he or she may not be able to answer all of your questions immediately, the Medical Examiner will advise you of sources of additional support or information.

Following a discussion with the Medical Examiner, the MCCD will be sent electronically to Slough Registry Office (situated in the Curve, William Street, Slough SL1 1XY).

The Bereavement Officer will inform the Registrar of the designated family member's name and telephone number. The Registrar will then in turn contact that person to arrange an appointment. You may request as many death certificates as you require at a cost of £11 each.

The Registrar will also ask for the name of your designated Funeral Director, as they will need to send a certificate for burial or cremation (known as the 'green form').

### Will there be a post-mortem?

Occasionally, when the cause of death is uncertain, deaths have to be reported to the Coroner. The Coroner may require a post-mortem and occasionally an inquest may take place. In such instances the Coroner's Office, not the Bereavement Office, will issue the Medical Cause of Death Certificate. If a post-mortem is to be carried out, there will be delay before a Medical Cause of Death Certificate is issued. The Bereavement Officer will put you in touch with the Coroner's Office, who will be able to give you more information and answer any questions you may have.

## Is it possible to see the person who has died to pay my last respects?

We recommend that people pay their last respects at the funeral directors' chapel of rest. However, it is possible to see a loved one in the Mortuary Viewing Room. If you would like a viewing during normal working hours, please contact the Mortuary Team directly via the hospital switchboard. Appointments are usually available early afternoons. Viewing outside normal working hours may only take place in exceptional circumstances and the ward/department should liaise with the Mortuary Technician on-call.

A Chaplain may be contacted during normal working hours to accompany relatives and staff for a viewing. For out of hours and in exceptional cases only, arrangements should be made via the hospital switchboard.

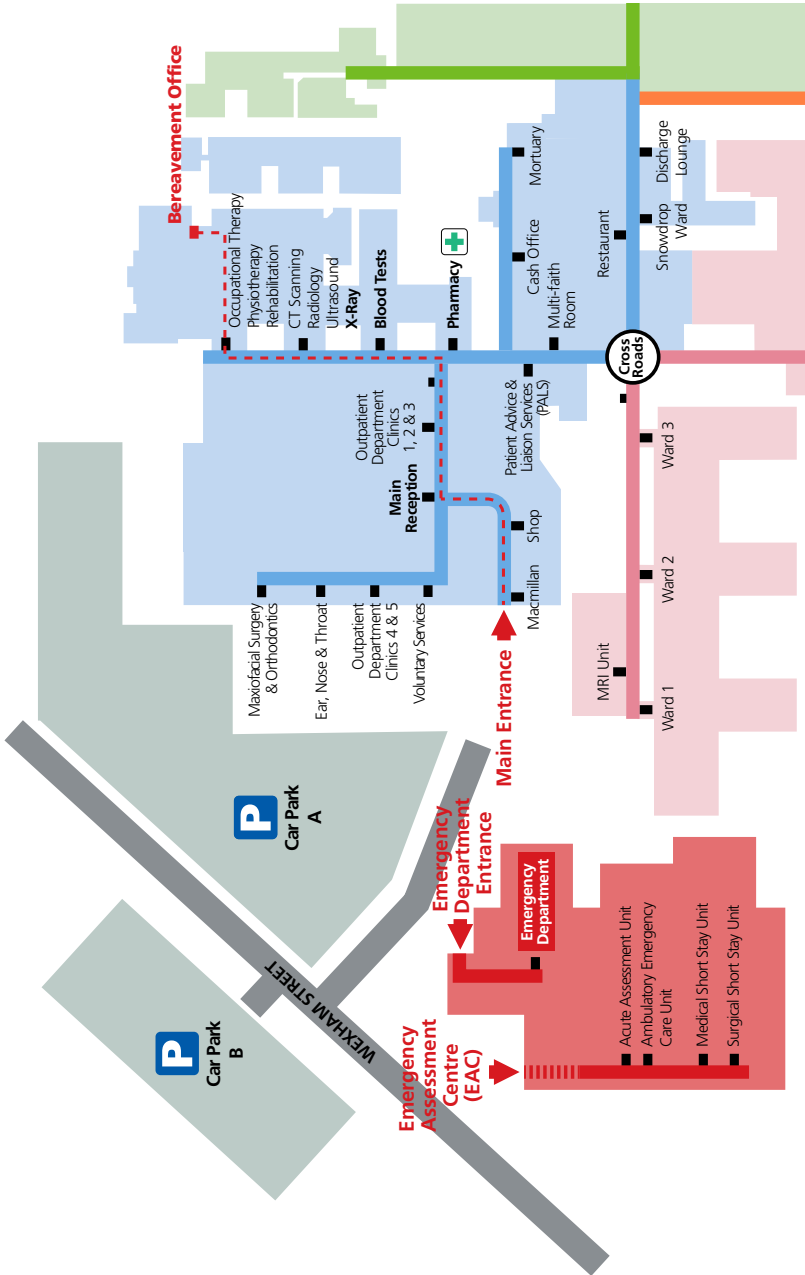
The Mortuary is a secure area and as such, no access is permitted if the deceased is a Coroner's case. Permission is required from the Coroner before any viewing(s) can take place.

## How do I collect personal belongings?

Any uncollected personal belongings will be kept safe in the Bereavement Office. Please call to make arrangements to collect.

Please note due to infection control policies and space, we are unable to hold onto patients property for longer than a month.

# Map to the Bereavement Office



## What information does the Registrar require?

- The Medical Cause of Death Certificate
- Date and place of death and usual address
- Full name and surname (and maiden name if applicable)
- Date and place of birth
- Occupation
- Whether he or she was receiving a pension/allowance from public funds
- If the deceased was married or in a civil partnership the date of birth of the surviving spouse or civil partner
- If the deceased person was under 16 years of age, the full names and occupations of both father and mother will be required.

## What the Registrar will give to you

- A death certificate
- A certificate for burial or cremation (called the 'green form'), giving permission for the body to be buried or to apply for the body to be cremated
- A certificate of registration of death (form BD8), issued for social security purposes if the person was on a state pension or benefits (read the information on the back, complete and return it, if it applies).

## Bereavement Office hours

The Bereavement Office hours are 9:00am-4:00pm Monday to Friday, excluding Bank Holidays.



## Tell Us Once Service - Advisory Service

Slough Borough Council's Registration Service provides free advisory service known as Tell Us Once when you register the death.

The Tell Us Once service notifies a number of different organisations, including central and local government, on your behalf (see list of examples on the next page), assisting with accessing additional benefits to which you may be entitled and providing information and advice about a range of services.

The service is offered at the Slough Register Office.

For more information please telephone 01753 787600.

## **Who it notifies**

Tell Us Once notifies the following organisations that the person has died. The list below can guide you.

### **Local Authority**

- Council Housing
- Housing Benefit
- Council Tax
- Council Tax Benefit
- Library Services
- Electoral Services
- Adult Services
- Children's Services
- Authority owned equipment
- Blue Badges
- Concessionary travel

### **Identity and Passport Service**

- UK Passport

### **DVLA**

- Driving Licence

### **DWP**

- Bereavement Benefit
- State Pension
- Pension Credit
- Attendance Allowance
- Disability Living Allowance
- Carer's Allowance
- Employment and Support Allowance
- Incapacity Benefit
- Income Support
- Jobseeker's Allowance

## HMRC

- Working Tax Credit
- Child Tax Credit
- Child Benefit

### Items that may need to be returned:

- Pension/Benefit books
- Driving licence
- NHS Equipment on loan
- Passport
- National Insurance card
- Library Cards/Season tickets
- Blue badge

You can also contact the Stop Mail Service - see directory. This is free and will arrange for the person named to be taken off mailing lists in the UK. This will not stop official mailing - you will need to contact services yourself.

Registrar of Births, Death and Marriages Offices are located at the following locations. **All are by appointment only**  
**Hours of opening: Monday to Friday 9:00am to 4:30pm**

**Slough** The Curve, William Street, Slough SL1 1XY  
Tel: 01753 787600

*Nearest car park located at the Queensmere SL1 1DG*



## How do I arrange the funeral?

The Trust cannot recommend any particular Funeral Director.

The deceased may have left written instructions in their Will or personal papers expressing their wishes regarding any funeral arrangements. They may also have spoken to the Funeral Director about their wishes months or weeks earlier.

Before any arrangements can be made the Funeral Director will need the certificate for burial or cremation (the 'green form'), which the Registrar will send you. The Funeral Director will contact the hospital and arrange to bring the deceased to their 'Chapel of Rest'.

Details of local Funeral Directors can be found in local phone directories or on the internet: [yourfuneralchoice.com](http://yourfuneralchoice.com)

## Is financial help available?

You may be entitled to help with funeral costs if you receive certain benefits. Please contact the Department of Work and Pensions Social Fund on 0800 169 0140 or visit their website [www.gov.uk](http://www.gov.uk) for further information.

## Body donation

If the deceased wished and consented to donating their body, the death must still be registered and the 'green form' must be provided to the relevant authority, such as the medical/anatomy school. They will then arrange for the body to be collected.

## When someone close to you dies

### How you might be feeling

Grief is very painful and affects people in different ways at different times. Individual experience is very personal and all feelings are valid.

You may experience many emotions: sadness, helplessness, anger, relief, shame, fear, guilt, numbness or find yourself reliving events. These are all normal emotions and your way of coming to terms with the particular circumstances of the death of someone close.

Sometimes these feelings can be overwhelming. Your GP will understand and may be able to put you in touch with a local support group.

Try to talk about what has happened with your family or close friends.

- Do not be afraid to accept offers of help making funeral arrangements, if that is what you want
- Do not be hurried into making decisions until you are ready – especially arranging the funeral
- Take care with any financial arrangements; if you do not understand something, get someone you trust to help you.
- The Funeral Director will help and advise you if you have a limited amount of money to spend on a funeral. Do not be afraid to let them know
- Take care of yourself – eat properly and try to rest
- Your family doctor (GP) is there to help – do not be afraid to contact them
- Your local religious or faith community may be of help even if you are not a practising member
- Take your time adjusting to life before making any major changes

- Remember – everyone grieves differently and for different lengths of time. All sorts of mixed feelings and emotions are normal when they have been bereaved
- Remember that children also experience similar feelings and may need to share in the grief process.

The hospital's Chaplaincy Team and pastoral care are available to listen to you and to be of service. To contact our Chaplains ask a member of staff or telephone 0300 615 3660. If you would like to speak to a Minister of a particular religion, but do not know how to arrange it, please contact our Chaplains who are happy to help. The Chaplaincy Team are also on call out of hours and can be contacted via switchboard, whether you have a religious faith or prefer your own views and values.

### **Who can I speak to if I have questions about the care or treatment in hospital of the person who died?**

The first person to speak to is the doctor who was most involved in the day to day care of the person who died or the nurse in charge on the ward. They will try to answer your questions. Every patient is under the care of a Consultant and if you still have questions or concerns, a meeting is sometimes helpful. If this is wanted please speak to the ward staff, PALS or the Bereavement Office who can help to arrange this for you.

PALS (Patient Advice and Liaison Service) is an impartial, confidential and friendly service that can guide you through different services at the Trust. PALS can help you with advice, support and practical information at a time when you are feeling confused or anxious. PALS can be contacted on 0300 615 3365 or by emailing [fhft.palswexhampark@nhs.net](mailto:fhft.palswexhampark@nhs.net) or calling in to the office which is located by Main Reception at Wexham Park Hospital.

## Other useful organisations

### **Cruse**

Freephone 0808 808 1677  
Email: [helpline@cruse.org.uk](mailto:helpline@cruse.org.uk)  
[www.cruse.org.uk](http://www.cruse.org.uk)

### **Citizens Advice Bureau**

0344 411 1306  
[www.citizensadvice.org.uk](http://www.citizensadvice.org.uk)

### **Age Concern/Age UK**

0800 169 2081  
[www.ageuk.org.uk](http://www.ageuk.org.uk)

### **Samaritans**

116 123 (freephone)  
[www.samaritans.org](http://www.samaritans.org)  
29 Church Street, Slough, SL1 1PL

### **WAY Widowed and Young**

[www.widowedandyoung.org.uk](http://www.widowedandyoung.org.uk)

### **The Compassionate Friends**

0345 123 2304  
[www.tcf.org.uk](http://www.tcf.org.uk)

### **Asian Family Counselling Service**

020 8574 0912  
[www.asianfamilycounselling.org](http://www.asianfamilycounselling.org)

### **Switchboard LGBT**

0300 330 0630  
[www.switchboard.lgbt](http://www.switchboard.lgbt)

**Survivors of Bereavement by Suicide**

0300 111 5065

[www.uksobs.org](http://www.uksobs.org)

**Humanists UK**

0207 324 3060

[www.humanists.uk](http://www.humanists.uk)

**Department of Work and Pensions**

0800 731 0469

[www.gov.uk](http://www.gov.uk)

Department for Work and Pensions, Caxton House,  
Tothill Street, London, SW1H 9DA

**Bereavement Support Network**

0808 168 9607

[www.bereavementadvice.co.uk](http://www.bereavementadvice.co.uk)

**Daisy's Dream**

0118 934 2604

Email: [info@daisysdream.org.uk](mailto:info@daisysdream.org.uk)

[www.daisysdream.org.uk](http://www.daisysdream.org.uk)

**Stop Mail**

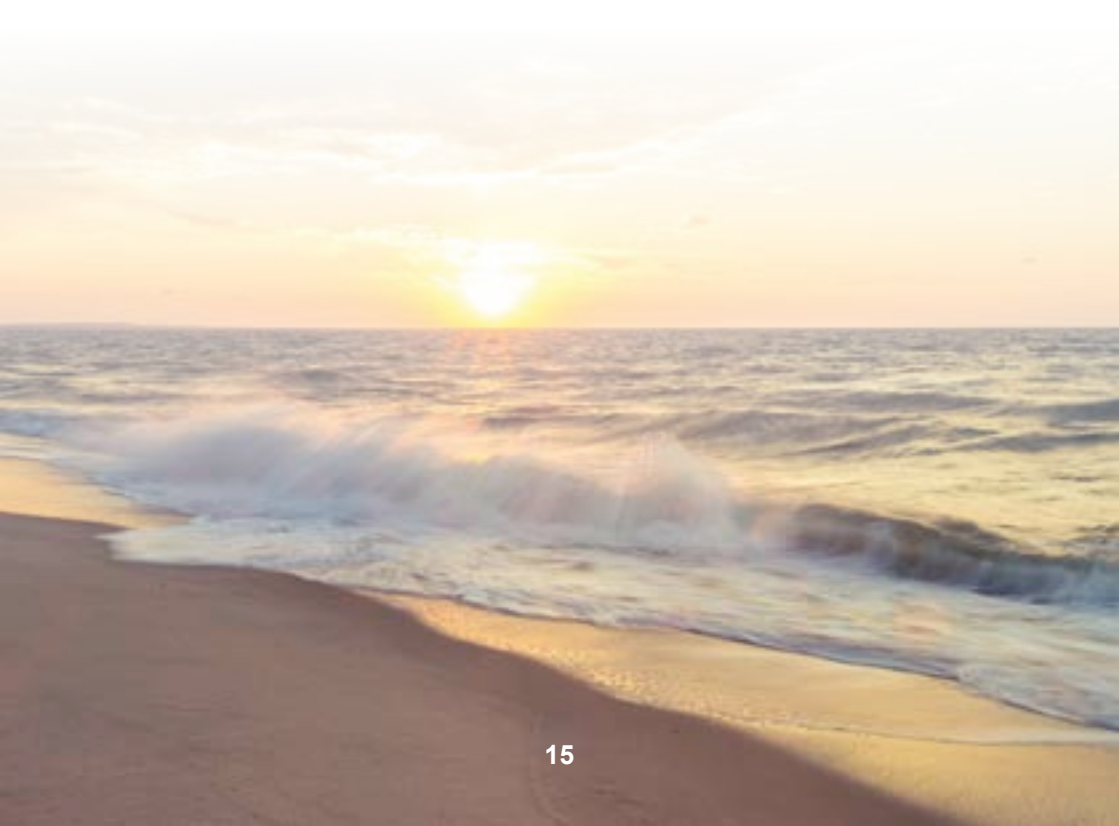
0808 168 9607

[www.stopmail.co.uk](http://www.stopmail.co.uk)



## Who to Inform:

- If a parent, sibling or relative has died, you may wish to inform the child's teacher.
- The family doctor, if they are not aware.
- Any hospital the deceased person was attending.
- The local Social Services Department, if the person who has died was receiving any services.
- The car insurance company (if you are insured to drive the car under the deceased person's insurance, you will cease to be legally insured).
- The utility companies (gas, electricity, water) and any other companies if the deceased person's name appears on the bill.



- The Social Security Office if money was being paid (i.e. pension).
- Any employer and/or Trade Union.
- The Inland Revenue, if you were receiving any tax allowance for the deceased person.
- Any bank, building society or credit card company where the deceased held an account.
- Any former employer from which the deceased was receiving a pension or other payments.
- Life insurance company (if applicable).

**Documents and Other Items to be Returned:**

- Passport
- Driving licence
- National Insurance Papers
- Library Books
- Any NHS equipment on loan.

The hospital is situated in a diverse area and so we recognise the needs of different faiths in relation to organising funerals.

As a team we ensure that all relevant paperwork is completed in a timely manner to enable burials and cremations to take place.





The Hospital would like to thank RNS Publications for publishing this information and the following pages contain some features from services offering their help at this time.

Whilst the Hospital is grateful of their support it does not endorse or recommend any of the services that they provide.





*stopping mail*

# **STOPPING JUNK MAIL**

It is distressing to deal with a bereavement and unsolicited mail can be insensitive and destructive during a grieving process.

By scanning the below QR code on your phone or visiting [www.stopmail.co.uk](http://www.stopmail.co.uk), we are able to securely share this information with mailing organisations and under the Data Protection Act the information will not be used for any other purpose.

Other benefits reduce the possibility of identity fraud, such as assumed identity and you will only have to supply the information once.



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**0333 006 8114 from a mobile**

A . B .

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Binfield, RG42 4HP

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## Amersham

67 Woodside Road, HP6 6AA

01494 727474

## Wendover

23 High Street, HP22 6DU

01296 312222

## Slough

273 Farnham Road

Tel: 01753 535556

High Wycombe  
891 London Road  
Tel: 01494 472572

## Marlow

21-23 Little Marlow Road

Tel: 01628 898866

## Gerrards Cross

38 Oak End Way

Tel: 01753 891892



## Beaconsfield

32 Gregories Road

Tel: 01494 685000

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If you've been appointed as an executor of someone's Will it can be complicated and confusing – especially at a difficult or emotional time.

Our experienced probate team can help you establish the contents of the estate, use the funds to pay expenses such as funeral costs, distribute the assets, close any bank accounts, file tax returns if required and or any other administration process including the mitigation of inheritance tax.

To discuss your situation in more detail and to receive a fixed fee quotation, please call Lisa McGrath or Margaret Smith on 01753 532541 or email [lmcgrath@kiddrapinet.co.uk](mailto:lmcgrath@kiddrapinet.co.uk)

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**DATCHET:** 5 High Street 01753 314969

**DEDWORTH:** 67 Dedworth Road 01753 968893

**EGHAM:** 219 Pooley Green Road 01784 770464

**ENGLEFIELD GREEN:** 32 St Jude's Road 01784 433692

**LANGLEY:** 3 Clayton Parade, High St 01753 780077

**SUNNINGDALE:** Chobham Road 01344 537032

**WINDSOR:** 47 St Leonards Road 01753 831400

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Wexham Park Golf Centre can accommodate small and intimate gatherings from 20 up to 100 guests. Various catering options are available including afternoon tea and finger buffets. The function coordinator will help you make the necessary arrangements and our experienced team of staff will make sure you are completely satisfied with all aspects of your day.



Wexham Park Golf Club Wexham Street, Slough, SL3 6ND

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Registered with  
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Cancer Research UK is a registered charity in England and Wales (1089464), Scotland (SC043666), the Isle of Man (1205) and Jersey (247).

# A matter of life & death.

**After a person dies there are a number of practical steps which need to be taken including registering the death, arranging the funeral and dealing with probate.**

## ***How we can help...***

Dealing with probate and administering the estate of a deceased person can seem a daunting prospect, especially when you are processing the loss of a loved one. We understand that and are here to offer an empathetic service, personally tailored to your circumstances and the needs of the estate by guiding you through the complexities of:

- Understanding the terms of a Will
- What to do when there is no Will
- Applying for Grant of Probate
- Inheritance Tax
- Collecting and preserving assets
- Paying Debts
- Selling and transferring property
- Dispute Resolution

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For more information, please contact your nearest Hine office:

Beaconsfield: **01494 685 588**

Gerrards Cross: **01753 482 400**

Oxford: **01865 514 348**

E: **enquiries@hinesolicitors.com**

W: **hinesolicitors.com**

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**H. J. Newman**

Funeral Directors

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