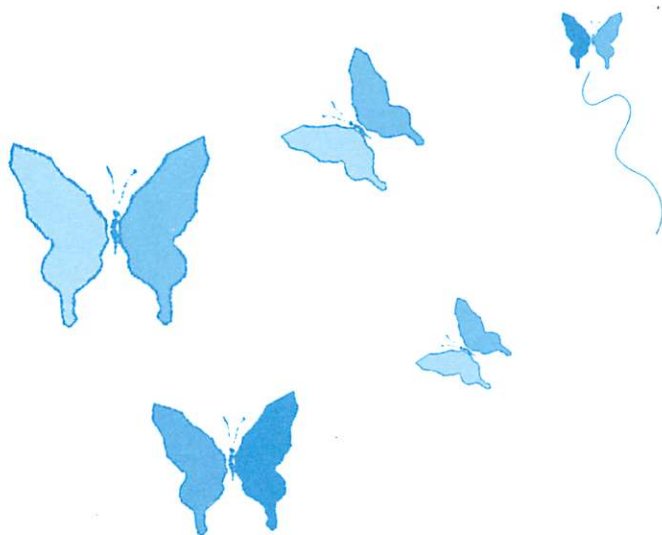


# ***Help For You Following A Bereavement***



**Whipps Cross University Hospital**

Whipps Cross Road  
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## **Introduction: the first few days after the death**

There is no normal or right way to feel following bereavement, and most people experience a whole range of emotions.

The information in this booklet is designed to try and make the early days as easy as possible. Take all the time you need and do not hesitate to ask any member of staff if you need further assistance or information.

The hospital Chaplaincy has a multi-faith team and are on call 24 hours. The Chaplaincy direct line is **020 8535 6988**, with an answerphone out of hours. The Chaplains can be very helpful in providing support at this very difficult time and can be approached whether or not you have a faith.

The hospital also has a bereavement counselling team available to help. If you feel you would benefit from some counselling support, please discuss this with your GP. He/she will then make a referral to our Service on your behalf. If you would like to know more about the Service first, please do not hesitate to call us on 020 8539 5592.

## **What needs to be done**

The next-of-kin needs to make an appointment with staff of the Margaret Centre to collect the medical certificate of the cause of death, and to collect any personal belongings. It would be helpful to indicate prior to the appointment whether you intend to arrange a cremation or burial, as different paperwork is required.

The Chapel, Prayer and Quiet Area 'The Retreat' is on the first floor by junction 5 of the main corridor.

## Registering the death

**It is a legal requirement for a death to be registered within five days.** Arrangements for a funeral cannot be completed until the death has been registered. In most circumstances this is straightforward and the basic details are given below. In special situations, additional procedures are involved and these are explained later.

### Where?

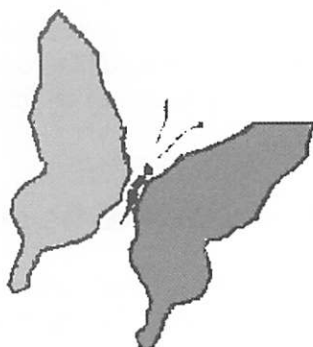
A person's death must always be registered in the district where they have died.

The address of the  
Register Office is:

106 Grove Road  
Walthamstow  
London  
E17 9BY

Tel: 020 8496 2716

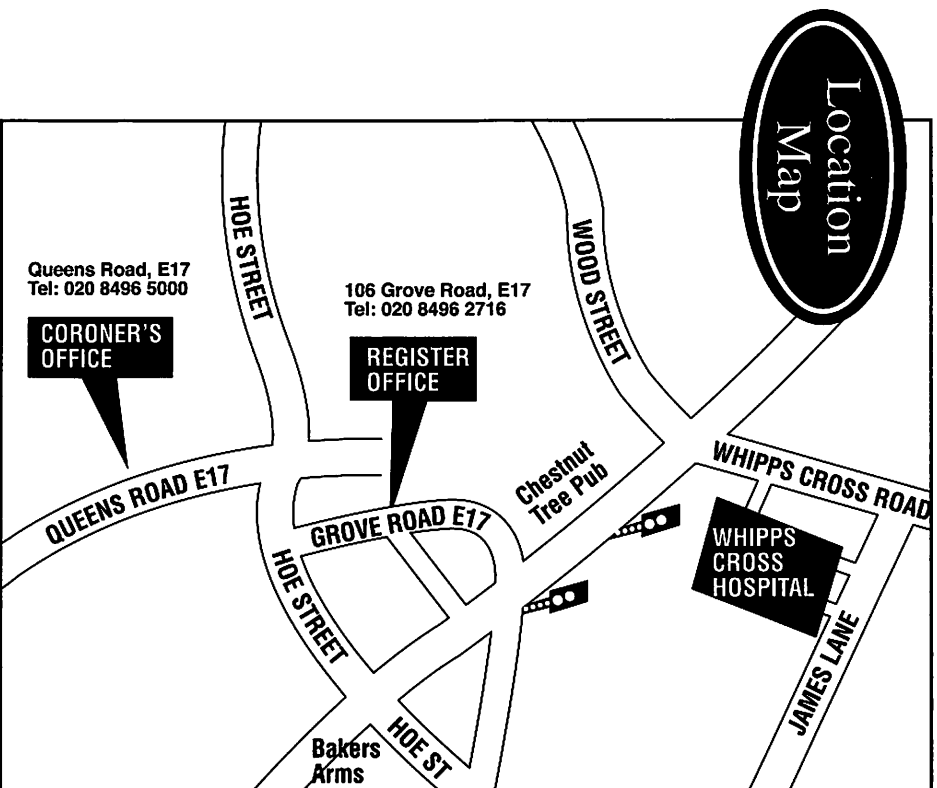
Mon/Tue 9:00am - 4:00pm  
Wed - Fri 9:00am - 12:30pm  
and 2:00pm - 4:00pm  
Saturday by appointment



If you experience any problems regarding the above arrangements, please telephone:-

Mrs. C. Dorrell, the Death Registration Manager on:-

020 8535 6628 between 10:00am and 4:00pm Monday to Friday



## **Who?**

It is usual for a relative to register a death, but if this is not possible, then arrangements would need to be discussed with the Registrar. It may be helpful for a relative or friend to accompany you, as this can be an upsetting experience.

## **What you will need**

To register a death, you will need the following information:

1. The certificate of the cause of death. This is given to you by the staff of the Margaret Centre.
2. The person's full name, home address, date and place of birth and occupation.
3. Whether the person had a pension or allowance from public funds.
4. If the person was married, the date of birth of the surviving widow or widower.

## **What the Registrar will give you**

You will be given a certificate for burial or cremation. This is what you need to give the funeral director before (s)he can make the final arrangements. The registration and issue of this form is free. A certified copy of the death certificate is also available, for which there is a charge. You will need this for insurance and banking purposes and if you are arranging a funeral abroad.

You will also be given a BD8 or 344 form for the Benefits Agency.

# **SPECIAL SITUATIONS**

## **The Coroner**

Coroners are independent judicial officers who inquire into deaths which appear to be violent, unnatural, or of sudden and unknown cause. When doctors are unable to issue a death certificate they are obliged to inform the Coroner. The consent of the next-of-kin is not required for a coroner's postmortem, but the next-of-kin are entitled to be represented at the examination by a doctor of their choice.

**Coroner's Office 020 8496 5000**

## **Burial abroad**

If the person is to be buried out of England (this includes Scotland, Wales, Northern Ireland and Eire), the funeral director will be able to help you arrange this. When you register the death, you will need to buy at least two of the certified copies of the death certificate (some consulates and embassies require more). You give these to the funeral director who will then obtain an 'Out of England Certificate'.

## Arranging a funeral

Unless there are religious or cultural reasons for holding a funeral quickly, there is no need to hurry. You can take all the time you need to make sure that the funeral is arranged in a way that will be special to you.

## Choosing a funeral director

Towards the back of this booklet you will find a list of local funeral directors.

The funeral director will need the certificate of burial or cremation which the Registrar gave you before any arrangements can be made. S/he will contact the hospital and arrange to bring your loved one to the 'Chapel of Rest'.

## What kind of funeral?

You can choose a cremation or burial. If you choose a cremation, it will be your choice what to do with the ashes. They can be buried or scattered either at a crematorium or a place special to you. If you choose a burial, this may be possible at your local church, or else at a cemetery. It is also possible to opt for a shared grave, which will be much cheaper. Your loved one will then be buried in an individual coffin, but in a grave with several other people. In this case it may not be possible to erect a headstone, but some cemeteries allow a small stone to be placed on the grave.

You can ask the funeral director for the kind of funeral that will be most meaningful to you. It can either be a religious or non-religious service.

The hospital has a multi-faith Chaplaincy, members of whom are willing to offer support and advice. They can be contacted directly: **020 8535 6988** (Direct line with answer phone) **24 hour emergency service** via switchboard **020 8539 5522**.



## Funeral costs

You may be entitled to help with funeral costs if you receive certain benefits, help and advice can be gained from any Benefits Agency or Citizens Advice Bureau.

Help would cover the cost of a simple funeral but you cannot claim for the cost of a private burial plot or a memorial headstone.

You can claim on form SF200, which is available from the funeral director or the Benefits Agency.

## Useful Contacts

Bereavement Counselling Service	- 020 8539 5592
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Waltham Forest Macmillan Nurses	- 020 8535 6714
Redbridge Macmillan Nurses	- 020 8491 3390

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Samaritans	- 0845 790 9090
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Citizens Advice Bureau:	Leytonstone	- 020 8988 9620
	Ilford	- 020 8514 1314
	Loughton	- 020 8502 0031
	South Woodford	- 020 8502 9194

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Department of Spiritual & Religious Care	
Whipps Cross University Hospital NHS Trust	- 020 8535 6988

## Disclaimer

The Trust cannot recommend any particular funeral director

## This image shows a single sheet of white paper with horizontal ruling lines. The lines are evenly spaced and run across the width of the page. There are no margins, text, or other markings on the paper.

[illegible]

## Notes

## This image shows a full page of a handwriting practice worksheet. It features ten evenly spaced, horizontal dashed lines across the entire width of the page, providing a guide for letter height and placement. The background is plain white, and there are no other markings or text present.



# In your loss...

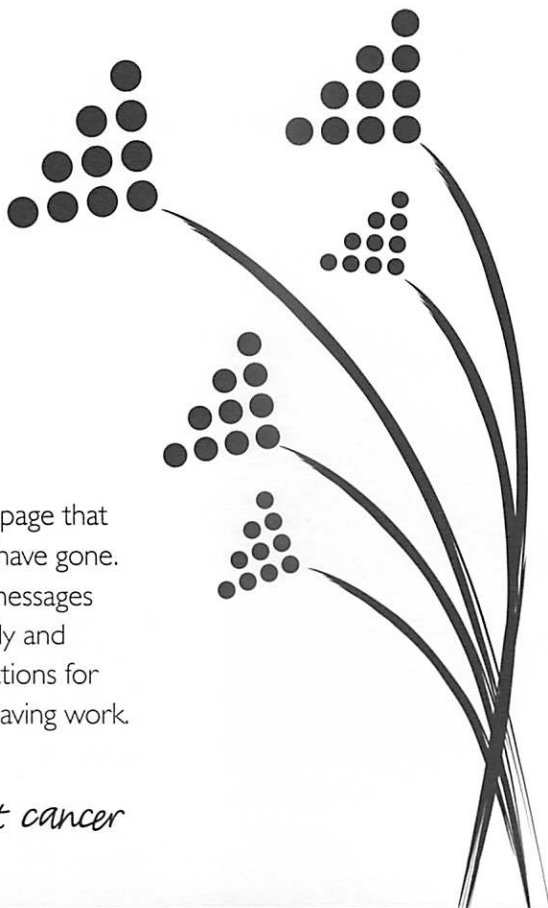
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Hainault, Essex  
IG6 3JP

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**020 8559 2858**

4 Rex Parade  
Snakes Lane East  
Woodford Green  
Essex, IG8 7HU

**Hackney Branch**  
**020 7490 5090**

99 Murray Grove  
Hackney  
London  
N1 7QP

