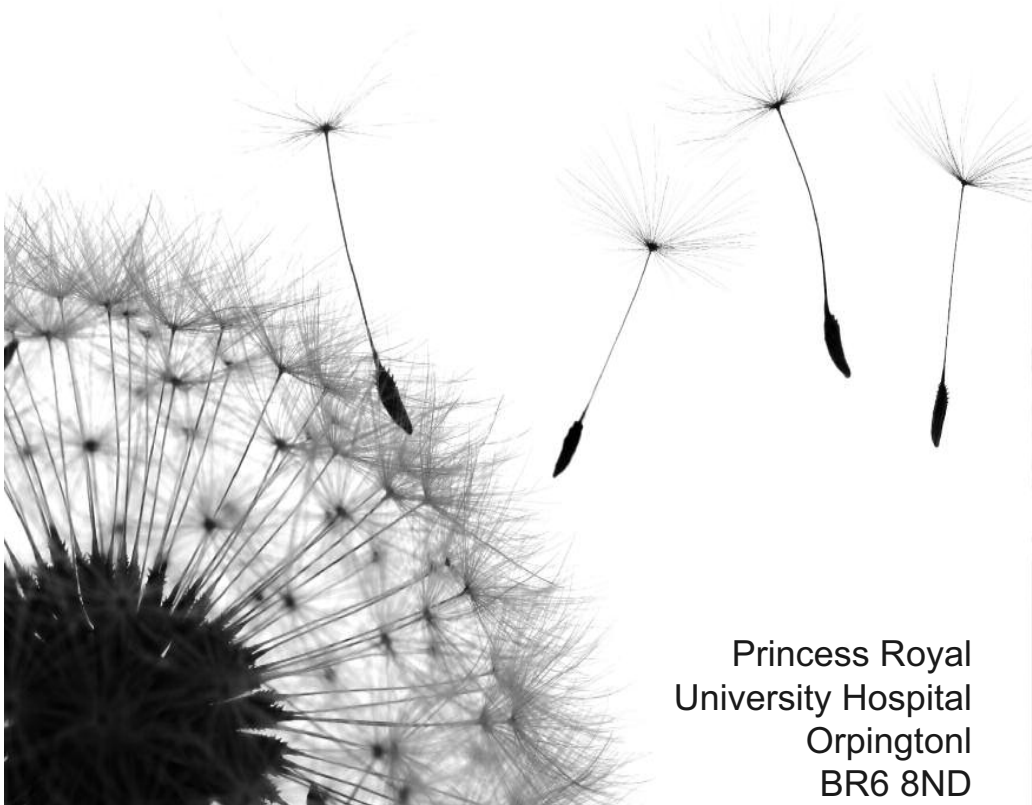




King's College Hospital
NHS Foundation Trust

Bereavement support

Information for families and friends



Princess Royal
University Hospital
Orpington
BR6 8ND

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Princess Royal University Hospital Bereavement Service

Princess Royal University Hospital Bereavement Service is located in the Bereavement Office, North Wing, Level 1. The office is open 9.00am – 4.00pm, Monday to Friday (not bank holidays).

There is no need to visit the bereavement office

This booklet explains the process but if you need further information, please do not hesitate to contact the bereavement office on the number below.

- Medical Certificate of Cause of Death (MCCD) is sent directly to the register office, this is needed to register the death
- Register the death
- Arrange the funeral
- Receive a call from the medical examiner to discuss any concerns and the Medical Certificate of Cause of Death

The MCCD can sometimes take several days to complete. This is because doctors need to follow legal procedures to ensure the certificate accurately reflects the cause of death. They may also need to speak to the medical examiner, other medical staff in the hospital or at the coroner's office.

If you have not collected any personal belongings from the ward where you're relative was cared for, please call the bereavement team to arrange collection.

Princess Royal University Hospital Bereavement Services
Telephone: 01689 863584 / 863585 863188
Email: kch-tr.bereavementofficepruh@nhs.net

Hospital Mortuary Visiting Times

Monday to Friday (not including Bank Holidays)

Mortuary visiting times are limited to 30 minutes per visit.

Times available: 10:00, 11:00, 13:30, & 14:30

Please call the mortuary on 01689 863586, to arrange a viewing. When attending a viewing you are required to bring identification. Acceptable forms of identification are: Driving license, Passport or Bank Card.

The Medical Examiner

Medical examiners are senior medical doctors who are trained in the legal and clinical elements of death certification processes.

For more information please visit www.england.nhs.uk/patient-safety/medical-examiners

The Medical examiner team will review and scrutinise all deaths to provide an independent review as well as offer support to the Trust, clinical teams and liaise with the Coroner. They work closely with both the bereavement and clinical teams and will contact the nominated next of kin to discuss the causes of death noted on the death certificate (MCCD) and give bereaved families an opportunity to ask any questions, and to feedback any concerns or compliments they may wish to.

Princess Royal University Hospital Medical Examiner Office

Telephone: 01689 863 334 or 01689 863 583

Email: kch-tr.meoffice@nhs.net

Registering the death

If the cause of death is clear and is due to natural causes, the MCCD will be issued.

A death must be registered with the Registrar of Births, Deaths and Marriages in the borough in which it has occurred. Princess Royal University Hospital is in the borough of Bromley.

You will be contacted by the Register Office once the Medical Certificate of Cause of Death has been received and reviewed, they will make an appointment to register the death.

Further information can be found at www.bromley.gov.uk/deaths-funerals-cremations/registering-death.

Register Office

Bromley Civic Centre
Churchill Court
2 Westmoreland Road
Bromley
Kent BR1 1AS
Tel: 0300 303 8667

Office hours Monday to Friday - 8.30am to 5.00pm

What documents/information do I need to register the death?

Please note: if you do not have all the information listed below, check with the Registrar what information is acceptable.

The Registrar needs the following details:

- the date and place the person died
- their usual address
- their full name - first and middle names and surname (maiden name/name before marriage, if this applies)
- their date and place of birth, including town, county and country
- their occupation and the name and occupation of their husband, wife or civil partner (if the person was married or in a civil partnership)
- if they received a government pension or other benefit
- the date of birth of their surviving husband, wife or civil partner.

The Registrar will issue the death certificate and any additional copies to you at your appointment. It is possible to order more of these at a later date but please refer to www.bromley.gov.uk/deaths-funerals-cremations/registering-death for further information.

Death certificates cost £12.50 each. You may need several copies as proof of death for the will, for any insurance claims and for banks and building societies. Photocopies/scans are not normally accepted for legal, financial and insurance companies. The Register Office does not accept cash payment for death certificates.

Tell Us Once service

You can also use the Tell Us Once service when you register the death. This enables you to tell most government organisations - such as Passport Office, DVLA, local council and Department for Work and Pensions, about the death, all in one go.

Tel: 0800 085 7308

Website: www.gov.uk/after-a-death/organisations-you-need-to-contact-and-tell-us-once for more information.

People to Inform

There are various people, companies and authorities that need to be informed of the death. Remember, some may need a copy of the Death Certificate. Others may need a letter of explanation. Here are a few you may need to consider informing:

Done

Solicitor	<input type="checkbox"/>
Bank	<input type="checkbox"/>
Building Society	<input type="checkbox"/>
Inland Revenue	<input type="checkbox"/>
Residential / Nursing Home	<input type="checkbox"/>
Landlord / Housing Association / Mortgage Provider	<input type="checkbox"/>
Council Tax Office	<input type="checkbox"/>
Electricity	<input type="checkbox"/>
Gas	<input type="checkbox"/>
Telephone (including landline & mobile)	<input type="checkbox"/>
Internet	<input type="checkbox"/>
Water Company	<input type="checkbox"/>
Post Office (redirect mail)	<input type="checkbox"/>
DVLA Swansea	<input type="checkbox"/>
Careline	<input type="checkbox"/>
Social Security Office	<input type="checkbox"/>
Motor Insurance	<input type="checkbox"/>
Hospital Appointments	<input type="checkbox"/>
Newsagent	<input type="checkbox"/>
Milk delivery	<input type="checkbox"/>
Pets (to make necessary arrangements)	<input type="checkbox"/>

The Coroner

A coroner is a special judge who investigates unnatural or violent deaths, where the cause of death is unknown, or because the death took place in prison, police custody or another type of state detention, such as a mental health hospital. The Coroner's role is to find out who died and how, when, and where they died. For more information please visit A Guide to Coroner Services for Bereaved People (www.gov.uk)

South London Coroner

2nd Floor, Davis House, Robert Street, London CR0 1QQ

Tel: 020 8313 1883

Open 9am - 12 noon and 1pm - 3pm

Monday to Friday (excluding bank holidays)

Email: admin.coroner@croydon.org.uk

Website: www.southlondoncoroner.org

Arranging the funeral

It is important to choose a funeral director who you feel comfortable with and who you are confident will arrange the funeral according to your wishes and those of the person who has died.

You may want to ask questions such as:

- Can I arrange a visit at the funeral parlour?
- What will the funeral cost?

Costs for the same services can vary a lot from one funeral director to another, so you might want to get more than one quote.

Help with costs

To make a claim for funeral costs – a Funeral Expenses Payment – you need to fill in form SF200 within six months of the funeral and either call the Bereavement Service helpline on 0800 151 2012 or download a copy from www.gov.uk and send it to the address given on the form. You can also take it to your local Jobcentre Plus.

Funeral Expenses Payment enquiries and claims

0800 151 2012

www.gov.uk/funeral-payments/how-to-claim

Contact the funeral director you have decided to use as soon as you can to discuss arrangements. You do not need to wait until you have received the death certificate or spoken to the Coroner.

The person who has died cannot be collected from the hospital until the 'green form' (Certificate for Burial or Cremation) has been issued or the release form has been issued by the Coroner.

If you decide to make your own arrangements rather than using a funeral director, please contact the hospital mortuary to discuss collection.

Princess Royal University Hospital Mortuary

Tel: 01689 863 586

Email: kch-tr.mortuaryPRUH@nhs.net

Repatriation

If the funeral is taking place outside England and Wales, the Coroner will need to issue an 'Out of England' form. After you have registered the death, your funeral director will apply to the Coroner on your behalf.

Visiting arrangements - appointments only

If you would like to visit your relative or friend at the hospital, please phone the Mortuary. We offer three viewing appointments a day, Monday to Friday, between 8am and 4pm. Viewing is not possible outside of these hours.

Princess Royal University Hospital Mortuary

Tel: 01689 863 586

Email: kch-tr.mortuaryPRUH@nhs.net

Chaplaincy

Princess Royal University Hospital's chaplains are available for support and spiritual care, whatever your beliefs or faith. If you would like to see a member of the chaplaincy team, please ask the bereavement team.

Princess Royal University Hospital has a chapel on Level 1, North Wing. It is open Monday to Friday 9:15am for prayers, Tuesday 11am for Holy Space (free church service).

We hold a number of events at which we remember patients who have died. The services include a mixture of non-religious and religious readings.

Our service to remember adults is held each year on the first Saturday in November at our King's College Hospital site. For babies and children, it is the first Saturday in December.

Princess Royal University Hospital Chaplaincy Service

Tel: 01689 863000

Email: kch-tr.chaplains@nhs.net

Who can I contact if I have queries or concerns?

If you have any queries or concerns, please contact the Bereavement Office. A member of our team will always be pleased to help.

Princess Royal University Hospital Bereavement Services

Telephone: 01689 863584 / 863585 863188

Email: kch-tr.bereavementoffice@nhs.net

Bereavement service follow up

Once a period of time has passed, if you feel you are in need of additional support, please contact bereavement services.

During this call we will also consider whether you or any member of your family may benefit from being signposted to helpful community support services. This call is entirely voluntary.

On the following pages we have included a sample of additional support services, which you may also find useful.

King's College Hospital Charity

Many people find that making a gift to King's College Hospital Charity in memory of a loved one is a comforting way to remember and celebrate their life.

People choose to honour their loved ones in all kinds of very special ways. Whether you would like to make a one-off gift, hold a funeral collection, or set up an online tribute fund, your support will help King's College Hospital Charity provide world class care for our staff, patients, and their families.

Here are some of the ways you can donate in memory of someone;

Make a one-off donation – Pay tribute to the memory of someone special by donating today.

Set up an Online Tribute Page – A tribute fund is a special place online where family, friends and colleagues can share memories of your loved one and raise money.

Funeral or memorial collections – Asking friends and family to donate in lieu of flowers at the funeral or memorial service is a meaningful way to remember your loved one.

We're here to help. If you'd like to talk to someone about the best way to remember your loved one, please don't hesitate to get in touch with the charity.

King's College Hospital Charity

(registered charity number 1165593)

Website: supportkings.org.uk/memory

Email: info@supportkings.org.uk

Tel: 020 4526 8051

Other Support

At a Loss

Signposting the bereaved to support

W: www.ataloss.org

Age UK

Offers advice and support to older people, including financial and legal, health and well-being, hobbies and community support.

T: 0800 678 1602

W: www.ageuk.org.uk

British Association for Counselling and Psychotherapy (BACP)

Help with finding counsellors and therapists.

W: www.bacp.co.uk

Bromley Counselling and Bereavement Service

The Bromley Counselling and Bereavement Service is a community bereavement service offering free telephone and face-to-face support for those living in the London borough of Bromley or cared for by a Bromley GP, offering support for adults and children.

T: 020 8290 1476

W: www.bcandbs.co.uk

Candle Child Bereavement Service

Based at St Christopher's Hospice, this is available for children up to the age of 18 who live in Lewisham, Southwark, Lambeth, Croydon or Bromley.

T: 020 8768 4500

W: www.stchristophers.org.uk

Citizens Advice Bureau

W: www.citizensadvice.org.uk

Cruse Bereavement Care

Free support service to the bereaved.

T: 0808 808 1677

W: www.cruse.org.uk

Respond

Supports people with learning disabilities and their families and supporters who have experienced trauma in their lives.

W: www.respond.org.uk

RoadPeace

Information and support for people bereaved or seriously injured in road crashes.

T: 0800 160 1069

W: www.roadpeace.org

Samaritans

If you're having a difficult time, you can talk to someone 24 hours a day, seven days a week.

T: 116 123

W: www.samaritans.org

Sands

Stillbirth and neonatal death charity.

T: 0808 164 3332

W: www.sands.org.uk

St. Christopher's Hospice

Offers a community bereavement support service and Bereavement Help Point Sessions.

T: 020 8768 4500

W: www.stchristophers.org.uk

Support after Suicide Partnership

Resources for those bereaved by suicide and signposting to local support groups and organisations.

W: www.supportaftersuicide.org.uk

Terrence Higgins Trust

Practical support, help and advice for those affected by HIV and AIDS.

T: 0808 802 1221

W: www.tht.org.uk

The Compassionate Friends

Support for all family members after the death of a child of any age and from any cause.

T: 0345 123 2304

W: www.tcf.org.uk

The Good Grief Trust

Support and resources for the bereaved.

W: www.thegoodgrieftrust.org

Winston's Wish

Charity for bereaved children.

T: 0808 802 0021

W: www.winstonswish.org

PALS

The Patient Advice and Liaison Service (PALS) is a service that offers support, information and assistance to patients, relatives and visitors. They can also provide help and advice if you have a concern or complaint that staff have not been able to resolve for you. They can pass on praise or thanks to our teams. The PALS office is in the main hospital foyer at PRUH and they would be happy to advise.

PALS at Princess Royal University Hospital, Farnborough Common, Orpington, Kent BR6 8ND

Tel: 020 3299 4618

Email: kings.pals@nhs.net

If you would like the information in this leaflet in a different language or format, please contact our Interpreting and Accessible Communication Support on 020 3299 4618 or email kings.access@nhs.net.

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NOTES:
