



When someone dies

A practical guide for family
and friends

Please contact the bereavement service, ideally after **10am** the next working day. Our dedicated team will discuss how we can best help you through this difficult time.

So that we can make necessary preparations for you, please do not come directly to the bereavement service at the hospital without contacting us by telephone first.

| Barnet Hospital bereavement service | Royal Free Hospital bereavement service |
|---|--|
| <p>Service hours: Monday to Friday, 8am-4pm</p> <p>Switchboard: 020 8216 4600</p> <p>Direct dial: 020 8216 4819 or 020 8216 4701</p> <p>Please note that the Barnet Hospital bereavement service also provides support for families of patients who die at Chase Farm Hospital.</p> | <p>Service hours: Monday to Friday, 8am-4pm</p> <p>Switchboard: 020 7794 0500 ext 33343 or 38712</p> <p>Direct dial: 020 7830 2863</p> |

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Introduction

We offer our deepest condolences to you, your family and friends following the death of your relative or friend. We are committed to providing you with an effective, compassionate and sensitive service.

When someone dies there are many things to do which you may not be familiar with, often at a time of great personal distress. This guide provides practical information about what to do first, how to register the death, and how to arrange a funeral. It also explains who you should inform about the death and where you can get more information and support. This guide also introduces you to recognising the reactions and feelings that you, your family and friends may be experiencing and how you can get support to help you cope.

The death of a loved one and the subsequent grief is a very individual experience and each person responds in their own way. There are many specialist organisations listed at the end of this guide that you may find useful.

Immediately after a death

When a death occurs in one of our hospitals you may be present or a member of the ward staff will contact the patient's first point of contact. If you wish, you, your family and friends can come to hospital and spend time with your loved one if it is safe to do so.

At this time you can also request to see a hospital chaplain. The chaplaincy and spiritual care service offers multi-faith or non-faith specific support for all. A member of staff on the ward where your relative or friend has died can contact the service for you. Alternatively, you can contact the service directly by using the contact details below:

Barnet Hospital: 020 8216 4355

Royal Free Hospital: 020 7830 2742

Email: rf.chaplaincy@nhs.net

The person who has died will remain in the safe care of our dedicated staff at the hospital where they died, unless we advise you otherwise.

If someone dies at Chase Farm Hospital they will be transferred to our dedicated facility at Barnet Hospital, but only once you have been notified and have had an opportunity to spend time with them on the ward where they died. All subsequent procedures and communication will be completed by the bereavement service at Barnet Hospital.

Spending time with the person who has died

If you are unable to attend or do not wish to attend the hospital when you are informed of your friend or relative's death, you can either arrange to spend time with them at the funeral directors, or in exceptional circumstances, we can arrange an appointment for you to spend time with the person who died in the hospital viewing rooms. You can arrange this with our team on:

Barnet Hospital: 020 8216 4716

Royal Free Hospital: 020 7830 2863 or
020 7794 0500 extension 36671 or 38712

We can facilitate viewings Monday to Friday from 9am to 3pm while they remain with us at the hospital. Please note that we are unable to offer a viewing outside of these hours at either of our hospital sites.

We recognise that for some people, faith and culture are very important, and we will always do our best to support you and your family in upholding your beliefs and traditions. If there are specific practices that you need us to help you with, please let the nurses and doctors caring for the person who has died know as soon as possible. Please also inform the bereavement service as soon as you can so that our staff can work with you to ensure that your individual needs are addressed to the best of our ability.

While we aim to offer the most compassionate service to families who wish to spend time in our viewing rooms with the person who died, please understand that funeral directors are better equipped and can offer the best possible experience. We suggest that you wait to see your loved one once they have been transferred to your chosen funeral director.

Property and valuables

If you are present on the ward or attend the ward soon after your loved one has died, you will be given all of the property they had with them in the hospital and will be asked to sign the patient property book confirming that you have collected it. Please take the time to check you have collected all the items listed on the patient property book and make a note/tell someone if there are certain items still with the person who has died.

If you do not collect these personal effects from the ward, you will be able to collect any valuable items such as money and jewellery from the cashier's office and non-valuable items such as clothing from the bereavement office.

| Barnet Hospital cashiers office | Chase Farm Hospital cashiers office | Royal Free Hospital cashiers office |
|---|---|---|
| Barnet Hospital, level 3 Open 10am-12.30pm and 1-2.45pm | Chase Farm Hospital, ground floor Open 9.30am-4.50pm | Royal Free Hospital, lower ground floor Open 9.30am-4.50pm |

Registering the death

It is a requirement that the death be registered at the register office for births, deaths and marriages in the borough where the person died and this should be completed within five days of the date of death. The death must be registered so that a funeral can take place. To do this, the doctors caring for the person who died will need to establish the cause of death. In most cases, this will be clear, and the doctors will be able to issue a Medical Certificate of Cause of Death (MCCD). The bereavement service will oversee this process and arrange for the MCCD to be ready for collection by the point of contact for the person who has died.

Please understand that establishing a clear and accurate cause of death and issuing the MCCD can take time. Please do not attend the hospital to collect the MCCD without calling the bereavement service first. This is to ensure that the MCCD is ready and an appointment can be made to collect it.

When you contact the bereavement service, a member of the team will be able to advise you about contacting the local registrar's office to make an appointment with them to register the death. Once you have collected the MCCD from the hospital you can register the death and then make funeral arrangements.

The designated register office for births, deaths and marriages for our hospitals are:

| For deaths at Barnet Hospital | For deaths at Chase Farm Hospital | For deaths at Royal Free Hospital |
|--|--|--|
| <p>Register office Hendon Town Hall The Burroughs London NW4 4BG</p> <p>Hours: 8.30am-5pm, Monday to Friday 9am-4pm, Saturday 9am-1pm, Sunday</p> <p>Tel: 020 8359 6400</p> <p>Online booking for an appointment: www.barnet.gov.uk/births-deaths-and-marriages</p> | <p>Register office 1 Gentleman's Row Enfield EN2 6PT</p> <p>Hours: 9am-5pm, Monday-Friday</p> <p>Tel: 020 8379 1000</p> <p>Appointments are available Monday to Friday.</p> <p>If, for religious reasons, you need a same day burial notice on a weekend or bank holiday call 020 8379 1000.</p> | <p>Register office Crowndale Centre 218 Eversholt Street Kings Cross London NW1 1BD</p> <p>Hours: 9am-4.30pm, Monday to Friday 9am-12.30pm, Saturday</p> <p>Tel: 020 7974 4444 (select option 6)</p> <p>Appointments available for Saturdays upon request</p> <p>Online booking for an appointment: www.camden.gov.uk/register-a-death</p> |

If you are unable to register the death at the register office local to the hospital where your relative or friend has died, you will need to contact a register office in another district or borough to arrange to register the death by declaration. **Please note that registering by declaration at another register office may delay the funeral by 7 to 10 working days while documentation is prepared and issued.**

To register the death, you will need:

- The Medical Certificate of Cause of Death (MCCD)
- The full name, home address, date and place of birth, and occupation of the person who died
- The full name, home address and occupation of the person registering the death
- The date of birth of the surviving spouse or civil partner (if applicable)

The Registrar will issue:

- A certified copy of the MCCD for a fee of £11 each. You can purchase as many copies of this as you need.
- A certificate for burial or cremation (commonly known as the 'green form'). You must keep this safe and hand this to your chosen funeral director as soon as possible so they can complete the funeral arrangements. A burial or cremation cannot take place without this form being issued. The funeral director will need to bring this with them when they come to collect your relative or friend from the hospital.
- A Certificate for Registration of Death form (BD8 form). If the person who died was receiving any benefits or a state pension, you can use this form to ensure that those payments are adjusted.
- Information about the 'Tell Us Once' service. This service will enable you to inform multiple government agencies of the death of your loved one through a single online government form.

If the coroner is involved

In some cases, the Medical Certificate of Cause of Death (MCCD) cannot be issued and the death must be referred by the doctors in the hospital to Her Majesty's Coroner.

There are very strict legal rules about when a death must be referred to the coroner and a referral to the coroner cannot be disputed by anyone.

Some of the rules for referral include: when someone dies during or very soon after surgery, if the death was sudden or unexpected or if the doctors cannot state the cause of death. Most deaths that occur in the emergency department will need to be referred to the coroner.

The coroner's role is to confirm that the cause of death was natural. In doing so, the coroner may need to undertake a post mortem examination and/or seek further information from other professionals by opening an inquest. Again, this process cannot be negotiated or hindered by anyone. Bereavement officers will keep the next-of-kin informed. The coroner's officer will also contact the next-of-kin to explain the process and to provide updates and support.

The designated HM Coroner's Courts for our hospitals are:

| For Barnet Hospital and Chase Farm Hospital: | For Royal Free Hospital: |
|---|---|
| HM Coroner's Court North London Coroner's Court 29 Wood Street, High Barnet, EN5 4BE Email: admin.beh@hmc-northlondon.co.uk Tel: 020 8447 7680 | HM Coroner's Court St Pancras Camley Street London NW1 0PP Email: coroner.stpancras@camden.gov.uk Tel: 020 7974 4545 |

Once the coroner's involvement is complete, you will be able to register the death as explained on page 5 using documentation issued by the coroner rather than a MCCD from the hospital. The documents given to you by the registrar will be the same as those explained on page 7.

Planning a funeral

It is important that you take time to think about what is right for you, your family and friends, and your deceased relative or friend. You may want to check if they left a will or a pre-arranged funeral plan to help guide your arrangements.

Church ministers, faith representatives and most funeral directors can advise you about arrangements that will allow you to remember your loved one in a way that is special and meaningful to you.

You may feel more confident choosing a funeral director that is a member of the following organisations:

- National Association of Funeral Directors: www.nafd.org.uk
- National Federation of Funeral Directors: www.nffd.org.uk
- The National Society of Allied and Independent Funeral Directors (SAIF): www.saif.org.uk
- The Natural Death Centre: www.naturaldeath.org.uk

You can get more information about arranging and paying for funerals from the Department of Work and Pensions booklet 'What to do after a death in England & Wales' – copies are available from both of our bereavement offices or by visiting: www.gov.uk/after-a-death.

If you choose to take your loved one abroad for a funeral, please inform the bereavement service at the hospital, the registrars when you go to register the death and your chosen funeral director. The deceased cannot be removed from England without authorisation from a coroner. The coroner will issue an 'Out of England form' to the funeral director so that your loved one can be taken abroad.

People to inform about the death

You will need to inform other people about the death. You do not need to do this immediately, but it is important that they are advised as soon as possible:

- General practitioner (GP)
- Solicitor (if applicable)
- Banks, building societies, credit card or loan companies and financial advisors/accountants
- Insurance companies (car, health, home etc)
- Utility and energy suppliers
- Social services (if applicable)
- Employer and trade union (if applicable)
- Hospitals and clinics (for their records and to cancel appointments)
- Pension providers

You will also need to return the following items:

- Passport – for security purposes, cut off the top right-hand corner of the passport and return it with a letter stating the name, date of death and home address to:
Customer contact centre, HM Passport Office, PO Box 767, Southport PR8 9PW
- Driving licence – this should be returned with a letter giving your name, address and relationship to the deceased, along with their full name and date of death to: DVLA, Swansea, SA99 1AB
- Car registration documents for change of ownership (if necessary) – you must tax the vehicle in the new owner's name, you cannot change the name under whom a vehicle is taxed. Please visit: www.gov.uk/tell-dvla-about-bereavement/keeping-the-vehicle for full instructions.
- Any NHS equipment on loan to the hospital or clinic it came from.
- Medication – this can be delivered to any pharmacy.

When someone dies outside normal working hours

In certain circumstances, such as for faith reasons, we **may** be able to issue a MCCD outside of normal working hours so that you can proceed with registering the death and making funeral arrangements.

There are strict protocols around the out-of-hours service and we may not always be able to meet your expectations. These rules cannot be negotiated. Staff will always work within these rules and cannot work outside this legal framework.

A MCCD cannot be issued if the doctor looking after the person who died cannot clearly state the cause of death. They need to refer the death to Her Majesty's Coroner as explained on page 8.

If you choose a cremation, the deceased cannot be collected from the hospital until essential paperwork is completed by the doctors who were caring for the person who died.

Organ and tissue donation

Organ and tissue donation is life-changing, and in some cases, life-saving. There are many people in need of donations all around the country.

Organs that can be donated by people after death include the heart, lungs, kidneys, liver, pancreas and small bowel. Organ donation can only take place from a limited number of people who have died on a ventilator or following the withdrawal of treatment. If there is a possibility that your loved one can be an organ donor, a specialist nurse – organ donation (SN-OD) will come and speak to you.

Tissue such as skin, bone, heart valves and corneas can also be donated to help others. Tissue can be donated between 24 and 48 hours after someone has died.

If you know that your relative or friend had expressed a wish to be a donor or you wish to know if donation is possible, please speak to the nurses or doctors involved in delivering care. They will be able to contact the specialist nurses or the NHS Blood and Transplant National Referral Centre who will then be able to support you through this process. If you would like some general information about tissue and organ donation you can visit their website: www.nhsbt.nhs.uk

Grief and bereavement – support for you

Everyone experiences grief differently, with a range of feelings and emotions that can be overwhelming. Even if you knew that your loved one was dying, there may still be a sense of shock and it can be difficult to accept.

Physical reactions to a death are very common. You may have trouble sleeping, feel tired and numb all the time or experience a loss of appetite. These are normal reactions to grief and should ease over time. If you continue to experience physical problems, please talk to your GP.

Some people do not experience any specific emotions and feel as if they can carry on as if nothing has happened. This is a common reaction to pain and loss. You may feel that you are alone in your grief and that people are avoiding you. This is often because they do not know what to say or how to react around you. Bereavement support organisations can help family members and friends to support one another. Some people find their emotions difficult to deal with and experience hopelessness. If this happens to you, it may be helpful to talk to someone experienced in bereavement support or counselling.

Your GP can help you get the right support. There is also a list of support organisations on page 27 of this booklet.

Some people may feel angry and this can be a normal part of grieving. You may also find it helpful to talk to the doctors who looked after your loved one to understand the cause of death better. Support groups often say that people talk to them about feelings of guilt following the death of someone close and for not being able to prevent the death, or for letting them down in some way. You may find it helpful to concentrate on all the

good memories you have shared and can go on cherishing. Some people dealing with grief after the death of a loved one find it helpful if they can go on talking about them.

Everyone is different, and it is up to you to decide who to talk to. It may be your family, friends, a faith/spiritual adviser, your GP or a support group (see page 27).

Your GP can be a key support and it is advised that those who have lost a loved one always inform their GP as this is a major life event. If you are experiencing particular difficulties such as pain, poor sleep, loss of or excessive appetite, an inability to concentrate or are feeling that you cannot cope or feeling increasingly low or in despair, it is very important that you inform your GP who will be able to help you and advise you about additional support services specific to your needs.

Bereaved children

Children and adolescents grieve in much the same way as adults do. Adults often try to protect children from the pain of bereavement by telling them little or nothing about what has happened. However, children are likely to sense that something is wrong or different simply from the behaviour of those around them. Children may feel confused or abandoned at a time when they need comfort, understanding and security. Children may not speak of their grief or even know how to express what they are feeling and in some cases, they may even feel they are to blame.

You might consider:

- Letting children share in the grief and encouraging questions
- Encouraging them to share how they feel through stories, drawings and games
- Involving them in the funeral planning and attending the funeral
- Reassuring them that they are still loved and protected
- Talking to them about your deceased loved one whenever they are inclined and ready to listen
- Passing the news to their school, clubs and parents of friends

There are some useful contacts that offer support to bereaved children on page 29.

Chaplaincy and spiritual care

The chaplaincy and spiritual care team is available for everyone. This is a multi-faith team who offer spiritual and religious care to patients, visitors and staff.

Spiritual care is for everyone of any faith, belief or philosophy of life. Often people value the opportunity to talk about what is happening to them and how they feel. Spiritual care is about valuing and respecting each person as a unique human being and acknowledging what is important to them. Our chaplaincy spiritual care team also supports people who consider themselves non-religious.

The team includes Christians (Anglican and Roman Catholic), a Rabbi, Imam and female Muslim chaplain. There are also volunteers from other faith traditions. If a representative of your faith is not listed above, or if you would like to speak to a humanist, the chaplaincy service will be happy to arrange a representative for you where possible.

The chapel is a place of peace in a busy hospital.

| Barnet Hospital | Royal Free Hospital |
|--|---|
| The chapel is on level 0, next to the blood test and anti-coagulation clinic | The chapel, Muslim prayer room and Shabbat room are located on the lower ground floor |
| Tel: 020 8216 4355 | Tel: 020 7830 2742 |
| Email: rf.chaplaincy@nhs.net | Email: rf.chaplaincy@nhs.net |

Digital and online accounts after someone dies

After a death, families may be considering what to do with property and other physical assets but do not always consider the vast collection of emails, social media profiles, pictures and music that are left online. These may include important memories and communities of people that were close to the deceased but may not have had the opportunity to attend a funeral. These sites, particularly social media sites, can become an important source of support and a way for families and friends to create a durable biography during bereavement. This sharing of stories, pictures and messages, often directed to the person themselves, are a source of comfort for many.

However, social media profiles can also become a site for trolling (people who do not know the deceased and leave disturbing comments). Maintaining and adjusting privacy settings is important.

Families may also want to post a death notice online as a way of telling more people about their loss. In this case families should make sure that all close relatives and friends have been informed before anyone adds messages to a public memorial such as on Facebook; this can be a distressing way of finding out about a death.

It is particularly challenging to decide what to do with the content on social media sites, and service providers such as Facebook, Instagram or Google have a range of methods to deal with the death of their users.

Facebook and Instagram

On Facebook and Instagram (owned by Facebook) you can delete the person's profile or choose to memorialise and set up a legacy page with a named contact person. This legacy contact can take responsibility for the memorialised profile. More information can be found at Facebook's help centre: www.facebook.com/help/103897939701143 and help.instagram.com/264154560391256.

Twitter

Twitter can assist by de-activating or deleting the account but cannot allow someone else to take over the management of the account. Help around Twitter accounts can be found at help.twitter.com/en/managing-your-account/how-to-deactivate-twitter-account.

Google

Google's service for this is called an 'Inactive account manager' which gives the family some rights to obtain data from the person's accounts, close accounts and to request funds from their accounts (submission form: support.google.com/accounts/troubleshooter/6357590?hl=en).

Email accounts, memberships and other online accounts

Email accounts and memberships to online literature and music providers may also need to be considered. Each provider will have its own specific way of managing what happens after one of its users dies. You might wish to take time or seek the assistance of a relative or friend to help address these matters.

Our commitment to you

We are committed to providing both dying patients and bereaved families and friends an effective, individualised, kind, compassionate and sensitive service. We are also committed to continuously reviewing the care we provide and learning from patient and family feedback. You will receive a bereaved relative's survey. You do not have to complete the survey if you do not wish to. If you feel it would be helpful to speak with the lead clinician who cared for the deceased patient to understand any aspect of their care, this meeting can be set up by the bereavement service at the relevant hospital.

We have a system for reviewing deaths in our hospitals to recognise what we have done well and to understand what we could do to improve our services to patients, carers, family and friends. It is called a 'learning from deaths review'. You can ask to be involved in the review of the death of your family member/friend. If you wish to be involved or want to know more, please inform the bereavement officers or state your wish on the evaluation you will be receiving.

If you have any compliments or concerns regarding any part of the care that your family member/friend received before or after they died, these can be communicated directly with the bereavement officers. They will feedback positive comments to the clinical areas and they will address your concerns, working with other relevant teams in the hospital and the head of the bereavement and mortuary services. Should you wish to raise your concerns independently of the bereavement service, you can contact the patient advice and liaison service (PALS). Our PALS team will work with relevant teams in the hospital to address your concerns quickly and informally.

They can be contacted via:

PALS at Barnet Hospital or Chase Farm Hospital

Tel: 020 8216 4924

Email: bcfpals@nhs.net

PALS at Royal Free Hospital

Tel: 020 7472 6446 or 020 7472 6447

Email: rf.pals@nhs.net

Website: www.royalfree.nhs.uk/contact-us/patient-advice-and-liaison-service-pals

If the PALS team are unable to resolve your concerns and/or you would prefer to make a formal complaint with the trust, please contact our complaints team who will facilitate a formal investigation into the concerns that you have. The complaints team can be contacted via:

Complaints at Barnet Hospital or Chase Farm Hospital

Tel: 020 8216 4286 or 020 8216 5312

Email: rf-tr.bcfcomplaints@nhs.net

Complaints at Royal Free Hospital

Tel: 020 7794 0500 ext 33227 or 38263

Email: rf.complaints@nhs.net

Tel: 020 8216 4286 or 020 8216 5312

Email: rf-tr.bcfcomplaints@nhs.net

Website: www.royalfree.nhs.uk/contact-us/compliments-and-complaints

Your check list:

Some of these services will be notified via the Tell Us Once service which will be explained to you when you register the death.

Tick (✓)

| | |
|--|--|
| Solicitor / Executor | |
| Bank, Building Society , Credit Card Companies, Accountant (if applicable) | |
| Department for Work and Pensions (State Pension and Benefits) | |
| Local Council (Council Tax, Electoral Registrar, Housing Benefits) | |
| HM Revenue & Customs (HMRC) for tax purposes. | |
| Housing - Landlord / Council / Housing Association / Mortgage Provider | |
| GP / Dentist / Hospital's where care is or was provided | |
| Social Services (If providing any services) | |
| Schools, College, University's attended | |
| Employers / Business Partners (if applicable) and Trade Unions | |
| Utility Bill Companies i.e. Gas / Electric / Telephone / TV Licence / Water Companies / Internet Provider (The relevant office should be informed) | |
| Professional Organisations (Clubs and Memberships held) | |
| Insurance Companies – Home / Life / Vehicle / Appliances etc. | |
| Hire Purchase/Loan Companies/lease companies | |
| Royal Mail (If mail may need re-directing or terminating) | |
| Store cards | |
| Subscriptions i.e. Paper delivery, Milk delivery, Charities – Any charity that is supported and subscribed to. | |

Things you may need to return:

Tick (✓)

| | |
|--|--|
| Benefit and Pension books (if applicable) – Social security office | |
| Driving Licence (DVLA) DVLA Swansea, SA99 1AB. Tel: 0300 083 0090 - www.gov.uk/tell-dvla-about-bereavement | |
| Registration Documents of vehicle, to change ownership (DVLA) | |
| National Insurance papers (Tax Office) | |
| NHS Equipment / Medication | |
| Freedom Pass / Oyster Card / Library Card / Season Tickets etc – claim any due refund | |
| Disability Blue Badge (If applicable) | |
| Employer Related Property ie – Fuel Cards / Identification Badges / Keys etc. | |

Essential hospital contacts

Barnet Hospital

Switchboard: 020 8216 4600

Bereavement office: 020 8216 4819 or 020 8216 4701

Chaplaincy and spiritual care: 020 8216 4355

Patient advice and liaison service (PALS): 020 8216 4924

Royal Free Hospital

Switchboard: 020 7794 0500

Bereavement office: 020 7830 2863

Chaplaincy and spiritual care: 020 7830 2742

Patient advice and liaison service (PALS): 020 7472 6446 or
020 7472 6447

Registration services and Her Majesty's Coroner service

Registration service for births, deaths and marriages

For deaths at Barnet Hospital

Barnet Register Office
Hendon Town Hall
The Burroughs
London
NW4 4BG

Hours: 8am to 5pm, Monday to Friday, 9am to 4pm Saturday and 9pm to 1pm Sunday

Tel: 020 8359 6400

Online booking for appointment:
www.barnet.gov.uk/births-deaths-and-marriages

For deaths at Chase Farm Hospital

Chase Farm Register Office
1 Gentleman's Row
Enfield
EN2 6PT

Hours: 9am to 5pm Monday to Friday

Tel: 020 8379 1000

Email: register.office@enfield.gov.uk

Online booking for appointment:
new.enfield.gov.uk/services/births-deaths-and-marriages

For deaths at Royal Free Hospital

Camden Register Office
Crowndale Centre
218 Eversholt Street
Kings Cross
London
NW1 1BD

Hours: 9am to 4.30pm, Monday to Friday

Appointments available for Saturdays upon request
Tel: 020 7974 4444 option 6

Online booking for an appointment:
www.camden.gov.uk/register-a-death

Her Majesty's Coroner service

For Barnet Hospital and Chase Farm Hospital:

HM Coroner's Court
North London Coroner's Court
29 Wood Street
High Barnet
EN5 4BE

Email: admin.beh@hmc-northlondon.co.uk
Tel: 020 8447 7680

For Royal Free Hospital:

HM Coroner's Court
St Pancras
Camley Street
London
NW1 0PP

Tel: 020 7794 4545

External support contacts

Age UK

Offers support for older people; particularly significant life change and distress.

Tel: **0800 169 65 65**

Email: general@ageuklondon.org.uk

Website: www.ageuk.org.uk

Cruse Bereavement Care

Trained volunteers offer emotional and practical support through 180 branches nationwide.

Tel: **080 8808 1677**

Email: helpline@cruse.org.uk

Website: www.cruse.org.uk

Samaritans

24-hour emotional support over the phone and in person.

Tel: **116 123**

Email: jo@samaritans.org

Website: www.samaritans.org

The Compassionate Friends

Provides support and friendship for bereaved parents and families.

Tel: **034 5123 2304**

Email: helpline@tcf.org.uk

Website: www.tcf.org.uk

Jewish Bereavement Counselling Service

Bereavement counselling for everyone in the Jewish community.

Tel: **020 8951 3881**

Email: enquiries@jbcs.org.uk

Website: www.jbcs.org.uk

Asian Family Counselling Service

Supports a wide range of issues, including bereavement, for the South Asian community.

Tel: **020 8574 0912**(London)

0121 454 1130 (West Midlands)

Email: afcs@btconnect.com

Website: www.asianfamilycounselling.org

Switchboard LGBT+ helpline

Dedicated support for those from the LGBT community, their family and friends.

Tel: **0300 330 0630**

Email: chris@switchboard.lgbt

Website: www.switchboard.lgbt

Chai Cancer Care

Support and counselling for those bereaved through cancer.

Tel: **0808 808 4567**

Website: www.chaicancercare.org

Dedicated support for bereaved children

Winston's Wish

Immediate and long-term support for bereaved children

Tel: **08088 020 021**

Email: info@winstonswish.org

Website: www.winstonswish.org

Child Bereavement UK

Dedicated support for those who have lost a child and/or a child who has suffered a bereavement

Tel: **0800 02 888 40**

Email: support@childbereavementuk.org

Website: www.childbereavementuk.org

Child Death Helpline

Services for those who have suffered the loss of a child and for bereaved children

Tel: **0800 282 986**

or **0808 800 6019**

Website: www.childdeathhelpline.org.uk


Childline

Support for children in any kind of distress, including those who are bereaved

Tel: **0800 1111**

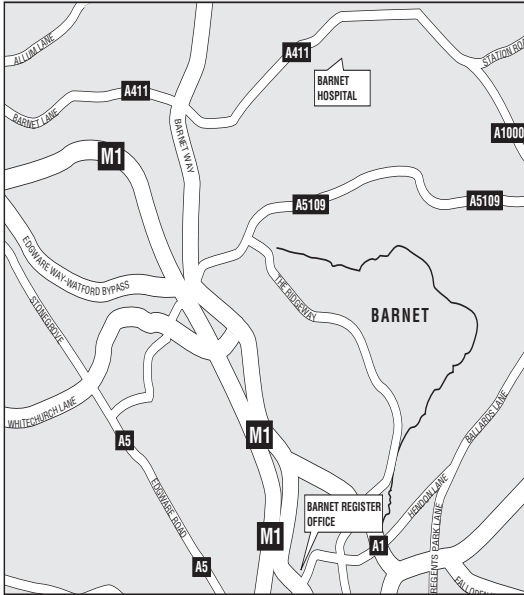
Website: www.childline.org.uk

If you would like to help by donating to our charity:

Patients, family and friends can support or thank the hospital by making a donation to the Royal Free Charity. As a partnership charity encompassing the Royal Free Charity, Chase Farm Charity, Barnet Hospital Charity, St Peter's Trust and Fiorina, they work to  **royal free charity** make every patient experience the best it can be. There are many funds set up through the charity to support specific services within the hospitals and you can donate to whichever of these funds you wish to through the methods below; this includes the **bereavement service (Fund 142)**.

- **Online:** www.royalfreecharity.org/donate. From the drop-down menu called 'Where would you like to give to?' Select the last option 'Name of your choice'. In the box 'Your fund choice', please enter the name of the service you would like to donate to.
- **Cheque:** Payable to the Royal Free Charity can be posted with a covering letter to the address below or handed to the bereavement or charity office.
The Royal Free Charity
Pond Street
London
NW3 2QG
- **Credit card:** Phone 020 7317 7772 to discuss the service you wish to support and make your donation.

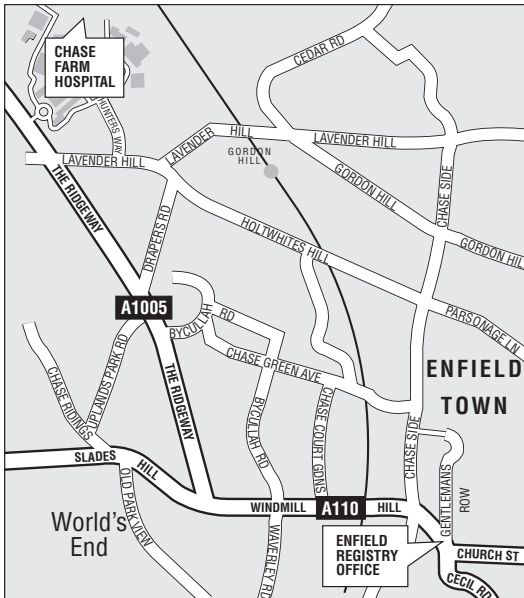
Maps



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Barnet Hospital local Register Office

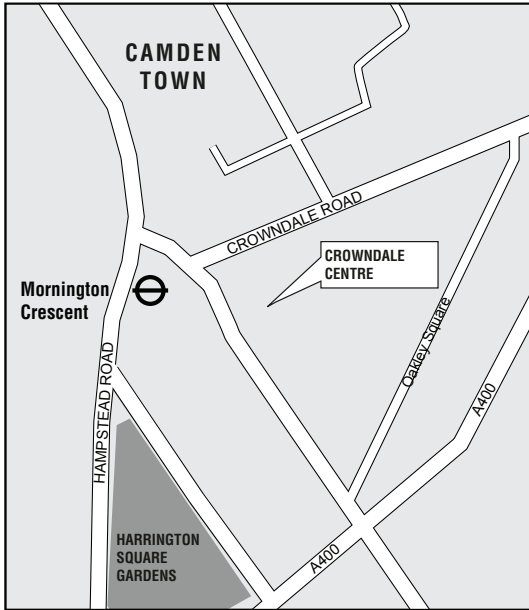
Hendon Town Hall,
The Burroughs,
London, NW4 4BG



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Chase Farm Hospital local Register Office

1 Gentleman's Row,
Enfield,
EN2 6PS



Royal Free Hospital local Register Office

Crowndale Centre,
218 Eversholt Street,
London,
NW1 1BD

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More information

For more information about the bereavement service at the Royal Free London, please visit our website:
www.royalfree.nhs.uk/services/services-a-z/bereavement

Your feedback

If you have any feedback on this leaflet or for references for it, please email: rf.communications@nhs.net

Alternative formats

This leaflet is also available in large print. If you need this leaflet in another format – for example Braille, a language other than English or audio – please speak to a member of staff.

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world class expertise  **local care**