



HANNAGE BROOK MEDICAL CENTRE

www.hannagebrook.co.uk

Tel: 01629 822434



BEREAVEMENT

Help, Advice & Support

May we offer our sympathy to you, your family and friends during this very sad time, following the death of your loved one.

In the early days of bereavement there may be lots of questions you want to ask. There are many decisions and arrangements to make in a short space of time, which can be difficult, and we hope that you will find the enclosed information helpful during the next few days.

This booklet is designed to provide practical advice. It gives guidance on who can help and where further information can be found, as well as explaining procedures such as registering a death.

The Death Certificate

The Death Certificate is an official copy of the entry in the death register. You will need copies of the Death Certificate to deal with the deceased's will, any pension claims, insurance policies, savings accounts, etc. (photocopies will not usually be accepted). You can buy a copy of the Death Certificate from the Registrar. It may be worth asking for two copies or more when you are registering the death, as they are more expensive if you request them later. The Registrar will advise you of how many copies you might need and the cost involved.

If someone dies in the community, i.e. at home or in a Nursing Home, the deceased's GP will issue the Medical Certificate (of cause of death) directly to the family. Should this be the case, the next of kin should contact the Surgery in the first instance to verify that the Certificate has been completed and make arrangements for its collection.

Registering The Death

The Town Hall, Matlock 01629 582870	1.30 – 4.30 pm. Mon, Wed, & Fri.
Town Hall, Ashbourne 01335 300575	1.30 – 4.00 p.m. Friday

Appointments must be made at both

A death can be registered by any of the following (in order of preference):-

- A relative of the deceased who was present at time of death
- A relative of the deceased who was present during the illness
- A relative of the deceased
- A person present at the death

- A person responsible for the funeral arrangements, but this does not mean the funeral director. It must be the relative, friend or legal representative who instructs the funeral director.

When you register a death, you will need to take the following documents with you: **the Medical Certificate of Cause of Death**

If possible also take:

- The deceased's medical card
- The deceased's birth and marriage certificate
- Details of the deceased's pension from public funds, e.g. Civil Service or HM Forces. If you are unable to find the items above, do not worry, the Registrar will still be able to register the death.

You will also need to tell the Registrar:

- The date and place of death
- The deceased's last address
- The deceased's first names and surname (and maiden name where appropriate)
- The deceased's date and place of birth
- The deceased's occupation (former occupation if retired)
- If the deceased was married, the date of birth of the surviving widow/widower and, if possible, their full name and occupation.

The Registrar will give you:

- A certificate for burial or cremation (the 'Green Form'). This gives permission for the body to be buried, or for an application for cremation to be made. You should give this to the funeral director as soon as possible so that the funeral can be held.
- A certificate of Registration of Death – a white form for social security (Benefits Agency) purposes, usually referred to as a BD8.

If the death was investigated by the Coroner you may have been given a Coroners Order for Burial (Form 101) or a Coroners Certificate for Cremation (Form E). Either form supersedes Registrars 'Green Form' and should be given to the funeral director.

Arranging The Funeral

You can contact a funeral director of your choice as soon as you wish, so that they can start to make arrangements on your behalf. You can do this even before the Medical Certificate of Cause of Death has been issued.

It is often a good idea to contact a director who is close to where the deceased lived, or someone who has been recommended to you. Consider asking relatives or a close friend to help you make the funeral arrangements as this can be a very difficult time.

Most funeral directors are available 7 days a week, and they may visit you at home, if desired, to go through arrangements.

As costs vary, it is a good idea to contact more than one funeral director and obtain estimates.

Once you have chosen your funeral director, they will:

- Take care of the deceased
- Deal with all the paperwork involved
- Make service arrangements with the church, cemetery or crematorium (or both)

If you wish to pay your last respects to the deceased, your funeral director will be pleased to offer this service for you.

The Coroner's Office

<u>Chesterfield</u> 69 Saltergate, Chesterfield S40 1JS Tel: 01246 201391	<u>Opening Hours:</u> Mon -Thurs 9am – 4pm Friday 9am – 3.30pm Closed 12.45pm-1.30pm
<u>Derby</u> St. Katherines House, Mansfield Road, Derby DE1 3TQ Tel: 01332 613014	<u>Opening Hours:</u> Mon–Thurs 9am–4pm Friday 8.30am - 3.30pm

If someone dies suddenly or unexpectedly, the Coroner must investigate the cause. This is necessary under law and is not anything to worry about. For example, some medical conditions and diseases, such as those caused by working conditions, must be reported to the Coroner and will usually be investigated. If the death occurs in hospital, a doctor from the hospital will notify the Coroner of the death.

In these circumstances you should still contact a funeral director straight away but you should tell them that the death has been referred to the Coroner.

If the death is to be investigated by the Coroner, a post mortem examination may be necessary to find out the exact cause of death. The consent of the relatives or carers is not needed for the Coroner to carry out a post mortem.

Other Things To Be Done

There are many other practical things that may need to be done when someone dies. These can include:

- Returning the deceased's passport and driving licence
- Returning pension or allowance books
- Sending back registration documents for a car
- Returning library books
- Returning any NHS equipment

There are also a number of people to inform, including:

- Local Social Services Department if the deceased was receiving home help services, meals on wheels, day care.
- Council tax/housing benefit office and Inland Revenue
- GP's Surgery – as may not be aware
- Hospital outpatient appointment services
- Social Security Office, if the deceased received benefits – particularly if they were paid into a bank account
- Any employer or trade union

- Car insurance company
- Local housing, if the deceased lived in a council house
- Gas, electricity and telephone company
- Bank/Building Society

You will need to look through the deceased’s property and possessions to put their affairs in order.

Practical Advice

If you think you will find it difficult to cope financially after someone’s death, either for a short time while the Will is being dealt with, or in the long term, you will need practical advice.

You may find it helpful to read the leaflet D49 – ‘What to do after a death in England and Wales’, which is enclosed, but also available from your local Social Security Office, Help desks at hospitals, the A & E Department and the Coroner’s Office.

Ask to talk to someone at your local Social Security office or at the Citizen’s Advice Bureau. They will be able to answer your questions and deal with any worries.

Useful Telephone Numbers

Citizens Advice 10 am- 3 pm Mon. – Fri. (Also available at Hannage Brook Medical Centre)	0844 3752712 01629 823721
Coroner’s Office – Chesterfield	01246 201391
Coroner’s Office – Derby	01332 613014
Pension Services	0845 6060265
Probate Services (freephone)	0800 6126105
Registrar Births, Deaths, Marriages	
Matlock	01629 582870
Ashbourne	01335 300575
Social Security Information	0845 6060265
War Pension Helpline	0800 1692277

Support and Comfort. Who can help?

At times you may need more than practical support and advice. You may want to talk to someone who has been through a similar experience or someone who is outside your family who can offer a sympathetic ear. There are a number of organizations that can offer comfort and support:

Age Concern	Chesterfield Derby	01246 273333 01332 343232 0808 8001234
Child Death Helpline (Freephone)		0800 282986
Compassionate Friends (bereaved parents)		0845 1232304
Cot Death Helpline		0808 8026868
Cruse – Bereavement Helpline		01246 550080
Derwent Rural Counselling Service		01629 812710
Lesbian & Gay Bereavement Helpline		0207 8373337
MacMillan Cancer Support MacMillan Cancer Information Centre		0808 8080000 01332 786008
National Association of Widows		0247 6634848
Natural Death Centre (Advice on 'green', Cheaper and DIY funerals)		01962 712690
Road Peace Helpline (for those who have suffered injury or bereavement in a road crash)		0845 4500355
Stillbirth & Neonatal Death Society		0207 4365881
The Samaritans		0845 7909090

TAKING CARE OF YOURSELF

It is important that you take care of yourself following a bereavement. One of the most helpful things is to talk about the person who has died and your relationship with them. Who you talk to will depend on you. It may be your family, friends, a faith/spiritual advisor, your GP or a support organization.

Do	Don't
Talk to other people about the person who has died, about your memories and your feelings	Isolate yourself
Look after yourself. Eat properly and try to get enough rest (even if you can't sleep)	Keep your emotions bottled up
Give yourself time and permission to grieve	Think you are weak for needing help
Seek help and support if you feel you need it. Tell people what you need.	Feel guilty if you are struggling to cope
	Turn to drugs or alcohol – the relief will only be temporary