

Registering a Death during Covid-19

will we be offered emotional support?

Yes, a member of staff from Phyllis Tuckwell will contact you in the next few days to see if there is anything we can do to help. You will also receive a pack of information about our bereavement services in about two months.

what if we need someone to talk to now?

Ring the main Phyllis Tuckwell number Monday-Friday and ask for the Patient & Family Support team administrator or please leave a message.

is there any bereavement support I can get that is not attached to Phyllis Tuckwell?

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, Waverley, and Surrey Heath areas. They also have a 'Day by Day' helpline on **0844 477 9400** and a young persons' free phone helpline on **0808 808 1677**.

You may wish to access the website **www.caringtotheend.org** where you will find information and support.

what if we need help with completing paperwork?

Phyllis Tuckwell has a Welfare Advisor. Please ring the main Phyllis Tuckwell number Monday-Friday and ask for the Patient & Family Support team administrator.

Large print version available on request.

Phyllis Tuckwell
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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how to register a death

what happens when someone dies at home?

The GP will be responsible for providing the medical certificate on cause of death.

what if they die at the Hospice?

The Hospice doctors will complete the medical certificate on cause of death once they have spoken with the Medical Examiner. There is a minimum of three to four working days for the cause of death certificate to be finalised. Our administrators will then send it electronically to the registrar.

what is a Medical Examiner?

The Medical Examiner is a senior doctor working in an acute hospital who ensures that the information contained on the Medical Certificate of Cause of Death is correct. They will also make sure that referrals to the Coroner (if needed) are done in a timely way to avoid any delays.

The Medical Examiner will contact the designated family member by telephone to inform them of the cause of death and answer any questions they may have about the death certificate. The family member will also be asked if they have any concerns regarding their loved one's care during their final illness.

how to register the death

You will need to go onto the website for your local county council and book a telephone appointment to register the death.

www.surreycountycouncil.gov.uk/registration

www.hants.gov.uk/birthsdeathsandceremonies/deaths

Alternatively you can call:

Surrey County Council **0300 200 1002**

Hampshire County Council **0300 555 1392**

NB: If your loved one has died at the Hospice, you must register with Surrey County Council because the Hospice is located in Surrey.

When arranging a telephone registrar's appointment, please allow your GP or the Hospice doctor **a period of at least 24 hours** to complete the medical certificate and send it electronically to the registry office. If the death occurs at the weekend or on a bank holiday, please allow **at least 48 hours** (eg: if your loved one dies on a Saturday morning, the paperwork may not have been completed until the following Monday morning).

what the registrar needs to know

- the date and place of death;
- the deceased's full name and surname (and the maiden surname if the deceased was a woman who had married or formed a civil partnership);
- the deceased's date and place of birth (town and county if born in the UK, and country if born abroad);

- the deceased's occupation and the name and occupation of their spouse or civil partner;
- the deceased's last (usual) address;
- whether the deceased was getting a pension or allowance from public funds;
- if the deceased was married or a civil partner, the date of birth of the surviving widow, widower or civil partner.

what happens if my loved one has been referred to the coroner?

If the death has been referred to the coroner, the coroner will send the paperwork required for the registration directly to the registrar.

what will the registrar do?

The registrar will send the 'green form' (which permits the cremation or burial to go ahead) directly to your chosen funeral director. The registrar will also talk to you about the 'Tell Us Once' service, which simplifies the process for letting various organisations know about the death of your loved one.

what if I have equipment that the deceased was using?

All equipment will have either a label on it or on the accompanying paperwork, 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**