

Dear Patient,

On behalf of the practice, we would like to offer our sincere condolences for your loss. We understand it can be quite a difficult and confusing time when somebody loses a loved one.

To give you some extra support, we have put together this support booklet of all the services available and some useful advice.

Please remember, if you need any additional help from your GP then do not hesitate to contact us via AskMyGP or call us on 0116 2712175

Kind Regards,
Central Surgery



*you are
not
alone*

Experiencing a death during COVID-19 Pandemic

This information is for families, friends and carers who have lost a loved one during the coronavirus (COVID-19) pandemic. It has been produced by a number of local organisations in Leicester, Leicestershire and Rutland, working together during the pandemic, including your council, the Police, coroner's office, NHS, faith leaders, and local funeral, crematoria and burial services.

What is different currently?

At this time, the organisations involved in the Local Resilience Partnership (known as LLR Prepared) are working with funeral directors in Leicester, Leicestershire and Rutland to help people affected by coronavirus and all bereaved friends and families to help keep us all safe.

Depending on the circumstances of your loved one's passing, for example whether they are either at home or in a hospital, your loved one will be taken to the hospital mortuary and looked after by NHS mortuary staff at the site or they will go to a funeral director of your choice.

A medical practitioner who attended during the deceased person's last illness (within 28 days) will complete the Medical Certificate of the Cause of Death (MCCD). What hasn't changed is that your loved one will receive the same care and attention as our trained professionals always give.

If your loved one passed away in hospital, and is being cared for in the hospital mortuary, as soon as you are able, please make contact with the funeral director who is making arrangements for your loved one – they will contact the mortuary and arrange to collect your loved one.

Registering the death

During the current period there is a change to the way that all deaths are registered. All deaths are now being registered by telephone (or email if you cannot use a telephone) until further notice. Please do not go to your local Registration Office. When a loved one dies, the doctor will advise you that the Medical Certificate of Cause of Death (MCCD) has been sent directly to the relevant Registration Service.

The Registration Service will then contact you to make arrangements to register the death by telephone. The registrar will register the death and then issue the "Green Form" (Form 9) for burial or cremation directly to your chosen burial authority and copied to your funeral director.

Leicestershire and Rutland registrars will discuss with you how many death certificates you would like and post them out to you. You should have a credit or debit card ready to pay for the certificates, which cost £11 each.

Please telephone your local registration service. If you are not able to telephone, then you can send an email.

- Leicester Death Registrations: 0116 454 1000 register.office@leicester.gov.uk
- Leicestershire Death Registrations: 0116 305 6565 registration@leics.gov.uk
- Rutland Death Registrations: 01572 758 380 registrars@rutland.gov.uk

Bereavement Support

We understand that losing a loved one can feel overwhelming, and may be made more distressing at this time, and in the circumstances. There are local and national organisations who can help you and your family, and a selection are listed below.

There are several organisations who can support you and your family during this distressing time, and you may also consider your local faith leaders and places of worship if you feel this would help.

- Faith and Chaplaincy at Leicester's hospitals – find out more information at www.leicestershospitals.nhs.uk/patients/patient-and-visitor-services/faith-and-chaplaincy/
- Cruse - If you need support dealing with bereavement and grief during the coronavirus outbreak, Cruse has information on their website (www.cruse.org.uk). Cruse also operate a free helpline: 0808 808 1677
- The Laura Centre is a Leicester based charity to support people who have lost a child, or a child who is bereaved. www.thelauracentre.org.uk/
- The National Bereavement Partnership - COVID-19 Hub.

The partnership (www.nationalbereavementpartnership.org) provides a platform for associated practical advice services, support assistance and where needed, counselling to all those affected by the COVID-19 pandemic.

- For a step-by-step guide after a bereavement visit www.gov.uk/after-a-death.

There is also a section on financial help with funeral costs on the government's website:

www.gov.uk/funeral-payments .

- The Compassionate Friends offer support to families after the death of a child of any age and from any cause: tcf.org.uk Alternatively, call: 0345 123 2304
- The Bereavement Advice Centre can be reached on 0800 634 9494
www.bereavementadvice.org/
- Citizens Advice Bureau – www.citizensadvice.org.uk
- Samaritans – e-mail enquiries to jo@samaritans.org.uk or visit website www.samaritans.org or call 116 123

Bereavement Support



Central Surgery