

The background of the page is a photograph of a bright sun in a blue sky with scattered white clouds. In the distance, there are blue-tinted mountain ranges. The overall color palette is light blue and white.

A practical guide for when someone dies in hospital

Inside front cover

Introduction

This booklet contains details about what needs to be done after the death of your relative or friend. We hope it will help you cope with some of the practical aspects such as registration and funeral arrangements.

At the end of this booklet is a list of other organisations that can provide you with help and support.

In order to register the death at Wandsworth Register Office you will need to collect the official **Medical Certificate of Cause of Death** from Bereavement Services.

For advice and guidance on the registration process, we would ask that you **call the number below before coming** to the hospital, so as to avoid any undue stress and ensure the paperwork is completed accurately.

We politely ask that you do not attend the Bereavement Service Office without an appointment.

Bereavement Services*

Ground Floor
Grosvenor Wing

Opening hours:

10.00 - 13.00

13.45 - 15.30

Closed at weekend and Bank Holidays

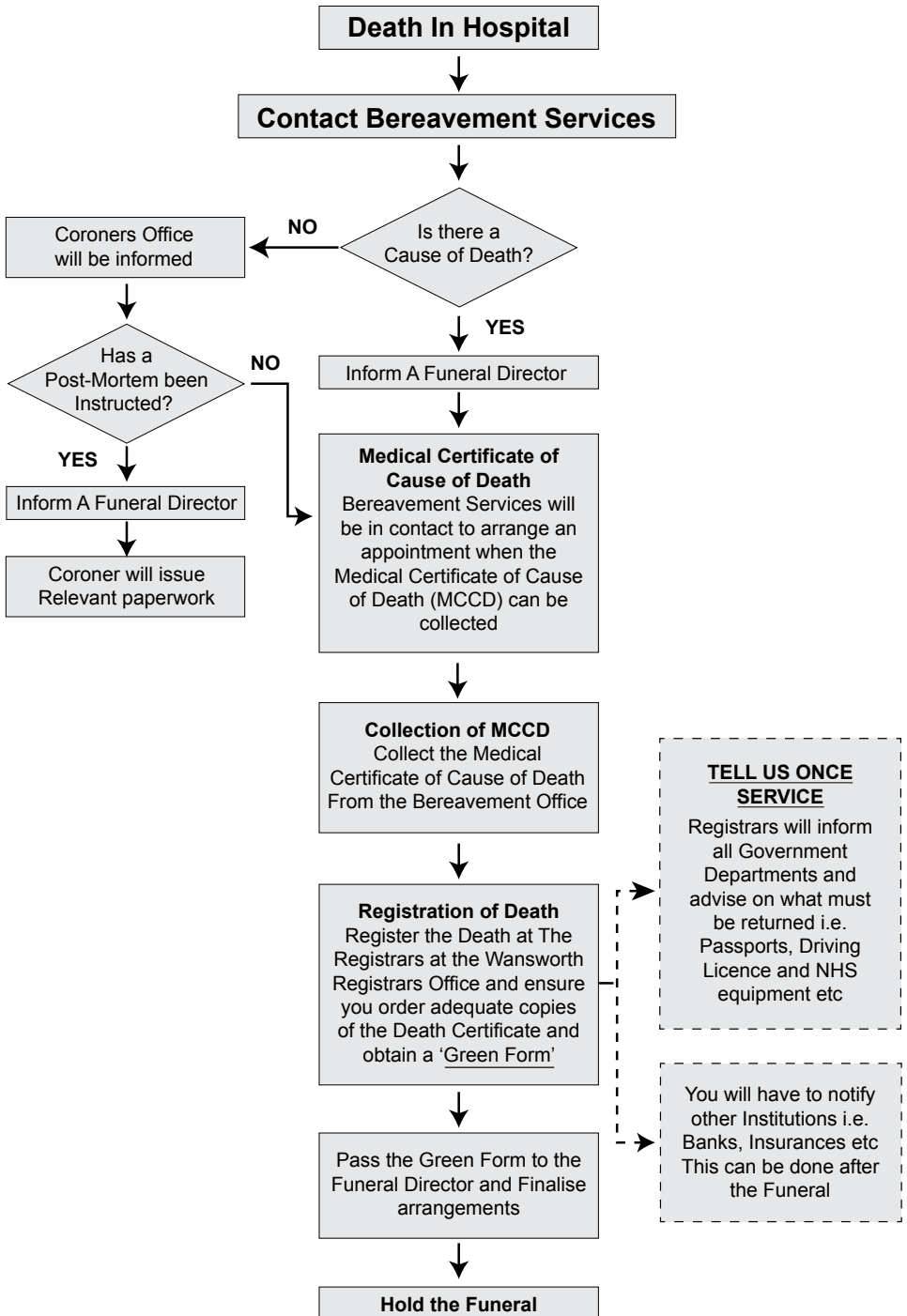
Tel: 020 8725 3410/3411

Outside of these hours, please contact the relevant ward.

**Please refer to the back pages of this booklet, where a map has been developed to show you where the Bereavement Services department is located on the grounds.*

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How long will I have to wait for a Medical Cause of Death Certificate?

The Medical Cause of Death Certificate is a legal document and cannot be issued by any doctor – only by a doctor who knows the cause of death and was involved in the care of the deceased. This can mean sometimes an unavoidable wait for the certificate, for example; if the relevant doctor concerned is not on duty for whatever reason.

If the doctor has needed to get approval of a cause of death from the Coroner, this can also cause a delay. Until the cause of death is approved by the Coroner the doctor will not have permission to issue it.

When the certificate is ready, they will telephone you to let you know, so you can make an appointment to collect it.

Certificates are released strictly by appointment only.

Deaths that occur in the A&E department or within 24 hours of admission to hospital

If a person passes away within 24 hours of coming to hospital, a doctor who played an active role in their care has a legal duty to notify the Coroner. The Coroner's Office will consider all the information provided by the referring doctor, and there are several possible outcomes;

- A hospital doctor may be permitted to issue a cause of death certificate
- The GP or another doctor known to the deceased may be asked to issue a cause of death certificate (this usually requires the doctor to have seen the deceased within the final 14 days of life and know a cause of death)
- The Coroner may order a post mortem to establish cause of death

If a hospital doctor or GP is permitted to issue the cause of death, the Coroner will require a copy of the MCCD as issued by the doctor. The Coroner will issue a document to support the MCCD (this is called a 'Form A'). If this had been decided by the Coroner, the Coroner's Office must send the 'Form A' to the Register Office to allow the registration of death to take place.

If the Coroner agrees to the GP issuing the Medical Cause of Death certificate, you may be asked to go to the GP surgery to collect it when it is ready.

The Coroner's Office that covers the area and this hospital is based in Westminster. If a post mortem is ordered, the Coroner's Office will liaise with you about why, what will happen and when. The Coroner's Office will release all paperwork required to facilitate registration and removal of the deceased. **For further information please see page 8 'Coroner's Post- Mortem'.**

Viewing Arrangements

Arrangements may be made for you to see a relative or friend in the Viewing Suite.

To make an appointment please contact:

The Mortuary (Viewing Suite)
Basement, Jenner Wing
St. George's Hospital
Perimeter Road
Tooting SW17 0QT

Tel: 020 8725 5240 (Monday to Friday 9.00 - 16.00)

If the deceased is scheduled to have a Coroner's Post-Mortem, you must call the Coroner's Office for an Officer to make an appointment for you. Contact details can be found on page 8 of this booklet.

Post-Mortem

There are two types of post-mortems:

- Hospital Consent Post-Mortem
 - permission **MUST** be given by next of kin
- Coroner's Post-Mortem
 - permission is **NOT** required

Consent Post-Mortem

There are occasions when the clinical team involved in the care of the patient may ask for your consent to carry out a hospital post-mortem examination. This should not cause any delay to the funeral arrangements and it may assist in the treatment of other patients in the future.

You will be given every opportunity to discuss the circumstances with a clinician before making your decision or signing the necessary forms.

A report of the post-mortem will be available within four to six weeks and a copy forwarded to your GP and the hospital consultant in charge of the case. Should you wish to discuss the findings with the consultant, this can be arranged by the consultant's secretary.

Coroner's Post-Mortem

The Coroner may decide a post-mortem is needed to find out how the person died.

What happens after the post-mortem?

The Coroner will release the body for a funeral once they have completed the post-mortem examinations and no further examinations are needed.

If the body is released with no inquest, the Coroner will send a form ('Pink Form formally called a form 100B') to the registrar stating the cause of death.

Inform your chosen funeral director firm of the Coroner's Office involvement to allow them request the completion of all relevant paperwork required for the release of the body and the funeral. If you are planning on having a cremation for the deceased, the Coroner will complete a 'Certificate of Coroner - form Cremation 6'.

The Coroner decides to hold an inquest

The death cannot be registered until after the inquest, but the Coroner can give you an interim death certificate to prove the person is dead. You can use this to let organisations know of the death and apply for probate.

When the inquest is over the Coroner will tell the Registrar what to put in the register.

For further information, contact the Coroner's Office; located at:

Floor 5 City Hall
City of Westminster
64 Victoria Street
London SW1E 6QP

Tel: 020 7641 5305

Registration of Death

Deaths must be registered within five days (this does not include weekends and/or public holidays) in the district in which the death occurred. If the Coroner is conducting an investigation as to the cause of death this will not apply and the Coroner's Office will then advise you.

Deaths that occur in St. George's Hospital are registered with:

Wandsworth Register Office
Wandsworth Town Hall
Wandsworth High Street
London SW18 2PU
Tel: 0208 871 6120

The Registrar will need to have some information about the person who has died and it will be helpful to take the following with you:

- Date and place of birth
- Date and place of death and usual address
- Full names and surname (and maiden name if the deceased was a woman who had married)
- Occupation (and if applicable, the name and occupation of the deceased's spouse or civil partner)
- Whether he or she was receiving a pension/allowance from public funds
- If the deceased was married, the date of birth of the surviving widow(er)

You will be asked to pay a small fee for a copy of the death certificate which as of April 2012 is £4.00 each. The Registrar will provide you with as many copies as you require and will also give you the 'Green Form' (Certificate for Burial or Cremation) which your Funeral Director will need to carry out the funeral.

Tell Us Once

Tell Us Once is a service Wandsworth Council provides in partnership with the Department for Work and Pensions (DWP) to make it easier to inform relevant organisations of a persons death.

We can help you give the information to the DWP, and they can then pass on this information to a number of other government departments and local council services for you.

At registration

At the end of a death registration, the Registrar will issue the informant with a unique Tell Us Once Service Number.

A leaflet will be issued with the unique Tell Us Once service number explaining what information will be needed, and what happens to that information once you have contacted the Tell Us Once Service.

After registration

The informant can contact Tell Us Once online or by phone. This Enrichment part of the Tell Us Once Service needs to be completed within 28 days of the death registration.

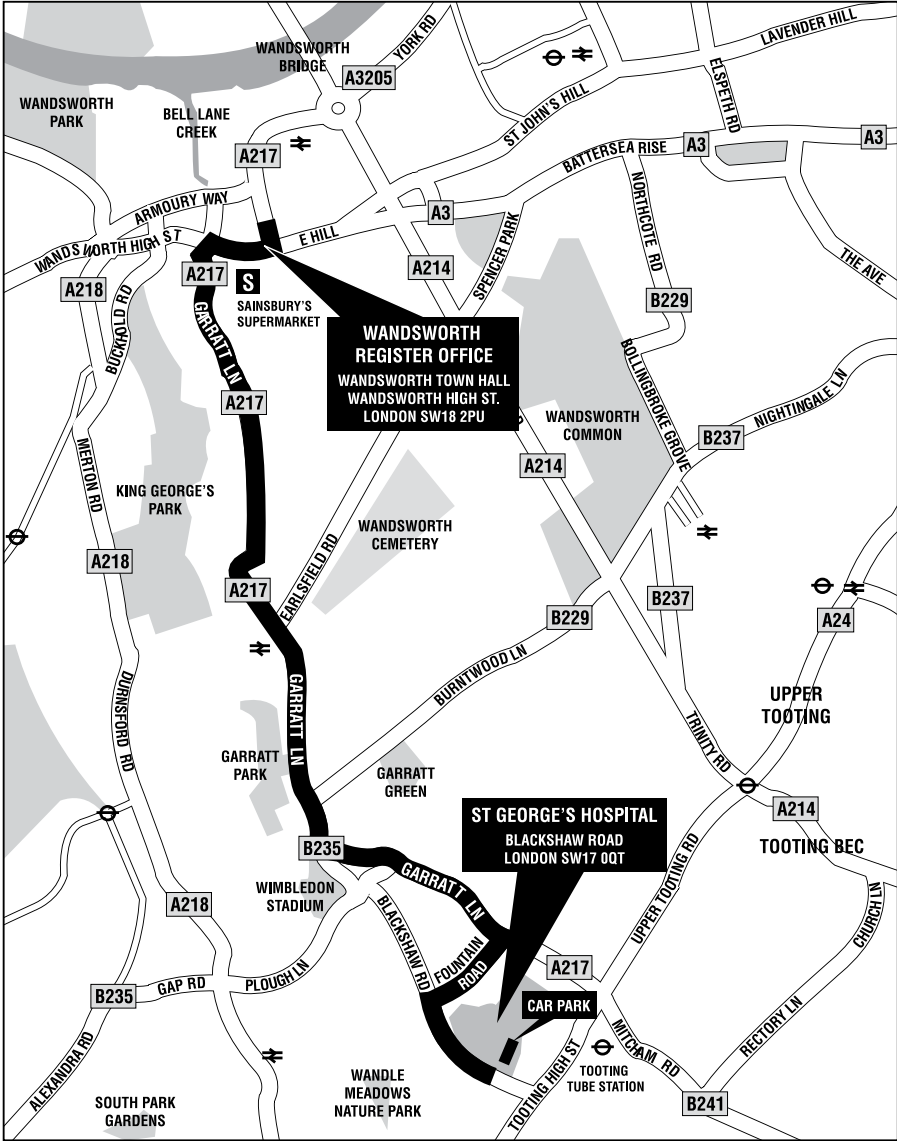
Online

gov.uk/tell-us-once

Telephone

0800 085 7308 (Monday to Friday, 8am to 6pm)

Directions to Wandsworth Register Office



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Arranging a Funeral

Planning the funeral is an important part of saying goodbye to the person who has died. Making arrangements for a special ceremony will help you to do something positive, and this may be a comfort to you.

It is important to choose a Funeral Director with whom you feel comfortable. You may wish to ask questions about their arrangements, for example:

- Whether a viewing can be arranged at the funeral parlour
- What costs are involved

You may be able to make provisional plans with your chosen Funeral Director before registration of the death. Final arrangements cannot be made until the death has been registered.

Bereavement Services are not able to recommend any particular funeral service but there are several local firms detailed at the back of the book.

Financial Benefits

You may be entitled to financial assistance with the funeral if you are in receipt of certain benefits. The booklet and application form for help with the costs of a funeral from the social fund (SF200) published by the DWP is available via www.gov.uk, local S.S.O. or ask a Bereavement Officer.

More information can be obtained from the website [**www.adviceguide.org.uk**](http://www.adviceguide.org.uk)

Complaints Procedure

If you wish to discuss any issues or concerns relating to the overall care of the person who has died, it may be helpful, in the first instance, to raise this with the staff at Bereavement Services. Alternatively with the Patient Advice and Liaison Service who can be contacted on 020 8725 2453.

However, if you have more serious concerns or issues to which you wish to receive a formal response, please write, outlining your concerns, to:

Complaints & Improvements Manager
St. George's Hospital
Blackshaw Road
London SW17 0QT

Your letter will then be treated as a formal complaint and handled under the NHS Complaints procedure.

Duty of Candour

As part of our quality assurance processes, we review inpatient deaths to ensure that treatment and care was as good as it could be. Occasionally we may find that we did not meet the high standards that we would expect. When this occurs we will contact the next of kin to let them know about the review.



A gift in memory

Making a donation to St George's Hospital Charity is a valuable and positive way to remember a loved one. Funds can be designated to support a ward, department or area of the hospital's work that has special significance and you will be leaving a lasting tribute.

St George's Hospital Charity exists to:

- Enhance the physical environment of the hospital for patients, staff and visitors
- Fund clinical research
- Help to fund state-of-the-art equipment
- Support St George's staff, through training and development

To find out more:

- Visit us in the Fundraising Office, Grosvenor Wing entrance
- Call us on 0208 725 4522
- Email us at giving@stgeorges.nhs.uk
- www.stgeorghospitalcharity.org.uk

Registered Charity No: 1171195

Ministers of Religion

In making the arrangements you may want to seek the advice of a minister of religion. This should be your local minister, but if you are having difficulties please contact one of the Hospital Chaplains on 020 8725 3285.

Grieving

By its very nature a death is distressing and everyone deals with it in his/her own unique way. The emotional and physical reactions that follow are usually intense; they can confuse, frighten and shock. You may even experience reactions that are unfamiliar and seemingly out of character. Try to talk about what has happened with someone you trust. If you feel that you want further advice then contact your GP who may refer you to a counsellor if they think it will help. Alternatively, there is a list of organisations at the end of this booklet that offer bereavement support.

Help from Other Groups and Organisations

Age UK

Tel: 0800 169 6565

Web: www.ageuk.org.uk

MacMillan Cancer Support

(Information and support about cancer)

Tel: 0808 808 0000

Web: www.macmillan.org.uk

Cruse Bereavement Care

141 Kingsway

Mortlake

London

SW14 7HN

Tel: 020 8876 0417

Web: www.cruse.org.uk

LGB&T Bereavement Support

86 Caledonian Road

London

N1 9DN

Tel: 020 7837 3337

Web: www.londonfriend.org.uk

Samaritans

(24 hour telephone service offering compassionate and confidential support)

Tel: 116 123

Web: www.samaritans.org

The Royal British Legion

(for ex-service personnel)

48 Pall Mall

London

SW1

Tel: 0808 802 8080

Web: www.britishlegion.org.uk

Wandsworth Bereavement Service

(a psychotherapeutic counselling service)

192 Lavender Hill

Battersea

London

SW11 5TQ

Tel: 020 7223 3178

Web:

www.wandsworthbereavement.org.uk

Directions to St George's Hospital

Transport

By car

There are drop off / collection points outside most wings. There is a car park with the entrance on Blackshaw Road. The charges are paid on exit and are currently (at time of printing):

- £2 for the first hour with half-hourly rates after that
- £12 over 4 hours
- £20 over 6 hours (daily rate)

Blue badge holders may park free in:

- Any of the reserved disabled spaces available near the entrances of the hospital wings
- Any white-painted bay on the hospital perimeter road
- The car park (the badge holder must take the ticket and blue badge to the security desk on Grosvenor Wing before they leave the hospital).

By bus

Bus routes 493 and G1 enter the grounds of St George's Hospital. Several other bus routes serve roads within a short walk of the hospital:

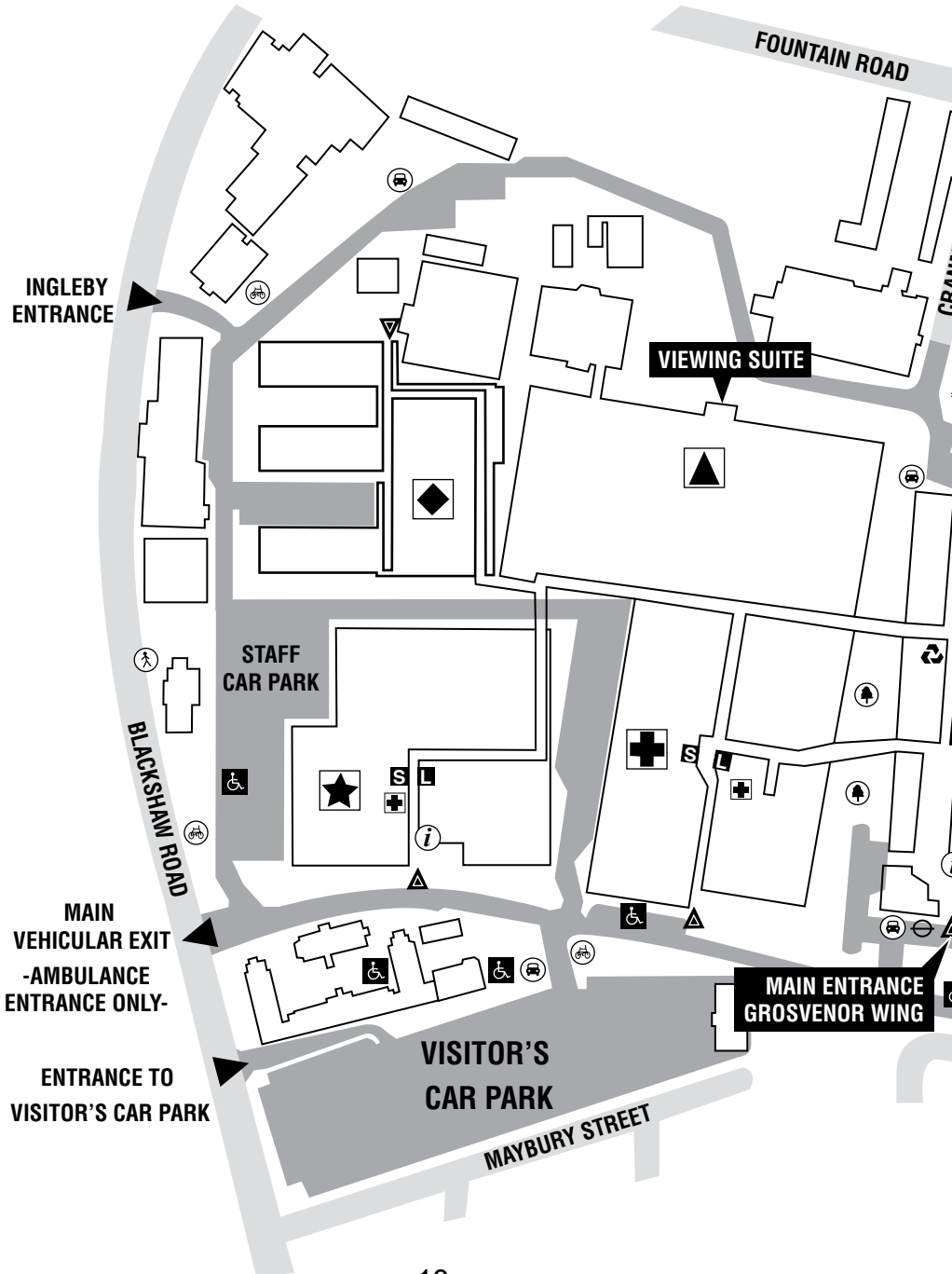
- Routes 44, 270 and N44 stop on Garratt Lane
- Routes 57, 131, 219 and N155 stop on Tooting High Street
- Routes 155, 264 and 280 stop on Blackshaw Road

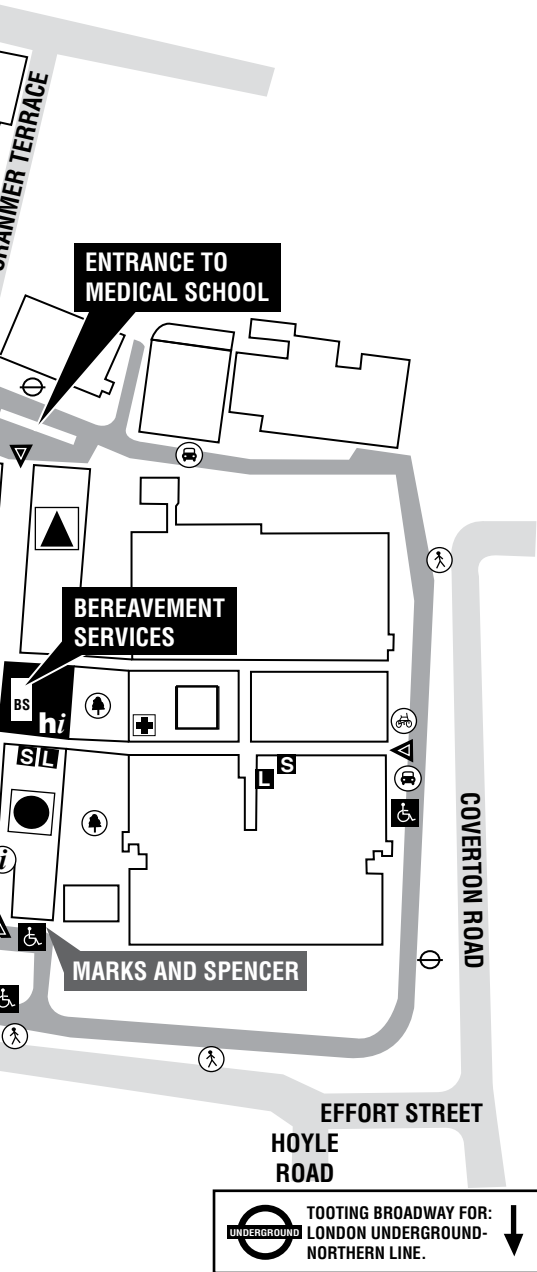
Low-floor, wheelchair accessible buses run on all routes.







By tube








Tooting Broadway underground station on the Northern Line is ten minutes' walk from the main pedestrian entrance on Effort Street.








Location of Bereavement Services





-  ATKINSON MORLEY WING
-  GROSVENOR WING
-  KNIGHTSBRIDGE WING
-  LANESBOROUGH WING
-  MEDICAL SCHOOL
-  ST JAMES WING

-  STAIRS
-  LIFTS
-  ENTRANCE TO WING
-  PHARMACY
-  INFORMATION
-  HEALTH INFORMATION
-  NATWEST BANK / ATM

-  DISABLED PARKING
-  DROP-OFF POINT
-  CYCLE SHELTER
-  PEDESTRIAN ACCESS
-  BUS STOP
-  GARDEN
-  PERIMETER ROAD

Notes

Notes

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Notes

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Reference: St George's University Hospitals NHS Foundation Trust
Bereavement Book
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Publication Date: December 2016

