

Practical help following the death of a relative or friend (North Middlesex University Hospital)



ISF COVER

The staff at North Middlesex University
Hospital would like to offer you our
deepest sympathy at this sad time.

Please be assured of our continuing
support and to that end we have
prepared this booklet to help you.

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The following steps are designed to take you through everything that needs to be done at this very difficult time.

What to do first

Please call the **Bereavement Office on 020 8887 2253** to see when the certificate will be ready. If there is no answer, please leave a message and they will get back to you.

We are open Monday to Friday, 09.00am - 15.30pm. However, you can not collect the Medical Certificate of Cause of Death (MCCD) from this office, as it will be scanned and sent directly to Enfield Registrar's Office.

The Medical Examiner's Office will contact you once the medical certificate is ready, and they will explain the cause of death entered on the death certificate. This will then be sent to the Registrar's Office.

You do not need to attend the hospital to collect this.

Mortuary Department

Viewings are by appointment only during working hours.

If you wish to make an appointment to view, please call the number below during working hours.

Telephone: **020 8887 2253**

However, you may wish to do this at your appointed funeral directors.

Chaplaincy Department

The Chaplain is available to offer pastoral and spiritual support.

Telephone: **020 8887 2724** or **BLEEP 642**

(Ring the main switchboard **020 8887 2000** and ask for **BLEEP 642**)

Bereavement Services

You may need some emotional support during this time and there are local and national Bereavement Services available.

Age UK

www.ageuk.org.uk

Tel: 0800 169 6565

Inquest

www.inquest.org.uk

Tel: 020 7263 1111

Road Peace

www.roadpeace.org

Tel: 0845 4500 355

SANDS

www.sands.org.uk

Tel: 020 7436 5881

Samaritans

www.samaritans.org

Tel: 020 8368 6789 or 116 123

Citizens Advice Bureau

www.citizensadvice.org.uk

Tel: 020 8375 4170

Cruse Bereavement

Email: helpline@cruse.org.uk

www.cruse.org.uk

Tel: 0808 808 1677

The Good Grief Trust

www.thegoodgrieftrust.org

The National Bereavement Partnership

7am - 10pm, 7 days a week.

Tel: 0800 448 0800

Tissue Donation

People who die within a hospital setting can potentially enhance and transform the lives of others through tissue donation. Tissue Donation can occur after death from the mortuary, with the best time for this being within 24 to 48 hours after someone has died. Organ and tissue donation is always completed with the upmost dignity and care and conducted with the same respect attributed to any operation or procedure. Donation does not incur any costs nor does it prevent relatives from saying goodbye or affect funeral arrangements.

If tissue donation is something you would like to consider on behalf of your loved one, please speak to the clinical team, or call the **National Referral Centre for Tissue Services on 0800 432 0559.**

Donation of a body to medical science is a process that must begin before someone dies. The patient must have signed a consent form prior to death. More information, including frequently asked questions, can be found on the Human Tissue Authority website:

www.hta.gov.uk

Registering the death

You will need to make an appointment with Enfield registrar's office to register the death.

This can be done online at www.enfield.gov.uk/services/births-deaths-and-marriages/deaths or by calling Enfield call centre **020 8379 1000 option 5**.

You will need to attend Enfield registrars in person to do the full registration.

Who can register the death?

- A relative of the deceased who was present at the time of death.
- A relative of the deceased who has been visiting the deceased during the last illness.
- A relative of the deceased living in the same local district.
- A person who was present at the time of death.

Information required by the Registrar

1. The date and place of death.
2. The full name of the deceased (and maiden name if possible).
3. The deceased's date and place of birth.
4. The deceased's occupation and, in cases where the deceased is female, the name, address and occupation of her husband.

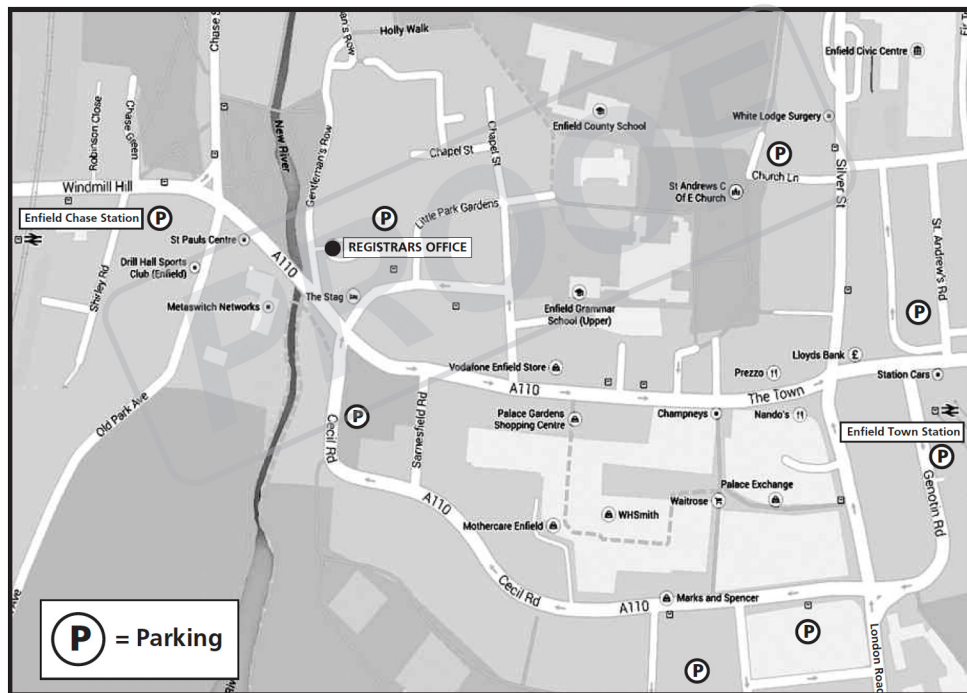
5. The deceased's usual address.
6. Whether the deceased is in receipt of a pension of allowance from public funds.
7. If the deceased was married, the date of birth of the surviving widow or widower.
8. If possible, the deceased's medical card.
9. The name of the funeral director you will be using.

The Registrar will issue these documents

1. Death Certificates, you may need additional copies for bank, pensions and insurance purposes.

There is a charge for each certificate - payment is via debit or credit card.

2. Death Notification (BD8) Form for the Department of Works and Pensions (you will need to fill this form in and send back any pension/benefit books to the DWP).
3. Green Burial/Cremation Form, Issued by the registrars and mailed directly to your Funeral Directors.



Enfield Registration Office

1A Gentleman's Row, Enfield, EN2 6PS
(For sat nav use EN2 6QQ)

Registration is by appointment only.

Appointments can be made by phoning directly on:
020 8379 8525

Or by telephoning the call centre: **020 8379 1000**

Appointments can be booked online by going to www.enfield.gov.uk/services/births-deaths-and-marriages/deaths

The Coroner

Barnet Coroners can be contacted by email at:

enquiries.northlondon@coronersservice.haringey.gov.uk

In some circumstances, the death may need to be reported to the Coroner because of the mode of admission to hospital or to establish a Cause of Death by way of a Post Mortem.

If the Coroner decides it is necessary, the body of the deceased will be taken from the hospital to Haringey Public Mortuary for post mortem examination. **(This is a legal requirement)**

The Coroner's Office will contact the family within 24 - 48 hours to let them know when the Post Mortem will take place, once it has been performed, they will let them know the results.

The Coroners will email any paperwork directly to Enfield registrars.

The family can then make their appointment online to register the death.

People to be informed about the death

Beyond the immediate family and friends, the following checklist will give you a starting point for the individuals and organisations that you may need to contact regarding the death.

- Bank / Building Society / Credit Card Company
- Deceased's Employer
- Department of Work & Pensions (*Pensions, Benefits etc*)
- Driving Licence Centre (*DVLA*)
- Housing Department / Landlord
- Insurance Companies - Life / Home / Car
(*If you are insured to drive the car under the deceased's name, check that you are still legally insured to drive the car*)
- Local District Council / Council Tax Offices
- Local Tax Office / Inland Revenue
- National Savings Certificate / Premium Bonds
- Passport Office
- Royal Mail / Post Office (*redirection of mail*)
- School, College or University attended
- Social Services / Care Agencies / Meals on Wheels
- Solicitor / Accountant / Stockbroker
- Telephone Company / Media Provider
- Utility Companies - Electricity / Gas / Water
- Trade Union
- TV Licensing Authority

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