



## Our Vision

To provide every patient  
with the care we want  
for those we love the most



**Norfolk and Norwich  
University Hospitals**  
NHS Foundation Trust



# Bereavement information and temporary arrangements during covid-19

## Introduction

Many different staff will have been involved in the care of your relative or friend while they were a patient at the Norfolk and Norwich University Hospital. On behalf of all of them we wish to express our condolences, sympathy and concern for you at this time. We know this can be a difficult and distressing time and we hope that the following information will offer you guidance in making immediate arrangements. It describes the important tasks such as registering the death.

## Immediate Arrangements

The practical things to do following a death are contacting the Funeral Director and the Hospital Bereavement Office.

## The Funeral Director

There is no need to wait until you have registered the death before contacting the Funeral Director and you will find they will be able to guide you in making the funeral arrangements and offer general advice.

## Bereavement Team

A 'Medical Certificate of Cause of Death' is a legal document which must be completed by the doctor's team who looked after your loved one. A bereavement advisor will telephone you when this has been written and sent to County Hall and provide contact details for registering the death.

## Registrars

To keep you safe during the coronavirus outbreak, you will not be able to register the death in person. Temporary arrangements have been put in place so that you can register the death via a telephone appointment and enable the funeral to go ahead without unnecessary delays.

They will ask how many death certificates you require and these currently cost £11.00 each. You will be able to purchase these over the phone and the certificates will be sent by post from the registration service.

A green form will be sent electronically to your chosen funeral director. This is free of charge and is official proof that you have registered the death and that the funeral can take place.

## Deaths referred to HM Coroner

By law, if the doctor is not able to issue a death certificate, (for example, if someone dies suddenly or unexpectedly in hospital or following an accident or other unnatural event), they are legally required to inform the Coroner. The Coroner is a lawyer working with a team of Officers to investigate unnatural, unexpected or sudden deaths. The Coroner will decide whether the doctor can issue the Medical Certificate of Cause of Death, or whether a Post Mortem examination or Inquest is required.

As part of this process, one of the Officers may need to talk to you about the circumstances leading up to your relative's death and give you the opportunity to ask questions or raise any concerns.

## Bereavement Support Line

Support, Comfort and Listening

Until you are in this situation, there is no way to tell how you will cope when a loved one dies. It is the hardest of times, talking about it with others and sharing what is on your mind can help. Our bereavement support line offers support, comfort and listening, please leave your name and contact details on our answerphone and we will ring you back

01603 287083

## Family Messages email

For those who have not had the opportunity to say what they would like to their loved ones, messages, cards or pictures can be sent by email to our mortuary team. Messages will be printed, placed in an envelope and placed with the patient on their journey. Please email to [FamilyMessages@nnuh.nhs.uk](mailto:FamilyMessages@nnuh.nhs.uk)

## Useful contact details

Bereavement Advisors	01603 287165 / 287166 / 289440 / 287465
Hospital Switchboard	01603 286286
Chaplaincy Services	01603 287470
Mortuary	01603 287192
Registration Service	0344 800 8020
Coroner's Office (secretary)	01603 774773

Further information is available on the electronic version of the hospital's bereavement booklet.

*Thank you.*

