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Dear Sir/Madam

Firstly, we would like to offer our sincere condolences on the recent loss of your loved one.

We would like to advise you about the process of arranging the Medical Certificate of Cause of Death Certificate (MCCD), so you can register your loved one’s death. At this stage, please do not book an appointment with the Registrars, we will advise you when to book an appointment.

You can start deciding which funeral director you would like to help you deal with the funeral arrangements. Once you have decided who you will be instructing, please let us know.

To help us with this process we will need from you:

* The name of the person who will be registering the death and organising the funeral
* The telephone number for the above person
* Whether you will be arranging a burial or a cremation for the deceased.
* The name of the funeral director you will be asking to look after your loved one.
* The occupation of your loved one prior to their passing or retirement

Please can we ask you to telephone or email the Bereavement Office, at the hospital where your loved one died, to provide the above information.

The contact details for our Bereavement Offices are below:

Kent and Canterbury Hospital Queen Elizabeth the Queen Mother Hospital, Margate

TEL: 01227 864006 TEL: 01843 234452

Email: ekhuft.rsokch@nhs.net Email: ekhuft.rsoqeqm@nhs.net

Office hours: 9.30am – 3pm Office hours: 10am – 4pm

William Harvey Hospital, Ashford

TEL: 01233 616887

Email: ekhuft.rsowhh@nhs.net

Office hours: 10am – 4pm

The Bereavement offices are open Monday to Friday (excluding bank holidays) to take calls. If the team are busy, or it is after office hours, please leave a voicemail and we will return your call as soon as possible.

The ward may have already given you your loved one’s belongings. However, if the Bereavement Office have received any belongings, we will contact you to arrange for these to be returned to you at your home. Alternatively, if you would prefer, you are able to collect them from the Bereavement office. The Bereavement Office will discuss the arrangements with you.

As part of the process you will receive a phone call from a Medical Examiner Officer (MEO), who is independent of the trust. The Medical Examiner Service is a national initiative to enable an independent review of all deaths by a senior doctor or consultant in all hospital Trusts and GP practices. This is routine and not a cause for concern. The Medical Examiner Service provides an opportunity provide better safeguards, ensuring complete scrutiny of all deaths and to improve the quality of the MCCD by making sure they are accurate and true. It will also ensure deaths that should be referred to the Coroner are referred appropriately.

If a Coroner’s referral is not needed and the cause of death is agreed, the doctors within our hospital will complete the MCCD. We aim to complete this within five working days (Monday-Friday, excluding bank holidays) from the day we receive the notification.

Once the Medical Examiner Service have completed their part, the doctors within our hospital will then complete the MCCD. We will aim to complete this within five working days (Monday-Friday, excluding bank holidays).

Please do not worry if it takes slightly longer. We aim to complete all of the paperwork as quickly as we can, as we appreciate people may be anxious to finalise arrangements. The registrars are aware this timeframe cannot always be met and is dependent on each individual case. We need to ensure the paperwork is completed properly and we will keep you updated of the progress.

Once the MCCD has been completed by the doctor, we will send this electronically to the Registrar and we will then contact you to let you know. At this point, please contact Kent Registrars to book an appointment to register your loved one’s death. You can do this by:

* Online by searching ‘register a death Kent’ or by visiting the Register Office’s website:

[www.kent.gov.uk/births-ceremonies-and-deaths/deaths/register-a-death](http://www.kent.gov.uk/births-ceremonies-and-deaths/deaths/register-a-death)

* Tel: 03000 41 51 51

For more information, please visit [www.kent.gov.uk](http://www.kent.gov.uk) for further information and advice. At the appointment with the Registrar Officer they will help you apply for the formal death certificate and also the form you need to provide to your chosen funeral director.

If you would like some help and support coping with your loss, the Bereavement Services team can provide you with some information, please do ask. Pilgrims Hospices offer the Stepping Stones Bereavement Support Service. Some groups are available to anyone living in east Kent who need bereavement support, even if their loved one was not a patient of the hospice.

You can find out more about the service on the website:

<https://www.pilgrimshospices.org/how-we-help/bereavement-support/services/>

Once again we would like to pass on our condolences, to you and your family following your loss.

Yours faithfully

Samantha Cable

Bereavement Services Coordinator - Bereavement Services team