

who do I need to tell about the death?

You should inform:

- the GP,
- Inland Revenue / Department for Work and Pensions,
- any employer who is paying a salary or pension,
- anything in the deceased's name. For example; car insurance, gas, electricity, council, mobile phone, credit card,
- bank / building society,
- any services the deceased received. E.g. Meals on Wheels, home help, day centre.

will we be offered emotional support?

Yes, our staff will be in contact in a few weeks to inform you of the services we offer to the bereaved.

what if we need someone to talk to now?

Ring the main Hospice number and ask for the Patient and Family Support team administrator.

is there any bereavement support I can get that is not attached to the Hospice?

Yes. You could contact CRUSE, an organisation that offers bereavement support. Their numbers are: - **0844 330 3701** Hampshire or **01483 565 660** for the Guildford area and Waverley Surrey Heath area. They also have a 'Day by Day' helpline on **0844 477 9400** and a young persons free phone helpline on **0808 808 1677**.

what if we need help with completing paperwork?

Phyllis Tuckwell has a Benefits and Entitlement Advisor. Please ring the main Hospice number and ask for the Patient and Family Support team administrator.

Large print version available on request.

Phyllis Tuckwell Hospice Care
Waverley Lane, Farnham
Surrey GU9 8BL

The Beacon Centre,
Gill Avenue, Guildford,
Surrey GU2 7WW

Phyllis Tuckwell Memorial Hospice Ltd.
Registered Number 1063033. Registered Charity Number 264501.

Tel: 01252 729400

**Email: mail@pth.org.uk
www.pth.org.uk**

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Registering a Death





what happens when someone dies at home?

The deceased's GP should be called to the home to sign the medical certificate.

what if they die at the Hospice?

The nursing staff will arrange for you to come to the Hospice, usually the next day, where you will be given the medical certificate which you will need in order to register the death.

At this time you will be asked which funeral director you have chosen to look after your loved one.

will I be able to see the deceased?

Yes, arrangements can be made for you to see the deceased, usually at the Hospice. However, there are occasions when our staff need to arrange for the deceased to go to a local funeral home (Farnham Funeral Director) until the family have contacted their own funeral director.

If there is an occasion to move the deceased from the Hospice, nursing staff will contact you and you will then be able to visit your loved one there.

how do we register the death?

If the deceased died in Surrey you would need to contact the Registrar at Surrey County Council.

Their telephone number is **0300 200 1002**.

They will offer an appointment for you with your local registrar, in order to register the death.

If the deceased died in Hampshire you would need to contact the Registrar for that area. The telephone number for the Aldershot / Farnborough area is **0300 555 1392**.

You need to register the death within 5 days of the death.

do I need to take anything with me when I register the death?

Yes, the information you will need regarding the deceased are as follows:

- the medical certificate that the Hospice or the GP has given you,
- their name and any former names with usual address,
- date and place of death,
- date and place of birth,
- occupation,
- name, date of birth and occupation of any surviving spouse,
- medical card (if possible),
- National Insurance number (if possible),
- birth and marriage certificates (if possible).

what will the registrar do?

The registrar will give you several forms. There will be a green form to take the funeral director.

They will also give you a '**BD8**' form that you will need to complete and send to the benefits agency. This will ensure that all benefits (e.g. state pension / attendance allowance etc) are stopped from the date of death, or call them on **0345 712 3456 option 2**.

The registrar will also give you a death certificate. It is advisable to buy extra copies of the death certificate.

why?

Most banks / insurance companies will only accept an original death certificate as proof of death.

There is a cost for extra copies. Job Centre Plus can issue verified copies from the original free of charge.

then what?

You need to contact a funeral director (Please see leaflet entitled '[Arranging a Funeral](#)').

what if I have equipment that the deceased was using?

Most equipment will have a label on it telling you where to return it. Helpful contacts:

NHS Wheelchairs

- Surrey: contact **0300 303 8539**
- Hampshire: contact **01256 376485**

All equipment in Hampshire (CEQUIP)

- Contact **01256 476800**

All equipment in Surrey (Millbrook)

- Contact **0845 293 7263**

anything that may need returning?

You need to consider sending back:

- driving license,
- disabled car badge,
- travel season tickets,
- library books,
- club membership cards,
- passports,
- medication to your chemist,
- credit cards.

It is helpful to include a covering letter explaining what has happened.