



Royal Papworth Hospital
NHS Foundation Trust

What happens now?

Information on
making arrangements
following a death

Bereavement Services

Useful telephone numbers and addresses

Bereavement Care Service Office

is there to help you sort out practical issues after bereavement. **Tel: 01223 217537**

Parking (for relatives with an appointment) should be available in the main hospital car park. A free exit ticket will be supplied at your appointment. Please report to the main reception desk at your appointment time.

The Registrar of Deaths

Register Office
Castle Lodge
Shire Hall
Cambridge
CB3 0AP

Tel: 0345 045 1363

Mon to Fri 10:00 – 15:30 by appointment only

Bereavement Care Follow-up

is available to give support and practical advice.

Tel: 01223 256076

CRUSE Bereavement Care

Tel: 01223 302662

It often helps to share feelings and problems connected with your loss. CRUSE is a national registered charity with local branches. Please ring now or at any time in the future. Use the phone number above.

Cambridge University Hospitals NHS Foundation Trust
Cambridge Biomedical Campus
Hills Road
Cambridge CB2 0QQ
United Kingdom

Telephone

+44 (0)1223 245151

Web

www.cuh.org.uk

Making arrangements following a death

There is nothing you have to do immediately after your bereavement. You can get in touch with a funeral director once you feel able to discuss the details of the funeral but we will look after

until your funeral director has made the necessary arrangements.

Please make an initial contact with the Bereavement Care Service Office by **telephoning 01223 217537 after 09:30 hrs on the next working day** (excluding weekends and bank holidays).

This telephone line can be busy; if we are unable to answer please ensure that you leave a clear message with your contact details. We will call you back to arrange an appointment as soon as the relevant documents are ready. This process normally takes 48 hours to complete and maybe longer if the coroner is involved.

The Bereavement Care Service Office is situated in Addenbrooke's Hospital. At your appointment the Bereavement Care staff will hand over the Medical Certificate of Cause of Death and any belongings. They will be pleased to answer any questions you may have about the process of registration.

If you or any members of your family wish to see your loved one in the Chapel of Rest, please mention this to the Bereavement Care

Service Office staff when you are making your appointment, and they will arrange this for you.

Appointments are usually arranged from 9:30hrs – 15:30hrs Monday to Friday (except Bank Holidays). **Please do not come to the hospital without arranging an appointment first.**

Sometimes the doctor will need to consult the coroner before the Medical Certificate of Cause of Death can be issued. This is quite routine and no cause for alarm, although you should tell your funeral director if the coroner is involved.

The death has to be registered in Cambridgeshire. An appointment will be made for you to do this at the Registrar's Office in Addenbrooke's Hospital when you make an appointment with the Bereavement Care Service Office. They will inform you if this is not possible and you will then need to contact the registrar directly using the number on the back of this leaflet.

When you have registered the death, the registrar will give you a green form to be taken to your funeral director. You will also be issued with the Death Certificate(s) for which there is a small charge.

If you are uncertain about what to do, or if you are worried and upset and want someone to talk to at any time of the day or night just ring the hospital and ask for the nurse in charge on the number below.

Instructions for nursing staff to complete this form

In order to personalise this form, please add in the following information to the boxes:

First Box (1)

Write in patient's name.

Second Box (2)

Add in the date of **next** working day. Remember to avoid Saturday, Sunday and Bank Holidays.

Third Box (3)

Insert your ward name and direct dial telephone number.

Give this personalised leaflet to the relatives together with the *After Bereavement* booklet.