

# WHAT TO DO WHEN YOUR LOVED ONE DIES

1

**Take a moment.**  
**Be with your loved one.**  
**You can take time.**  
**There is no rush.**

2

When you are ready, **ring** the **District Nurses** to let them know that your loved one has died.

They will be helpful and supportive.



3

The death will need to be **formally verified**. The District Nurse may be able to do this. If not, when you are ready:

- if between 9am-5pm Monday to Friday ring the GP practice
- if outside of these hours call 111. Make sure you say that this is an expected death. Someone nominated by 111 will come to verify.



4

**You may need to wait for some hours until verification has been done.**

Do contact **family and friends** while you are waiting, for sharing and support. Keep paperwork and medicines in the house until the verification is done.

5

**Once verification has taken place the funeral director can be contacted.**

All have a 24hour number. They will be helpful and supportive.

They will organise to come to the house to collect your loved one.



6

Nominate a family or friend to receive contact from professionals. The **Medical Examiner Service** will be first to contact after the GP, between the hours of 9am to 5pm. The service will have received relevant medical notes from the GP. The Medical Examiner will ring, to share the suggested cause of death and to check if there are any questions or concerns, before approving the Medical Certificate of Cause of Death.



7

Once the cause of death has been approved, the Medical Examiner will send the **Medical Certificate of Cause of Death** to the local **Registry Office** electronically. The office will then contact the nominated individual to make an appointment to register the death. Steps 6/7 can be very quick if speed is needed for religious reasons. If any complexity e.g. Coroner required, the GP will help with next steps.

If you have any difficulty making contact with anyone, or need to talk anything through, do call the **Saint Francis Hospice advice line 01708 758643** press **option 2**.

For any queries regarding the Cause of Death please contact  
**Medical Examiners Office** at BHRUT on: **01708 43 5000 Ext: 3307**  
**Queen Hospital: 01708 504343 • King George Hospital: 0208 970 8277**  
**Email: BHRUT.medicalexamineroffice@nhs.net**

