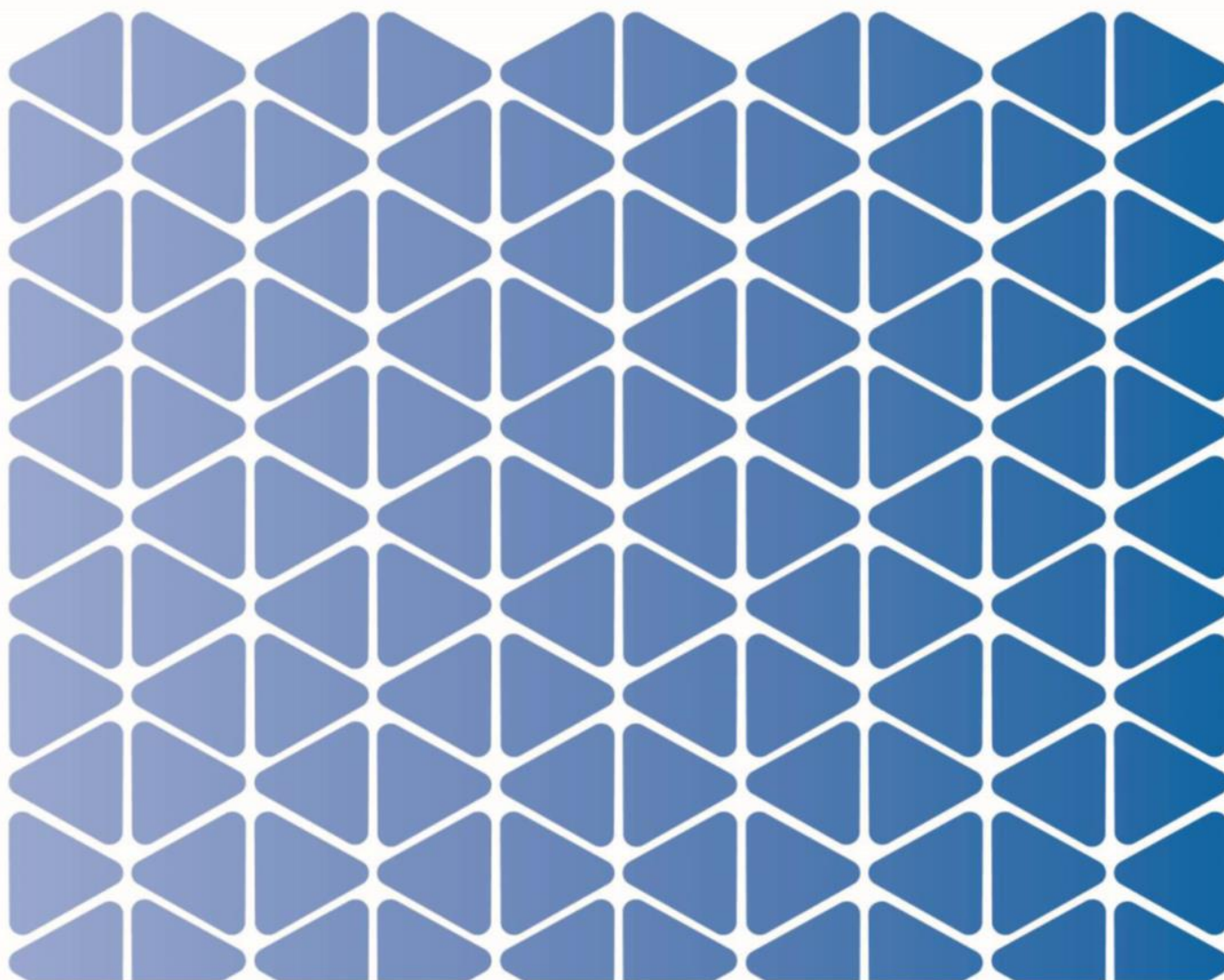




PATIENT INFORMATION

Bereavement Information for Family/or Next of Kin during the current Coronavirus-19 Outbreak



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We would like to extend our sincere condolences to you at this very difficult time. It is with regret that urgent changes have had to be made in response to the COVID 19 pandemic. The following information has been developed to support you through the process following bereavement.

You may not have been able to visit your relative while they were in hospital. We acknowledge that this may have added to the distress you are experiencing.

For the foreseeable future it will not be possible to view the deceased at the Hospital Chapel of Rest. However, advice regarding viewings should be discussed with your chosen Funeral Director.

Bereavement Services

You will need to contact the Hospital Bereavement Team as soon as possible (usually the next working day) on:

Worcester Royal Hospital 01905 760762

Alexandra Hospital 01527 512083

The Bereavement Officer will ask for confirmation about contact details and will provide information regarding the formal and legal process of Death Certification, Registration of Death and when you will be able to start making funeral arrangements.

Bereavement Clinical Nurse Specialist Support

You will be offered a telephone call from our Bereavement Clinical Nurse Specialist Team to offer clinical information, as well as further psychological support and signposting.

Please note a 'number withheld' message may show on your phone when they call.

Arrangements for processing of Medical Certificate of Cause of Death, and the Registration of Death

You will not be required to come to the hospital to collect the Medical Certificate of Cause of Death (MCCD) Certificate, this will be sent directly to the Registrar of Births, Marriages and Deaths by the Hospital Bereavement Services Team.

The Registrar is based at County Hall in Worcester. The Registrar will need to contact you directly to confirm the following information required to formally register the death:-

- The date and place of death
- The deceased last address
- The deceased first name(s) and surname (and maiden name if applicable)

- The deceased date and place of birth
- The deceased occupation and the name and occupation of spouse (if application)
- Whether the deceased was getting a pension or allowance from public funds
- If the deceased was married, the date of birth of the surviving widow or widower

The Registrar will then be able to inform you about the current arrangements in place regarding obtaining the Certificate for Burial or Cremation, and advising about arranging the funeral.

Further Bereavement advice and support

WAHT 24hr emotional support line	0300 303 3544
Bereavement Support South Worcestershire	01905 760934
St Richards Hospice family support team	01905 763963 (ask for GATEWAY team)
Cruse Bereavement Care	01905 22223 0808 808 1677
Child Bereavement UK	0800 0288840
Kemp Hospice Bereavement helpline	01562 756060
Primrose Hospice Family Support Team	01527 871051
Worcestershire Association of Carers	0300124272
Carers UK Support Group, Birmingham	0808 808 7777 0207378 4999
Compassionate Friends	0345 123 2304
Macmillan Cancer Relief	0808 808 0000
Age UK	01905 724294 0800 008 6077
Samaritans (National Call Centre) Worcester	116 123 01905 21121
Terence Higgins Trust	0808 802 1221

Patient Experience

We know that being admitted to hospital can be a difficult and unsettling time for you and your loved ones. If you have any questions or concerns, please do speak with a member of staff on the ward or in the relevant department who will do their best to answer your questions and reassure you.

Feedback

Feedback is really important and useful to us – it can tell us where we are working well and where improvements can be made. There are lots of ways you can share your experience with us including completing our Friends and Family Test – cards are available and can be posted on all wards, departments and clinics at our hospitals. We value your comments and feedback and thank you for taking the time to share this with us.

Patient Advice and Liaison Service (PALS)

If you have any concerns or questions about your care, we advise you to talk with the nurse in charge or the department manager in the first instance as they are best placed to answer any questions or resolve concerns quickly. If the relevant member of staff is unable to help resolve your concern, you can contact the PALS Team. We offer informal help, advice or support about any aspect of hospital services & experiences.

Our PALS team will liaise with the various departments in our hospitals on your behalf, if you feel unable to do so, to resolve your problems and where appropriate refer to outside help.

If you are still unhappy you can contact the Complaints Department, who can investigate your concerns. You can make a complaint orally, electronically or in writing and we can advise and guide you through the complaints procedure.

How to contact PALS:

Telephone Patient Services: 0300 123 1732 or via email at: wah-tr.PET@nhs.net

Opening times:

The PALS telephone lines are open Monday to Thursday from 8.30am to 4.30pm and Friday: 8.30am to 4.00pm. Please be aware that a voicemail service is in use at busy times, but messages will be returned as quickly as possible.

If you are unable to understand this leaflet, please communicate with a member of staff.