

Bereavement

Help, advice and support

Information for families and carers following bereavement



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Introduction

You have been given this leaflet because you have experienced the death of someone close to you. We are very sorry for your loss and would like to offer our condolences; we know that this may be a very difficult and distressing time for you, your family and your friends.

This booklet will help you understand what to do and what to expect when someone has died. It also looks at some of the emotions you may have and tells you about the support that can be helpful. This booklet also includes information about how to comment on the care your relative/friend received and what happens when a death is looked into by the coroner. The processes surrounding providing feedback, asking questions and raising concerns about the care provided are also explained in this booklet.

The "crooked spire" of the medieval church Saint Mary and All Saints in Chesterfield, UK



Bereavement

There is no right or wrong way to feel after the death of a relative or friend. When someone you care about dies, even if it was expected, it is often hard to take in. You may feel shocked or numb and that everything is unreal. You may respond to things in an unusual way and feel lost or disorientated.

There are many decisions and arrangements to make in a short space of time and this can be difficult. It is important to do what feels right for you. Don't feel you have to do anything straight away or rush to get on with things.

In the early days of bereavement there may be lots of questions you want to ask. This booklet may help answer some of them. Our hospital staff are always willing to talk through any worries with you. Please get in touch if you need help.

Contacting us

The Bereavement Service can be contacted for practical help & advice on 01246 512711. Opening Hours Monday to Friday 8am - 4pm

Please note: the bereavement office does not open on bank holidays or at the weekend. The Bereavement service does not provide support for deaths that occurred in the Emergency Department (ED) staff in that department can be contacted on 01246 513777

Hospital Chaplaincy

The Hospital Chaplain is available to offer care and support to bereaved relatives and friends. This care is offered irrespective of the individual's religion or belief. The Chaplains are available during normal office hours to provide you with support.

The Chaplaincy Service can be contacted on 01246277271 extension 3398.

Feelings and emotions

The death of someone close can be extremely upsetting and stressful and may leave you with an overwhelming feeling of sadness and loss. Grief is a natural and very normal process, which can result in a whole range of emotions, including anger, guilt, loneliness,



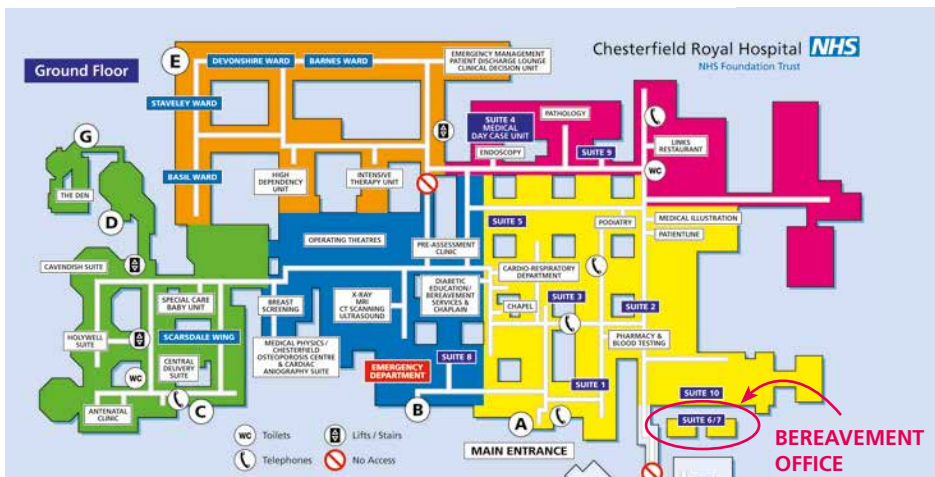
fear, shock and also physical symptoms such as feeling sick, difficulty sleeping and poor concentration.

Some people describe feeling shocked and even frightened by the strength of their feelings, while others say they feel numb and are finding it really hard to believe what has happened. Some people find it difficult to sleep – sometimes there may be dreams about your relative or friend and you may feel restless and unable to relax and it is very common to feel exhausted and tired.

There is no right or wrong way to feel, your feelings may change each day or even each hour. One day you may feel you are coping well and the next day you may feel really upset. It is completely normal to have ups and downs like this and you will need to take things day by day.

While the first few days and weeks can often be the most difficult the feelings described here are ones you may feel straight away, some weeks or months afterwards, or both. Some may last a short time, while others go on for longer. Talking to someone may help, often this may be a relative or friend but you could also speak to a religious or spiritual leader or your family doctor (GP).

As time passes most people come to a period when they are able to remember their relative or friend and talk about them without feeling overwhelmed. You will usually start to enjoy things again, and feel more comfortable about things like going back to work and joining in with social activities. Things might continue to be difficult from time to time this is quite usual but tends to happen less and less as times goes on.



Sometimes it is very difficult following bereavement and some people are still struggling with their feelings many months afterwards and while there is not a set time or way to grieve, it is important that you talk to your GP about how you are feeling. They will support you to get the right help this may be from other healthcare professionals, counsellors or support groups.

Alternatively, there may be other local or voluntary organisations that provide counselling support that you would prefer to access. Some examples of organisations that may be able to help you are included at the back of this booklet.

Telling People about the death

You will need to tell other people about your relative's or friend's death. This can be very difficult; you may get upset and be unsure of who to tell and what to say.

You may want to tell people yourself, however, this could be very emotional and stressful, so don't feel this is something you have to do. You might want to contact a few key people and ask them to let other people know. It might also be helpful to think about what you are going to say and write it down before you contact people. There is no right or wrong way to tell people, but it might help to start the sentence with a phrase similar to "I'm so sorry to tell you but I have sad news".

Practical information

A staff member from the Bereavement service will be in contact with you as soon as possible the next working day after the death has occurred; they will provide the single point of contact for obtaining any property and valuables as well as the Medical Certificate of the Cause of Death (if one is to be issued) and guide you through the processes required. The Bereavement Service is not open at the weekend or on bank holidays so sometimes it can be a few days before contact is made, though the team will try to make contact on the next working day.

We will provide you with information about bereavement support services and practical advice about the things you may need to do following bereavement. The Gov.uk website www.gov.uk/after-a-death also provides practical information on what to do following a death.

Collecting the Medical Certificate

If there is no need for a Coroner's investigation (see section: The Coroner's Office) the hospital will give you a Medical Certificate of Cause of Death. This states how the





death happened. This is not the official Death Certificate and you will still need to register the death.

The staff at the Bereavement Office will liaise with the doctors; to try to ensure completion of the certificate as soon as possible. This will usually be within the next two working days, unless the death occurred overnight, over a weekend or bank holiday when it may take a little longer.

If you have any concerns about the length of time this is taking, please telephone the Bereavement Service to discuss when the certificate is likely to be ready for you to collect. You can contact them by telephone between 8am and 4pm (weekdays) on 01246 512711.

Please note: where the death occurred in the Emergency Department (ED) the medical certificate is collected and issued in ED, they can be contacted on 01246 513777

The Medical Certificate of the Cause of Death will be given to you in a sealed envelope, addressed to the registrar. You are entitled to see the certificate. If you would like to do this, ask the registrar to show it to you when you go to register the death.

Should it be necessary for the doctor to refer the death to the Coroner, the Bereavement Officer will contact you and advise you of the next steps. A referral to the Coroner does not automatically mean a post-mortem will be performed; often there is only a minimal delay.

Collecting personal belongings

Personal belongings are usually collected at the same time as you collect the medical certificate. You will also need to collect any valuables or money that we have taken for safekeeping. The bereavement officer will arrange this for you.

Registering the death

Deaths at Chesterfield Royal Hospital are often registered at the Registrar's office in Chesterfield. The registration of a death is a legal requirement and must be done within five working days of a person's death. The office uses an appointment system and you will either need to telephone them to book an appointment or if you wish the bereavement officer can book this for you while you are at the hospital.

Chesterfield Register Office, Town Hall, Chesterfield, S40 1LP
Telephone number: 01629 533110 or 01629 533111

If it is difficult for you to attend the Register Office in Chesterfield then it is possible for you to attend a local Register Office in the area nearest to you. In such a case, you will need to complete a death registration by declaration. This is a simple process that your local Register Office will guide you through. However, this will involve a short delay in the process as the documents which would normally be given to you by the Registrar will need to be posted to you. It would be impossible to list all Register Offices in the UK here, but if you struggle to locate your local office the Bereavement Office team will be able to help you further.



A death can be registered by any one of the following:

1. Wife / Husband / Civil Partner / Parent
2. Son / Daughter
3. Son-in-Law / Daughter-in-Law
4. Brother / Sister
5. Niece / Nephew
6. Grandson / Granddaughter
7. Other relative (where no one closer can attend)
8. Person deemed to have responsibility for caring for the deceased.

The person who is registering the death should also be one of the below:

- Next of Kin
- Present at the death
- The person dealing with the funeral arrangements.

When you visit the Registrar

Please take with you:

- The Medical Certificate of Cause of Death (collected from the Bereavement Office)
- The person's medical card (if possible)
- You may find it helpful to bring the deceased's birth certificate and marriage certificate with you (if possible).

N.B. If the death is referred to and kept by the Coroner, please disregard the above documents list as the Coroner will advise you directly.

Details you will need to know:

- The date and place of death
- The deceased's last (usual) address
- The deceased's full name (first and all middle names) and surname (and the maiden name if applicable)
- The deceased's date and place of birth
- The deceased's occupation and, where appropriate, the full name and occupation of their husband/wife
- If the deceased was married, or in a civil partnership, the date of birth of the surviving partner.

The Registrar will provide you with a Certificate for Burial or Cremation (known as a 'Green Form') unless the Coroner has already given you an order for burial or a certificate of cremation.

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 your family member/friends will, any pension claims, insurance policies savings accounts etc. Copies of the Death Certificate can be obtained from the Registrar on payment of the appropriate fee. It may be worth asking for two copies or more when you are registering the death, as they may be more expensive if you request them later. The Registrar's Office will be able to advise you about this or any other related matter.

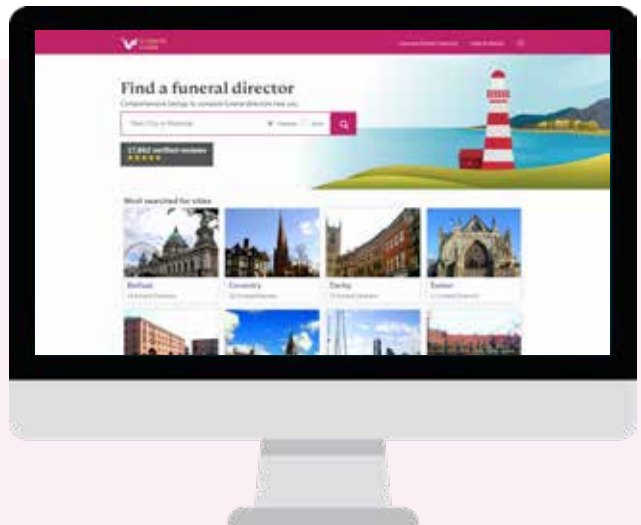
The Coroner's Office

If someone dies suddenly, unexpectedly or the cause of death is not clear, the hospital doctor will report this to the Coroner. There are also specific circumstances when the hospital doctor is required by law to report the death to the Coroner. This is not usually anything to be concerned about, for example some medical conditions and diseases, such as those caused by working conditions must be reported to the coroner and are usually investigated.



**We are here
to help the
bereaved**

www.funeralguide.co.uk



www.funeralguide.co.uk



The Coroner is an independent judicial office holder, appointed and paid by the relevant local authority. The Coroner is a lawyer (sometimes also a doctor) who has a legal responsibility for establishing the time, date, place, and cause of death, also any circumstances that may have contributed to the death.

When a death is investigated by the Coroner, a post mortem examination may be needed to find out the exact cause of death. Consent to do this from relatives or carers is not necessary.

Whilst the Bereavement Office staff will be able to provide you with information relating to the hospital's procedures following the death of a patient it is not possible for them to influence any processes where the offices of the Coroner are involved.

The Coroner's Officer is available Monday to Friday during office hours and can be contacted on 01629 533405.

Hospital (consented) post mortem

Sometimes, a hospital doctor may ask permission to carry out a post-mortem to further understand the cause of death. In doing so this can help with the future diagnosis and treatment of other patients. A hospital post-mortem differs from a Coroner's post-mortem in that permission can be refused. The doctor will ask permission from the person who had the closest relationship with the deceased and will be able to answer any questions that they may have.

The doctor will issue a Medical Certificate of Cause of Death in the normal way irrespective of your decision. The Bereavement Office team will be able to help and advise should a hospital post-mortem be requested.

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. However, please do not book a firm date for the funeral until the death has been registered.

Once you have registered the death, the Registrar will issue a Green Form. You will need to take this to your chosen funeral director to finalise your arrangements.

It is often a good idea to contact a funeral director who was close to where your relative/friend lived or someone who has been recommended to you. Making funeral arrangements can be emotionally difficult and you might want to consider asking a friend or relative to help you. Most funeral directors are available seven days a week and, if you wish they will visit you at home to go through the arrangements.

You may wish to ask your Religious Minister, Priest, Pastoral or Spiritual leader about conducting the service and his/her availability. Alternatively, your funeral director can arrange this for you or, a non-religious service can be planned.

Once you have chosen your funeral director, they will:

- Take care of your relative/friend
- Deal with all the paperwork involved
- Make service arrangements with the church, cemetery, crematorium or other venue





Making arrangements to see the person that has died

If you wish to see your relative/friend you can contact the funeral director, who will be able to offer this service.

However, if you would like to see your relative/friend while they are still in the hospital speak with a member of the ward staff or the Bereavement Service, who may be able to arrange an appointment for you to attend one of the viewing rooms in our mortuary.

The Funeral Service

The funeral director will arrange for a minister of religion to conduct the funeral service. Non-religious funerals can also be arranged. It is a good idea to check if your relative/friend has left any special requests for the funeral in their will (if one has been made).

If you or your relative/friend have any specific religious or non-religious specific needs let your funeral director know.

Paying for the Funeral

A funeral is usually expensive. Before any arrangements can be made, you will need to check how the funeral will be paid for. Your relative/friend may have contributed to a scheme to pay for their funeral. They may have savings or a specific policy. Check through papers and look for life insurance policies, a pre-paid funeral plan or details of pension schemes or personal pensions.

If you receive Income Support, Pension Credit, Council Tax Benefit, Housing Benefit or some other form of DWP benefit, you may be able to apply for help towards the cost of the funeral. You will need to complete form SF200, Help when someone dies, which can be obtained from your local DWP office or Citizens advice bureau, alternatively you can phone 0800 7310469 (option 2) to claim by phone.

The personal representative/executor

If your relative/friend has made a Will, it usually names a relative or family friend as the personal representative or executor. This means that they will deal with any property, debts, insurance policies etc. A solicitor will often help with the arrangements.

If there is no Will, then you will need to get advice from the Probate Register, a solicitor or the Citizens Advice Bureau.

Other things to be done

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

- Returning passport and driving licence
- Returning pension or allowance books
- Sending back car registration documents

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

- Local social services (if was receiving care from them i.e. carers, day care)
- DWP tell us once (The registrar's office will give you details of this service that is able to notify several local and national government agencies including HMRC, DWP, DVLA, Passport office and the local council)
- Any employer or trade union
- Car insurance and other insurance companies
- Bank or building society
- Gas, electricity and phone company

Understanding what happened

As a family member, partner, friend or carer of someone who has died while in the care of the Chesterfield Royal Hospital you may have comments, questions or concerns about the care and treatment they received. You may also want to find out more information about the reasons for their death. The staff who were involved in treating your relative/friend should be able to answer your initial questions. However, please do not worry if you are not ready to ask these questions straight away, or if you think of questions later – you will still have the opportunity to raise these with us (the trust) when you are ready through your named contact at the trust (see above).



It is also important for us to know if you do not understand any of the information we provide. Please tell us if we need to explain things more fully.

We know that the death of a relative/friend is traumatic for families. This can be even more so when concerns have been raised, or when a family is involved in an investigation process. Some families have found that counselling or having someone else to talk to can be very beneficial. You may want to discuss this with your GP, who can refer you to local support. Alternatively, there may be other local or voluntary organisations that provide counselling support that you would prefer to access. Some examples of organisations that may be able to help you are included later in this leaflet.

Reviews of deaths in our care

Case note reviews (or case record reviews) are carried out in different circumstances. Firstly, case note reviews are routinely carried out in NHS trusts on a proportion of all their deaths to learn, develop and improve healthcare, as well as when a problem in care may be suspected.

A clinician (usually a doctor), who was not directly involved in the care your relative/friend received, will look carefully at their case notes. They will look at each aspect of their care and how well it was provided. When a routine review finds any issues with a patient's care, we contact their family to discuss this further.



Secondly, we also carry out case note reviews when a significant concern is raised with us about the care we provided to a patient. We consider a 'significant concern' to mean:

- (a) Any concerns raised by the family that cannot be answered at the time; or
- (b) Anything that is not answered to the family's satisfaction or which does not reassure them.

This may happen when a death is sudden, unexpected, untoward or accidental. When a significant concern has been raised, we will undertake a case note review for your relative/friend and share our findings with you.

Aside from case note reviews, there are specific processes and procedures that trusts need to follow if your relative/friend had a learning disability, is a child, died in a maternity setting or as a result of a mental health related homicide. If this is the case, we will provide you with the relevant details on these processes.

Investigations

In a small percentage of cases, there may be concerns that the death could be related to a patient safety incident. A patient safety incident is any unintended or unexpected incident, which could have, or did, lead to harm for one or more patients receiving healthcare.

Where there is a concern that a patient safety incident may have contributed to a patient's death, a safety investigation will be undertaken. The purpose of a safety investigation is to find out what happened and why. This is to identify any potential learning and to reduce the risk of something similar happening to any other patients in the future.

If an investigation is to be held, we will inform you and explain the process to you. We will also ask you about how, and when, you would like to be involved. We will explain how we will include you in setting the terms of reference (the topics that will be looked at) for the investigation. Investigations may be carried out internally or by external investigators, depending on the circumstances.

In some cases, an investigation may involve more care providers than just Chesterfield Royal Hospital. For example, your relative/friend may have received care from several organisations (that have raised potential concern). In these circumstances, this will be explained to you, and you will be told which organisation is acting as the lead investigator.

You will be kept up to date on the progress of the investigation and be invited to contribute. This includes commenting on the draft investigation reports before they are





signed off. Your comments should be incorporated in the report. After the report has been signed off, the trust will make arrangements to meet you to further discuss the findings of the investigation.

You may find it helpful to get independent advice about taking part in investigations and other options open to you. Some people will also benefit from having an independent advocate to accompany them to meetings, etc. Please see details of independent organisations that may be able to help, later in this leaflet. You are welcome to bring a friend, relative or advocate with you to any meetings.

Where the death of a patient is associated with an unexpected or unintended incident during a patient's care, staff must follow the Duty of Candour Regulation/Policy. The charity AvMA (Action Against Medical Accidents) has produced information for families on Duty of Candour which is endorsed by the Care Quality Commission.

Providing feedback, raising concerns and/or making a complaint

Providing feedback: We want to hear your thoughts about your relative/friend's care. Receiving feedback from families helps us to understand (i) the things we are doing right and need to continue; and (ii) the things we need to improve.



Raising concerns: It is very important to us that you feel able to ask any questions or raise any concerns regarding the care your relative/friend received. In the first instance, the team that cared for your relative/friend should be able to respond to these. However, if you would prefer to speak to someone who was not directly involved in your relative/friend's care, our Patient Advice and Liaison Service (PALS) team will be able to help.

Making a complaint: We will do our best to respond to any questions or concerns that you have. Additionally you can raise concerns as a complaint, at any point. If you do this we will ensure that we respond, in an accessible format (followed by a response in writing where appropriate to your needs), to the issues you have raised. The NHS Complaints Regulations state a complaint must be made within 12 months of the incident happening or within 12 months of you realising you have something to complain about. However, if you have a reason for not complaining to us sooner we will review your complaint and decide whether it would still be possible to fairly and reasonably investigate. If we decide not to investigate in these circumstances, you can contact the Parliamentary and Health Service Ombudsman (PHSO).

Please note you do not have to wait until an investigation is complete before you complain – both processes can be carried out at the same time. For example, a complaint can trigger an investigation if it brings to light problems in the care that were not previously



known about. However, if both the complaint and investigation are looking at similar issues, we may not be able to respond to the complaint until the associated investigation is complete.

If you are not happy with the response to a complaint, you have the right to refer the case to the Parliamentary and Health Service Ombudsman. PHSO has produced 'My expectations for raising concerns and complaints for users of health services'. It sets out what you should expect from the complaints process <https://www.ombudsman.org.uk/publications/my-expectations-raising-concerns-and-complaints>

Independent information, advice and advocacy

If you raise any concerns about the treatment we gave your relative/friend, we will provide you with information and support; and do our best to answer the questions you have. However, we understand that it can be very helpful for you to have independent advice. We have included details below of where you can find independent specialist advice to support an investigation into your concerns. These organisations can also help ensure that medical or legal terms are explained to you.

Some of the independent organisations may be able to find you an 'advocate' if you need support when attending meetings. They may also direct you to other advocacy organisations that have more experience of working with certain groups of people, such as people with learning disabilities, mental health issues, or other specialist needs.

The list below does not include every organisation but the ones listed should either be able to help you themselves, or refer you to other specialist organisations best suited to addressing your needs.

In addition all local authorities (councils) should provide an independent health complaints advocacy service, which is independent of the trust, that people can access free of charge. If you would like to use this service, please contact them on 01332 623732 enquiries@derbyshireindependentcommunityadvocacy.org.uk

We may also be able to provide you with details of other organisations and services that provide local support, and if relevant, we would be happy to talk these through with you

Helpful organisations

You may wish to seek help and support from any of the groups and organisations which are detailed below:

Local organisations

- Citizens Advice Bureau 0300 456 8437 01246 209164 – www.chesterfieldcab.co.uk/
- Cruse Bereavement Support Line 01246 550080 – derbyshire@cruse.org.uk
www.cruse.org.uk – 0808 808 1677 Offers free confidential support for adults and children when someone dies, by telephone, email or face-to-face.
- Samaritans 116 123 – www.samaritans.org – 01246 270000
www.samaritans.org/branches/chesterfield-samaritans
- Chesterfield Borough Council 01246 345345 – www.chesterfield.gov.uk

National organisations

- **Action against Medical Accidents ('AvMA')**: An independent national charity that specialises in advising people who have been affected by lapses in patient safety ('medical accidents'). It offers free advice on NHS investigations; complaints; inquests; health professional regulation and legal action regarding clinical negligence. Most advice is provided via its helpline or in writing but individual 'advocacy' may also be arranged. It can also refer to other specialist sources of advice, support and advocacy or specialist solicitors where appropriate. www.avma.org.uk – 0845 123 23 45.
- **Advocacy after Fatal Domestic Abuse**: Specialises in guiding families through Inquiries including domestic homicide reviews and mental health reviews, and assists with and represent on Inquests, Independent Police Complaints Commission (IPCC) inquiries and other reviews. www.aafda.org.uk - 07768 386 922.
- **Child Bereavement UK**: Supports families and educates professionals when a baby or child of any age dies or is dying, or when a child or young person (up to age 25) is facing bereavement. This includes supporting adults to support a bereaved child or young person. All support is free, confidential, has no time limit, and includes face to face sessions and booked telephone support.
www.childbereavementuk.org – 0800 028 8840.
- **Child Death Helpline**: Provides a freephone helpline for anyone affected by a child's death, from pre-birth to the death of an adult child, however recently or long ago and whatever the circumstances of the death and uses a translation service to support those for whom English is not a first language. Volunteers who staff the helpline are all bereaved parents, although supported and trained by professionals.
www.childdeathhelpline.org.uk – 0800 282 986/0808 800 6017.



- **Hundred Families:** Offers support, information and practical advice for families bereaved by people with mental health problems, including information on health service investigations. www.hundredfamilies.org
- **Inheritance Tax & Probate** (for wills & estates) 0300 123 1072 Offers information and advice on probate and Inheritance Tax following a death. www.gov.uk/wills-probateinheritance, www.gov.uk/government/organisations/hm-revenue-customs/contact/probate-and-inheritance-tax-enquiries
- **INQUEST:** Provides free and independent advice to bereaved families on investigations, inquests and other legal processes following a death in custody and detention. This includes deaths in mental health settings. Further information is available on its website including a link to 'The INQUEST Handbook: A Guide For Bereaved Families, Friends and Advisors'. www.inquest.org.uk – 020 726 3111 option 1.
- **National Survivor User Network:** Is developing a network of mental health service users and survivors to strengthen user voice and campaign for improvements. It also has a useful page of links to user groups and organisations that offer counselling and support. www.nsun.org.uk
- **Patients Association:** Provides advice, support and guidance to family members with a national helpline providing specialist information, advice and signposting. This does not include medical or legal advice. It can also help you make a complaint to the CQC. www.patients-association.org.uk - 020 8423 8999.



- **Road Peace** Supporting bereaved and injured through road accidents.
www.roadpeace.org – 0845 4500 355
- **Respond:** Supports people with learning disabilities and their families and supporters to lessen the effect of trauma and abuse, through psychotherapy, advocacy and campaigning. www.respond.org
- **Sands (Stillbirth and Neonatal Death Society):** Supports those affected by the death of a baby before, during and shortly after birth, providing a bereavement support helpline, a network of support groups, an online forum and message board.
www.sands.org.uk – 0808 164 3332. (Chesterfield branch 07432 387725
<http://chesterfieldsands.co.uk/about-chesterfield-sands/>)
- **Support after Murder & Manslaughter (SAMM)** is a registered charity offering support to those bereaved by the murder or manslaughter (homicide) of a family member or close friend. 0845 872 3440 – www.samm.org.uk
- **Survivors of Bereavement by Suicide (SOBS)** 0300 1115065 – www.uksobs.org
- **Support Line** For children, young people & adults 01708 765600
www.supportline.org.uk
- **Support after Suicide Partnership:** Provides helpful resources for those bereaved by suicide and signposting to local support groups and organisations.
www.supportaftersuicide.org.uk
- **WAY Widowed & Young:** Self-help support for men and women under 50 whose partner or spouse has died. www.widowedandyoung.org.uk

Other organisations that may be of help:

- **Clinical commissioning groups (CCGs)**
Clinical commissioning groups pay for and monitor services provided by NHS Trusts. Complaints can be made to the relevant CCG instead of us, if you prefer. Please ask us for contact details of the relevant CCG(s) or visit www.england.nhs.uk/ccg-details
- **Parliamentary and Health Service Ombudsman (PHSO)**
The PHSO make final decisions on complaints that have not been resolved by the NHS in England and UK government departments. They share findings from their casework to help parliament scrutinise public service providers. They also share their findings more widely to help drive improvements in public services and complaint



handling. If you are not satisfied with the response to a complaint, you can ask the PHSO to investigate. www.ombudsman.org.uk - 0345 015 4033

- **Care Quality Commission (CQC)**

The CQC is the independent regulator for health and adult social care in England. The CQC is interested in general intelligence on the quality of services, but please note that they do not investigate or resolve individual complaints. Feedback can be reported on the 'My Experience' page of their website. Visit: www.cqc.org.uk

- **Nursing and Midwifery Council (NMC)**

The NMC is the nursing and midwifery regulator for England, Wales, Scotland and Northern Ireland. It has introduced a new public support service that puts patients, families and the public at the centre of their work. The service is already providing support and a full service will be up and running by autumn 2018. More information can be found within the 'concerns about nurses or midwives' section on its website: www.nmc.org.uk

- **General Medical Council (GMC)**

The GMC maintains the official register of medical practitioners within the UK. Its statutory purpose is to protect, promote and maintain the health and safety of the public. It controls entry to the register, and suspends or removes members when necessary. Its website includes 'guides for patients and the public', which will help you decide which organisation is best placed to help you. More information can be found within the 'concerns' section of its website www.gmc-uk.org





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Guide

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