



Frimley Health
NHS Foundation Trust

Following the death of someone close

A practical guide for Frimley Park Hospital

Bereavement Office

0300 613 4193



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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 613 4193 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 613 4193 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 Surrey County Council Registration Service.

We ask families to either phone the registry office or go on line to make an appointment to register. 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. 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.

What information does the Registrar require?

- The Medical Cause of Death Certificate (which is scanned to them)
- 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 (as many death certificates as you require)
- 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, which they send to the funeral director
- 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 9am-4pm Monday to Friday, excluding Bank Holidays.

Tell Us Once Service - Advisory Service

Surrey County Council Registration Service provides a 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 local Register Office.

For more information please telephone 0300 200 1002.

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 9am to 4:30pm

Camberley Surrey Heath House, Knoll Road,
Camberley GU15 3HD

Leatherhead The Mansion, 70 Church Street,
Leatherhead KT22 8DP

Weybridge Rylston, 81 Oatlands Drive,
Weybridge KT13 9LN

Guildford Artington House, 42 Portsmouth Road,
Guildford GU2 4DZ

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 to them. 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

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 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 613 4184. 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 613 6530 or by emailing fhft.palsfrimleypark@nhs.net.

Other useful organisations

Cruse

Freephone 0808 808 1677
Email: helpline@cruse.org.uk
www.cruse.org.uk

Citizens Advice Bureau

0344 411 1306
www.citizensadvice.org.uk

Age Concern/Age UK

0800 678 1602
www.ageuk.org.uk

Samaritans

116 123 (freephone)
www.samaritans.org
Katharine House, 17 Uxbridge Road, Slough SL1 1SN

WAY Widowed and Young

www.widowedandyoung.org.uk

The Compassionate Friends

0345 123 2304
www.tcf.org.uk

Asian Family Counselling Service

020 8574 0912
www.asianfamilycounselling.org

Switchboard LGBT

0300 330 0630

Survivors of Bereavement by Suicide

www.uksobs.org

Humanists UK

0207 324 3060

www.humanists.uk

Department of Work and Pensions

0800 731 0469

www.gov.uk

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

Bereavement Support Network

0808 168 9607

www.bereavementsupportnetwork.co.uk

Daisy's Dream

0118 934 2604

Email: info@daisysdream.org.uk

www.daisysdream.org.uk

Stop Mail

0808 168 9607

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, 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.



www.stopmail.co.uk

0808 168 9607 from a landline
0333 006 8114 from a mobile

GREENACRES

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- Stay connected to nature with an exceptional choice of burial options, ash interments and ash scatterings
- Experienced and caring team

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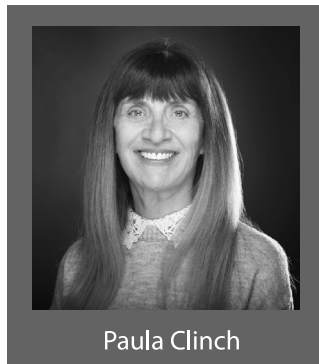


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Email: paula@faulknerfunerals.co.uk

- ♥ Whether you require a Direct, Alternative or Traditional funeral, your dedicated funeral arranger will provide compassionate, professional care.
- ♥ Faulkner Funeral Services will guide you with the choice of coffins, flowers and order of services.
- ♥ We can arrange traditional horse drawn or specialise a hearse that is as unique as your loved one, and ensuring the arrangements are as stress free as possible.
- ♥ We can arrange to come to your home, if you are unable to come to us.
- ♥ Our chapel of rest is available at all times for your convenience.
- ♥ Attended Funeral Services
- ♥ Unattended funeral Services
- ♥ Limousine
- ♥ Alternative hearse, horse drawn carriage or motorcycle hearse
- ♥ Printed order of service
- ♥ Live Streaming of the service
- ♥ Visual tributes
- ♥ Floral tributes
- ♥ We have disabled access in all areas of our branch office

Do you need help with

Probate Matters?

You may need help, support or advice on what to do when someone dies in relation to probate.

Freephone: 0808 168 5181

Mobiles: 0333 240 0360

We offer free guidance and advice on the legal and financial aspects of bereavement including your responsibilities and whether probate is required.

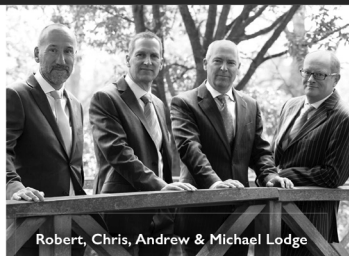
Calls are free from most land lines, some calls may be monitored for training purposes and all calls are confidential. This service is provided by the Bereavement Support Network Ltd.



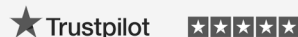
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"The staff at Lodge Brothers were with us every step of the way throughout a very difficult time and we are and will be forever grateful for their support."

- Mr Robinson



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the family you can turn to

www.lodgebrothers.co.uk

ASCOT:	32 High Street	01344 537033
CHOBHAM:	3 Bagshot Road	01276 543489
LIGHTWATER:	7 The Square, Guildford Road	01276 588107
SUNNINGDALE:	7 Broomhall Buildings, Chobham Road	01344 537032
WOKING:	48-54 Goldsworth Road	01483 768942

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info@swanfarnborough.com

DO YOU NEED HELP

WITH PROBATE?

Probate can be a long and stressful process during what is already a painful time after someone's passing.

We know you want your loved one's wishes to be carried out smoothly and quickly, and we can help you during these difficult times.

Along with our trusted partners, Premier Solicitors, we can assist you with probate and guide you through from start to finish.

We can help you...

- ✓ Collate relevant information
- ✓ Verify identities
- ✓ Apply for **Grant of Probate**
- ✓ Or **Grant of Letters of Administration**
- ✓ Pay any inheritance tax & debts
- ✓ Prepare Estate accounts
- ✓ Transfer assets to beneficiaries

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so call us today or pop in for a chat.

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This publication has been jointly developed between ourselves and the hospital. We hope that it has been or will be of help at this time and we welcome any comments or suggestions that you may have.

Please contact us either by phone, email or by post.

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01253 832400

enquiries@rns.co.uk



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