
Introduction

We are very sorry for your loss and appreciate this is an incredibly difficult time for you.

We want to support you while practical arrangements are put in place to ensure those important to you are treated with dignity and respect. Please be assured that we work closely with all major faith groups whilst adhering to legal requirements.

This leaflet is designed to give you information about the next steps.

What happens next

You do not need to attend the hospital. The patient affairs office will call you the first working day after the death of your loved one.

The patient affairs officer will explain the process and will be your point of contact.

The office is open from 10.00 until 16.00, Monday – Friday (excluding bank holidays).

Practical steps

Medical examiner service

The medical examiner service is a team of independent senior clinicians who examine all deaths. They will contact you to discuss and confirm the cause of death of your loved one before the medical certificate of cause of death (MCCD) for registration can be issued.

Some deaths require referral to HM coroner's office for further review; we will inform you if this needs to happen.

Registration of death

Before the death can be registered a clinician will need to complete the death certificate. They will send this to the registrar along with your contact details.

You will need to attend the registry office in person to register the death. We will tell you when you can contact the registry office to make an appointment.

Please ask for as many copies of the death certificate as you need (extra copies are the same price).

You will need to provide the following information about your loved one:

- full name at the time of death

- any names previously used, e.g. maiden name
- date and place of birth
- last address
- occupation (job)
- the full name, date of birth and occupation of a surviving or late spouse or civil partner
- whether they were getting a State Pension or any other benefits

Appointing a funeral director

It is recommended that you appoint a funeral director as soon as possible after your loved one's death. This information is helpful when registering the death as it enables the registrar to send the legal paperwork directly to your funeral director.

Your funeral director will be able to advise you on the funeral options available, including repatriation overseas if applicable.

If you do not have a funeral director you can find an industry-inspected one via the following websites:

- **The National Association of Funeral Directors:**
www.funeral-directory.co.uk/
- **The National Society of Allied and Independent Funeral Directors:**
saif.org.uk/members-search/

If your loved one remains in the hospital mortuary it will not be possible for you to visit or spend time with them. This is to keep you and those around you safe and well.

Viewings should be discussed with your funeral director once they have taken your loved one into their care.

Information and support

For further information please visit our website: www.imperial.nhs.uk/patients-and-visitors/help-and-support/bereavement-services

Bereavement survey: We value your feedback about our service and care in the last days of life. This will help us identify areas where we are performing well and areas we may need to improve on. If you wish to participate the patient affairs office will email you a link.

Patient advice and liaison service (PALS)

If you have any suggestions, comments or concerns about your care or that of your loved one please contact our PALS team for advice:

- **020 3312 7777** (10.00 – 16.00, Monday to Friday)
- Via email at imperial.pals@nhs.net

Support groups

- **Cruse Bereavement Care**
Helpline: 0808 8081677 (for bereaved adults and 12-18 year olds)
www.cruse.org.uk
- **Bereavement Advice Centre**
Telephone: 0800 634 9494
www.bereavementadvice.org
- **The Good Grief Trust**
www.thegoodgrieftrust.org

Alternative formats

This leaflet can be provided on request in large print or easy read, as a sound recording, in Braille or in alternative languages. Please email the communications team:
imperial.communications@nhs.net

Information following a bereavement

Information for relatives and carers