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www.darrenmacdonaldfuneraldirectors.co.uk

Salisbury 
NHS Foundation Trust

What to do when someone dies in hospital

**Information for
bereaved people**

**Bereavement Suite
01722 425150**

Salisbury NHS Foundation Trust



The staff of Salisbury NHS Foundation Trust wish to express their sympathy to you and your family at this time.

This booklet gives you useful information and advice during the early days of your bereavement.

Please do not hesitate to ask questions if you are unclear about anything. Our staff will always be pleased to help.

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Chris White
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You can talk to us any time, day or night or for further information visit us at
www.chriswhitefunerals.co.uk

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Please have a look at our web site www.wcase.co.uk where there is more information about us and an up-to-date price list.

Thank You

Alan Puxley, Dip FD, MBIFD, MBIE

Sue Puxley, Dip FD

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Ludgershall

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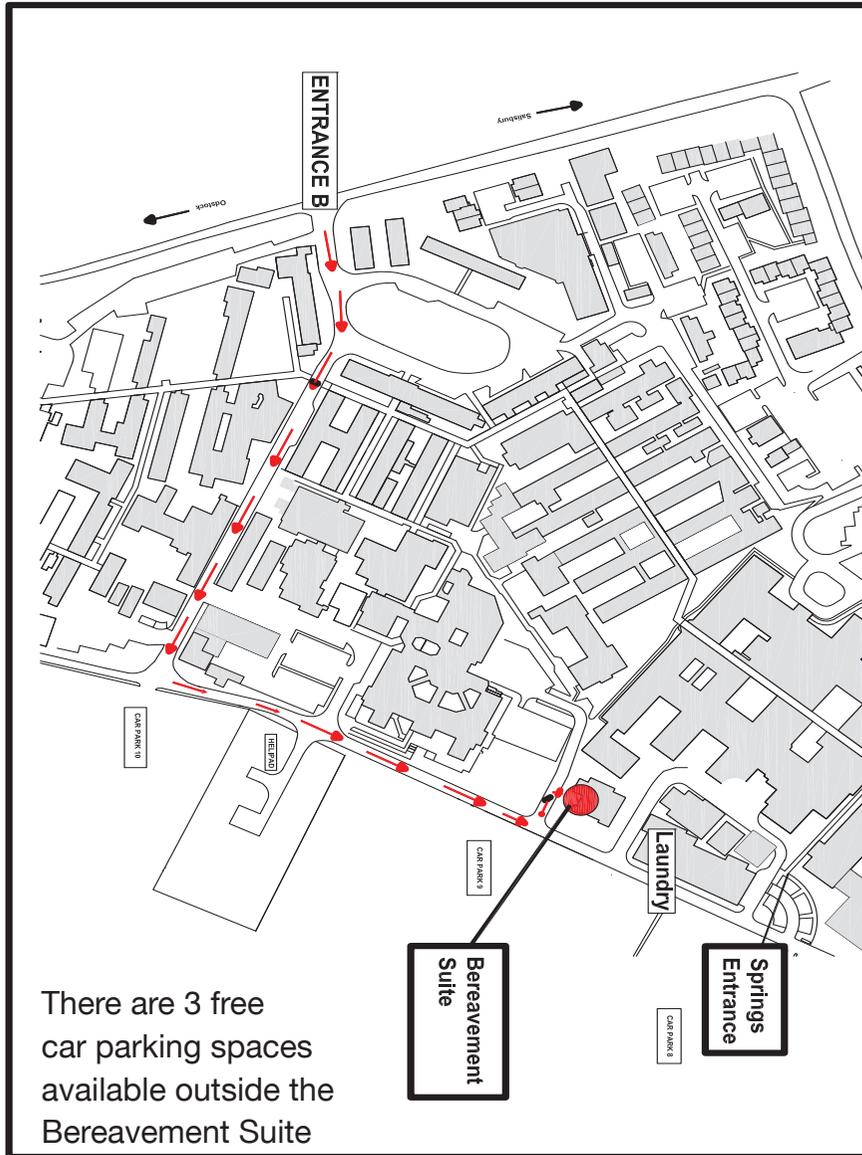
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Turn To Us For Help And Support

In your time of need we are here to take care of all your funeral requirements, call us 24 hours a day.

Gillingham

Bracher Brothers
Newbury, Gillingham, Dorset.
SP8 4QL
Tel: 01747 822494

Sherborne

Bracher Brothers
Newell, Sherborne, Dorset.
DT9 4EZ
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Yeovil

Eason Funeral Service
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Introduction

The bereavement staff are a very committed, friendly, and passionate team who are able to help you every step of the way.

When someone dies there are many decisions that have to be made our booklet gives help and advice on the stages you will need to deal with when arranging a funeral.

What to do first

- contact a Funeral Director - you can do this immediately. You do not have to wait for a Medical Certificate of Death to be issued (this is the official certificate issued by a doctor that you need to register the death)
- please call the Bereavement Team at the hospital after 10am on 01722 425150. The office is open from 9.30am - 4pm Monday to Friday. Alternatively, you can leave a message on our answer phone and we will be in contact with you as soon as possible.

Important

We would advise you not to attend the Bereavement Suite without telephoning first on 01722 425150. This is to save you waiting unnecessarily and to ensure that all documentation including the Medical Certificate of Cause of Death is ready for you to collect.

Conservatory/reception area



Viewing room



If you need this information in another language or medium (audio, large print, etc) please contact the Customer Care Team on 0800 374208 email: customer care@salisbury.nhs.uk.

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Salisbury District Hospital, Salisbury, Wiltshire SP2 8BJ
www.salisbury.nhs.uk

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Role: Bereavement Officer

Date written: April 2003

Last revised: May 2016

Next review due: May 2019

Version: 1.4

Code: PI0143

A space for your notes

When you telephone us the Bereavement

Team will:

- give you information and advice on what to do next.
- arrange appointments in the Bereavement Suite.
- issue the Medical Certificate of Cause of Death when completed.

Viewings

If you wish to see your loved one, appointments are available. These can be made by telephoning us on 01722 425150 during our office hours 9:30 to 4pm Monday to Friday.

Please be advised that if you attend the Bereavement Suite without an appointment to see your loved one we may not be able to accommodate you.

Registering the death

Once you have received the Medical Certificate of Cause of Death you must make an appointment with the Registration Office and take it with you.

Please make an appointment by telephoning the office.

Wiltshire Registration Office ☎ 0300 0034569

Alternatively you can go to a registrar at any registration office in England or Wales. They will not register the death. However the details will be passed onto the registrar in Salisbury and the death certificate will be sent to you by post a few days later. This may cause a delay in organising the funeral.

Hospital chaplaincy

During normal office hours, there is usually a member of the chaplaincy team available in the hospital to support patients and their relatives of all faiths or none. If you would like chaplaincy support during your visit to the Bereavement Suite, please let staff know so they can arrange it.

Coroner's post mortem

There are several reasons why a death might have to be referred to the coroner, for example a sudden or unexpected death, a death following an accident or when a doctor has not seen the deceased for some time. In these cases, a post-mortem examination is usually necessary. During the post mortem examination a person with either medical or legal qualifications can be present to represent the interests of the family. Such representation will be at the expense of the family.

If a post mortem is needed the coroners office will keep you informed with all stages during this process.

Following a coroner's post mortem there is no paperwork to collect from the hospital. You will be informed by the coroner's officer when they have sent the paperwork to the register office so that you can make an appointment to register the death. A post mortem examination does not usually delay the funeral. The coroner's officer will keep you fully informed.

Hospital post mortem

When the death does not have to be reported to the coroner there is no legal requirement for a post mortem examination. However hospital doctors may ask you for permission to carry out a post mortem examination to find out more about the cause of death or the effects of treatment. This does not have to happen and you will have the final say.

The post mortem report will be sent to the requesting doctors and GP on completion.

Helplines

Age UK offers advice and information and can be contacted on ☎ 01722 335425. www.ageuk.org.uk

Citizens Advice Bureau can give a wealth of help and advice, including a list of local solicitors. ☎ 0344 411 1444. www.cabwiltshire.org.uk

Cruse Bereavement Care has trained people who are available to help you through your grief. ☎ 01722 411938. www.cruse.org.uk

Salisbury Samaritans offer you support and someone to talk to by phone (24hrs) on ☎ 116123 (no code required). www.samaritans.org