

Organisations and departments who can help and support you.

Alongside your family and friends, your GP and health/social worker, schools and faith organisations can all offer you the support and comfort you may need at this time, but you may feel that you need extra support from another organisation. Below is a list of people you may be able to get that help and support from.

Useful contact numbers

Cruse Bereavement Care - support group for all bereaved people. Tel: 0808 808 1677 (National) Tel: 01344 411919 (Thames Valley Berkshire) www.cruse.org.uk

Daisy's Dream - support service for bereaved children in the Berkshire area. Tel: 0118 934 2604 www.daisysdream.org.uk

Sudden Death Association - for relatives and friends of people who have died suddenly
Tel: 0118 988 9797 www.suddendeath.org

Winston's wish - Information for bereaved children. Tel: 0808 020 021 www.winstonswish.org

Widowed and young - for anyone who's lost a partner before their 51st birthday
Tel: 0300 201 0051 www.widowedandyoung.org.uk

Loss foundation - provides cancer bereavement support
Tel: 0300 200 4112 www.thelossfoundation.org

Citizens Advice
Minster Street, Reading RG1 2JB Tel: 0344 411 1306

2nd floor Broadway House, 48 The Broadway, Newbury
RG14 1BA, Tel: 0300 2225941

•Waterfield House, Denmark St, Wokingham RG40 2YF,
Tel: 0300 3311 89

The Samaritans, 59a Cholmeley Road,
Reading RG1 3NB

Opening Times

University Medical Practice

Monday to Friday 8am to 6.30pm
Monday to Thursday Evenings until 8.00pm

Whitley Villa Surgery

Monday to Friday 8am to 5pm (Closed between 12pm and 1pm)

WELCOME TO UNIVERSITY MEDICAL GROUP

University of Reading Medical Practice
9 Northcourt Avenue, Reading RG2 7HE
Tel: 0118 9874551

&

Whitley Villa Surgery
1 Christchurch Road, Reading, RG2 7AB
Tel: 0118 9874551

www.readinguniversitymedicalpractice.nhs.uk

INFORMATION AND GUIDANCE FOLLOWING YOUR BEREAVEMENT



We wish to offer our sincere sympathy to you, your family and friends in your bereavement.

In most cases, the death certificate stating the cause of death will be emailed directly to the Registrar by the Surgery. We will endeavour to get this done within 48 working hours, although this may take longer during busy periods, after weekends and bank holidays and following long public holidays. If the death has to be referred to the Coroner for further investigation there may be a delay in completing the certificate.

What you need to do

The Surgery will contact you when the death certificate (Medical Certificate of Cause of Death) has been emailed to the Registrar. You, or a nominated informant, will not be able to make an appointment to register the death until this has been completed.

You can contact your chosen funeral directors while you are waiting for completion of the death certificate, but we advise that you do not set a date for the funeral until you know the certificate has been completed.

Involvement of the Medical Examiner's system

Medical Examiners are being introduced to all NHS hospitals in England and Wales. The Medical Examiner is an independent doctor working at the hospital. They are there to ensure that the information that is written on the death certificate is correct and that any referrals that need to go to the Coroner are done so in a timely fashion to avoid any delays. They will scrutinise the clinical notes and meet with the attending General Practitioner to discuss the deceased's care and the cause of death.

You should expect a call from the Medical Examiner in the coming days. They will help you understand the cause of death which will be written on the death certificate. You will then have a chance to ask the Medical Examiner any questions you may have regarding the care of the deceased or their last illness. The Medical Examiner may not be able to answer all your questions but will give you all the information needed to be able to do so.

The Coroner

There are certain circumstances when the doctor has to refer the death to the Coroner before they are able to write the death certificate. This may cause a delay in issuing the certificate. The Coroner may have to arrange a Coroner's post-mortem examination if a cause of death has not been established by the treating doctor. You will be told if this is happening. For any questions regarding a post-mortem please contact the Coroner's office directly.

If the post-mortem shows that death was due to natural causes, the Coroner will issue a notification to the Registrar, known as the Pink Form (Form 100B) which gives the cause of death so that the death can be registered.

If the deceased is to be cremated, the Coroner will give your chosen funeral director a certificate for cremation.

If there is to be an inquest, an interim certificate of fact of death can be issued by the Coroner. The Coroner will give you further information if this decision is made.

The Coroner's office can be contacted on 0118 937 2300, Monday-Friday 7.30am-3.30pm, excluding public holidays. Out of working hours or if the Coroner's office is unable to take your call, please leave a short message regarding who you are calling about and a contact number and someone will get back to you.

For Coroner post-mortem results please contact the Coroner's office.