

Registering a Death

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:

Surrey Wheelchair Service
0330 124 8210

Hampshire Wheelchair Service
0333 003 8071

All equipment in Surrey (Millbrook)
0330 124 1247

All equipment in Hampshire (Hampshire Equipment Services)
01256 476800

will I 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 I need someone to talk to now?

Please ring the Patient and Family Support team on **01252 729430**. Alternatively, you can send us an email to **pafs@pth.org.uk**

If you feel you need urgent mental health support and advice, we would urge you to contact your GP, **Mental Health Crisis Helpline 0800 915 4644**, Samaritans **116 123** or text 'SHOUT' to **85258**.

what if I need help with financial or practical matters?

We can offer a range of advice on Bereavement Benefits and can also signpost you to relevant agencies.

Please ring the Patient and Family Support team on **01252 729430** (Monday-Friday). Alternatively, you can send an email to **pafs@pth.org.uk**

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

we're here for...



Caroline - PAFS

January 2025



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 on the In-Patient Unit?

Our 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.

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 online to book an appointment at the registrar's office, please use the one in the area where the person died.

www.surreycc.gov.uk/birth-death-and-ceremonies/death/registration-appointment

www.hants.gov.uk/birthsdeathsandceremonies/death/registeradeath

Alternatively, you can call:

Surrey County Council 0300 200 1002
(9am to 5pm, Monday to Friday, excluding bank holidays).

Hampshire County Council 0300 555 1392
(8:30am to 5pm, Monday to Friday, excluding bank holidays).

Please note, if your loved one has died on our In-Patient Unit, you must register with Surrey County Council because Kings Lodge is in Surrey.

Unless the death has been referred to the coroner, it is a legal requirement to register the death within five days. Please, note, in very busy periods, it may not always be possible to book an appointment within five days. Please don't worry, just book the next available appointment.

what the registrar needs to know

- the person's full name at the time of death
- any names previously used, e.g. maiden name
- the person's date and place of birth
- their last address
- their occupation
- the full name, date of birth and occupation of a surviving or late spouse or civil partner
- whether they were getting a State Pension or any other benefits.

documents you'll get

When you register a death you'll get:

- a Certificate for Burial or Cremation (the 'green form') - gives permission for burial or an application for cremation
- a Certificate of Registration of Death (form BD8) - you may need to fill this in and return it if the person was getting a State Pension or benefits (the form will come with a pre-paid envelope, so you know where to send it).

After registering a death, you can tell all government organisations about the death through the Tell Us Once service. The registrar will give you a number to call.

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.