

# What to do during your Bereavement



① For more information, please contact  
Bereavement Services.

York Hospital, Wigginton Road, York, YO31 8HE

Opening Hours: Monday-Friday 8.30am-4.30pm  
(Closed bank holidays)

Telephone: 01904 725445

The hospital staff wish to express their sincere sympathy to you at this time.

This booklet aims to provide some practical help and advice during the early days of your bereavement.

Please don't hesitate to ask questions if you are unclear about any matter, our Staff will always be pleased to help.

### **Disclaimer**

Whilst York and Scarborough Teaching Hospitals NHS Foundation Trust is very grateful for the support given by those placing advertisements in this booklet, the Hospital regrets that it cannot accept any liability for any of the services provided.

## **Contents:**

Bereavement Services* .....	4
What do I do next?.....	6
Medical Examiner service.....	7
Registering the death.....	8
‘Tell Us Once’ Service.....	11
What delays may you face? .....	13
What are the Coroner’s Duties? .....	14
Can I view the deceased?.....	16
Organ, Tissue and Body Donation.....	17
Who can help me arrange the Funeral?.....	18
Who can I contact regarding State Benefits? .....	19
Probate and legal advice .....	20
Who do I need to tell? .....	21
Stopping Junk Mail to the recently deceased.....	24
Is there any Bereavement Care provided by the Hospital? .....	25
Some advice you may find helpful .....	26
Advice and Support Organisations.....	31
Comments, Queries and Further Assistance .....	38
Patient Advice and Liaison Service (PALS).....	38
Feedback Questionnaire.....	40
Tell us what you think of this leaflet.....	42
Teaching, training and research.....	42

## Bereavement Services\*

York Hospital  
Wigginton Road  
York  
YO31 8HE

Telephone: 01904 725445

Office opening times:  
8.30am - 4.30pm

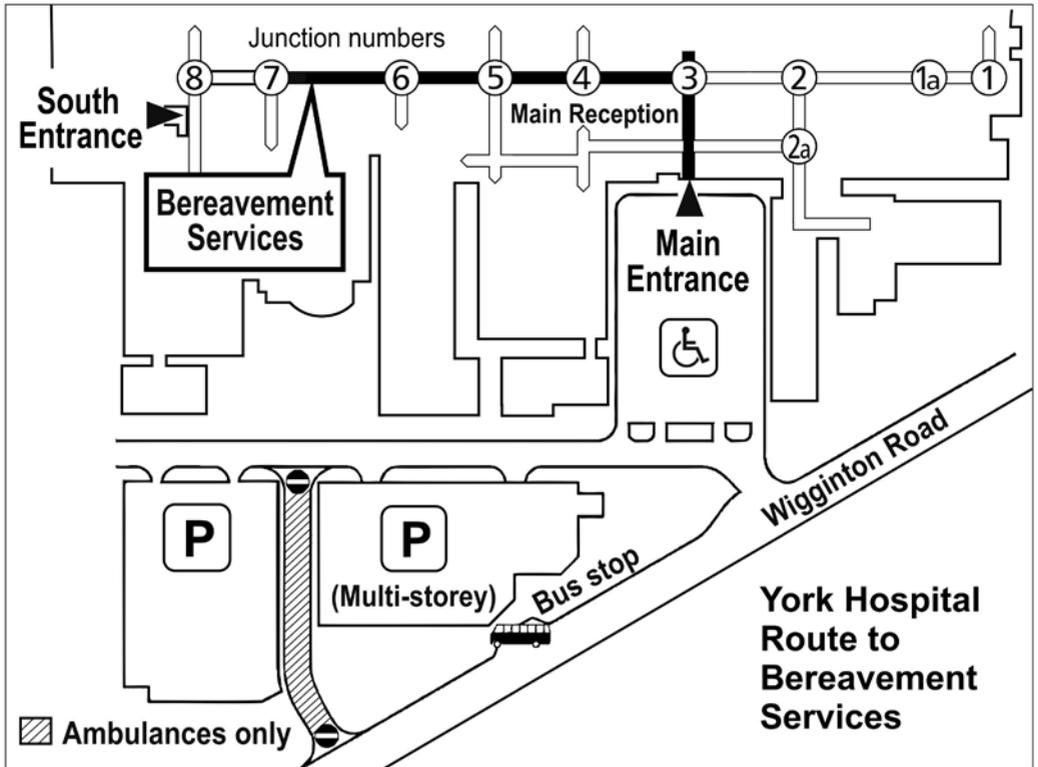
[yhs-tr.bereavementservices.york@nhs.net](mailto:yhs-tr.bereavementservices.york@nhs.net)

\*See map illustrating the interior layout of the Hospital shown on the next page.

Parking is available in the multi-storey car park at the front of the hospital site. Parking spaces for disabled visitors are available at the main entrance of the hospital.

Please access our website:  
[www.yorkhospitals.nhs.uk](http://www.yorkhospitals.nhs.uk)  
Bereavement Services is under the “Services” heading of the homepage.

# York Hospital map showing location of bereavement services and parking areas



## What do I do next?

The Bereavement Office is open Monday to Friday from 8.30am to 4.30pm. On the next working day after the death has occurred, please call the Bereavement Services team who will advise you on the next steps of the process. Apart from jewellery, the personal belongings of the deceased will remain on the ward where they have died. Please ring the appropriate ward to arrange collection/disposal as soon as is convenient.

Please telephone the bereavement team on 01904 725445 after 9am, any calls made before this time will not be answered. Please be aware that it can take up to three working days for the MCCD to be completed. The bereavement officer will keep you updated with any delays due to unforeseen circumstances.

Please be aware that on Mondays (Tuesdays following a Bank Holiday) our phones are exceptionally busy as we start our paperwork processing. We do have a voicemail answering system so please do leave a message. The Bereavement Office has a small team so on particularly busy days there may be a delay in us returning your call but please be reassured that in the meantime we will be liaising with the ward staff and doctors to arrange for the MCCD to be completed.

You will need this certificate in order to register the death; Bereavement Services will be able to advise you how to do this. However, if the death has been referred to the Coroner there will be a delay in the certificate being issued. The relevant staff will keep you updated about this.

Further information about the duties of the Coroner are included on page 14 of this booklet.

## **Medical Examiner Service**

All deaths that occur within the Trust will be reviewed by an independent doctor called a Medical Examiner.

The role of the Medical Examiner is to review the notes of the person of importance to you, following their death. The Medical Examiner will have a discussion with a doctor that was part of the team treating the person who has died to ensure that an accurate cause of death is documented on the Medical Certificate of Cause of Death (MCCD).

The Medical Examiner or a Medical Examiner Officer will contact you once the Medical Certificate of Cause of Death has been completed to discuss the circumstances surrounding the death of the person of importance to you and what is documented on the certificate. There will also be an opportunity to ask any questions that you may have or to comment on the care they received whilst in hospital.

## Registering the death

The main Register Office is located at West Offices Station Rise, York YO1 6GA and operates an appointment only basis. West Offices is situated near the York bus depot and railway station. The Register Office occasionally use other locations within York City Centre to conduct their registration appointments. You will be informed of the location of your appointment at the time of booking.

The Bereavement Officer or Medical Examiner Officer will contact you, as agreed in your initial telephone conversation, to inform you that the Medical Certificate of Cause of Death (MCCD) can be released. They will then send this electronically to the Register Office. Once the MCCD has been sent to York Register Office you can book an appointment to register the death and pay in advance for certificates online. If you order your certificates at the time of booking, you will receive them at the appointment.

We highly recommend booking your appointment as soon as you can by visiting [www.york.gov.uk/RegisterADeath](http://www.york.gov.uk/RegisterADeath) or if you are unable to use online services you can telephone the contact centre on 01904 553190. The contact centre is open between the hours of 8.30 – 5pm Monday to Friday.

A death that has not been referred to the Coroner should be registered where possible within 5 days of the date of death. There is no charge to register a death, but you will need to purchase at least one copy of the certified death certificate. You may need several copies and you can seek advice from the bereavement team or Register Office about how many you may need and who for.

Examples of departments and services that require a certified death certificate are:

- Banks
- Insurance companies
- Solicitors
- Private pension companies

Each certified death certificate will cost £12.50. Instructions on how to pay for these will be given at the time of booking the appointment.

The Registrar will need to know:

- if the deceased has been known by any other name
- the date and place of death
- the full name of the person who has died (including if they have been known by any other name)
- their date and place of birth
- their home address
- their last occupation and whether they were retired

- whether the person who has died was married or a registered civil partner when they died
- name and occupation of the living or deceased spouse or registered civil partner

If this is a married woman or widow who has died, the Registrar will need to know her maiden name and occupation along with her husband's full name and occupation.

They will ask for the date of birth of any spouse or registered civil partner still living.

When you register the death, the Registrar will issue a green form that is required for the funeral to go ahead. The Registrar will send this directly to the Crematorium or Cemetery and to your chosen funeral director if known at the time of your appointment. If you are still undecided about funeral arrangements at the time of your appointment the Registrar will issue the green form to you, as the informant, which will then need to be given to the funeral director once appointed.

## 'Tell Us Once' Service

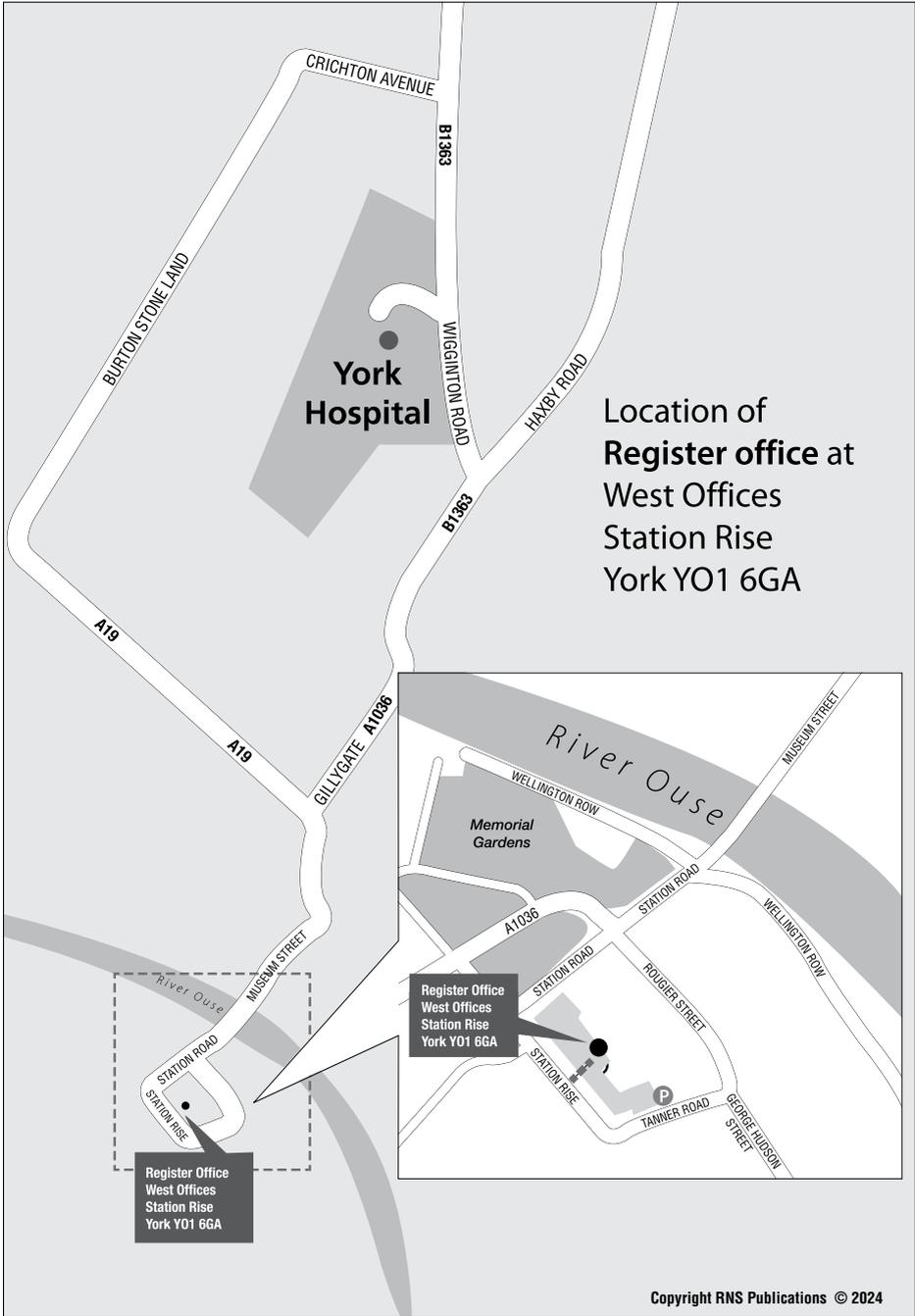
The 'Tell Us Once Service' is a free service that enables you to inform most government/council organisations of a death in one go. This is available for all deaths, including coronial involvement.

When you register a death the Registrar will:

- Generate a unique reference number for you to use on the 'Tell Us Once' online page or by telephone.
- Give you a print out with instructions on how to use the service.

The service enables you to notify the following organisations:

- The Department for Work and Pensions - to cancel state pensions, pension credit, benefits.
- HM Revenue and Customs (HMRC) - to deal with personal tax.
- Driver and Vehicle Licensing Agency (DVLA) - to cancel a licence and remove the person as the keeper of up to five vehicles.
- Passport Office - to cancel a British passport.
- Local Council - to cancel housing/council tax benefit, to inform council housing services, cancel a blue badge and to remove a person from the electoral roll.



## What delays may you face?

Sometimes there are unavoidable delays in the issuing of the Medical Certificate of Cause of Death (MCCD). In these circumstances the person's body cannot be released immediately, and a delay is to be expected.

The main causes of such delays are listed here:

1. When the death takes place at the weekend or on a public holiday. However, we will always endeavour to assist in the fulfilling of any religious requirement you may have in relation to funeral practices. If you need to proceed quickly ask the ward staff to contact the bed manager to advise you what to do.
2. When the death is reported to the coroner: see 'What are the Coroner's Duties' on the next page.
3. When the funeral is to take place out of England or Wales. An 'Out of England' order will need to be issued to you by the coroner before proceeding. A 'Free from Infection' certificate must be issued by the hospital prior to transportation. Your funeral director can arrange this.
4. The body of a deceased person cannot be released from the hospital until the death has been registered, and you have been given the green certificate by the registrar. Please give this certificate to the funeral director who will then be able to collect your relative or friend from the hospital mortuary and take them in to their care.

## What are the Coroner's Duties?

A death sometimes has to be reported to the coroner for legal reasons and the hospital staff will advise you if this has to happen, this is usually when a doctor is unable to issue a medical certificate of cause of death.

The coroner is appointed to investigate certain types of death.

A death will be referred to the Coroner if:

- the cause of death is unknown.
- the death was violent or unnatural.
- the person died in prison, police custody or another type of state detention.

There are other cases that must be referred to the Coroner, for example, a death related to a medical procedure or treatment, a death that may be linked to an accident, a death that occurred whilst undergoing an operation or the patient did not recover from anesthetic, a death that may have been contributed to by the actions of the deceased (such as an overdose, self-injury, drug or solvent abuse) and death's from industrial diseases or related in any way to the deceased's employment. Please be aware that this is not an exhaustive list and there may be other reasons why a case needs referring to the Coroner.

You will have to wait to hear from the coroner's officer before registering the death. If there is to be a post-mortem, the coroner's officer will explain the procedure to you and advise you when it is appropriate to register the death.

The Coroner's Office telephone number is 01609 643123 and they are open Monday-Friday 8.30am-4.00pm.

## Can I view the deceased?

Staff can help you to arrange a visit to view your family member in the hospital. Funeral directors also have their own facilities where you are able to view the person who has died.

Viewing can take place on the ward for a limited time just after death, after which viewing can be made by appointment at the hospital mortuary or the funeral directors.

For an appointment in the family viewing room in the hospital mortuary, please telephone the mortuary directly on 01904 726803. Mortuary opening hours are Monday-Friday 9.00am-3.30pm and appointments are limited to one per family during opening hours on an appointment only basis.

If the death has been referred to the coroner and a post-mortem is being held then there may be some restrictions until after this has taken place.

## Organ, Tissue and Body Donation

**Organ Donation-** has to be considered before death occurs, and is only possible in certain hospital areas, for example, the Intensive Care Unit and Emergency Department.

**Tissue Donation-** is possible up to 24 hours after death, if this is something you wish to consider please inform the ward staff as soon as possible. The consent of the next of kin is always required for tissue donation.

More information about organ and tissue donation can be found at [www.organdonation.nhs.uk](http://www.organdonation.nhs.uk)  
Organ Donation law [www.organdonation.nhs.uk/uk-laws/organ-donation-law-in-england](http://www.organdonation.nhs.uk/uk-laws/organ-donation-law-in-england)

**Body Donation-** is the giving of a body for use in teaching anatomy to medical students. It may not always be possible to accept this donation. Under the Human Tissue Act, written consent must be given by the deceased prior to their death; consent cannot be given by anyone else after their death.

More information about body donation can be found at [www.hta.gov.uk](http://www.hta.gov.uk) or by telephoning the Anatomy Unit, Hull York Medical School on 01482 464750.

## Who can help me arrange the Funeral?

You can contact a Funeral Director 24 hours a day, including weekends. Your chosen Funeral Director can make all the necessary arrangements and can also advise you on all the procedures and documents you will need as well as the timing of the funeral service. They will come to your house if you prefer.

They will answer any questions you may have on burial or cremation. Your own Minister, Priest or religious leader and the Hospital Chaplaincy Service may also be of great help during this difficult time. Most Funeral Directors belong to their National Association, which has regulations and standards that must be followed.

The person who arranges the funeral is usually responsible for meeting the costs. This can come from the deceased's estate or any funeral scheme he/she may have subscribed to. It is possible for banks to release money from the deceased's estate prior to probate being granted.

Funerals can be expensive although basic costs tend to be similar. However, the final cost can vary considerably. Do not be afraid to mention your budget or obtain estimates from several undertakers.

Financial help may be available if you receive certain benefits. Contact the Department for Work and Pensions (DWP) before making any arrangements.

If the person who has died has no next of kin or there are concerns regarding finances or funeral arrangements, please contact our Bereavement Services Office on 01904 725445 before you make any arrangements and we may be able to offer further advice.

## **Who can I contact regarding State Benefits?**

The Registrar of births and deaths will have given you a notification of death certificate (white certificate) and a pre-paid envelope, which you will need to send to the DWP office after you have filled it in. Further information is available in a DWP booklet 'What to do after death in England and Wales (D1027)' available from any DWP office or from the Registrars Office.

The free phone number for all advice regarding pensions, reporting a death and for information with regards to bereavement benefits is 0800 731 0469 or information can be found on their website [www.gov.uk](http://www.gov.uk).

## Probate and legal advice

If you have difficulty in dealing with the deceased's property, possessions or guardianship of their children, get advice from a solicitor or the Citizens Advice Bureau as soon as possible. If there is no Will, speaking with a solicitor may be helpful. Many solicitors are prepared to offer up to half an hour of legal advice free.

Probate is a document issued by the Probate Registry confirming that an executor has the right to wind up the estate of the person who has died. The 'estate' is the house, money and savings left by someone who has died (probate may not be necessary if the estate is small).

For applications and enquiries relating to probate please call 0300 1231072.

## Who do I need to tell?

You will probably want to let the family, friends and neighbours know of the death right away. There are several other people who may also need to know.

Priest, Vicar, Minister or Faith Leader	
Family Doctor	
Dept. Works & Pensions (pensions, benefits etc)	
Bank, Giro, Credit Cards, Building Society	
Social Services (home helps, home care)	
Schools, College or University attended	
Place of work (occupational pension)	
Executors of the Estate (Will)	
Solicitor	
Insurance Companies	
Library Service	
Inland Revenue	
Continued on page 22	

Residential or Nursing Home	
Landlord, Housing Department	
Council Tax Office	
Electricity, Gas, Telephone, TV licence or streaming services, Water Companies	
Post Office (redirect mail)	
Driving Licence Centre (D.V.L.A.)	
Careline	
Cancel any appointments	
Community Equipment Loan Service (CELS) for the return of any equipment 01904 645000	

## Sample Letters

Here is an example of a letter that you may find useful when informing people about the death:

[Your Name]  
[Your Address]  
[Your Postal Code]  
[Your Telephone Number]

Date:

[Name to whom you are writing]  
[Department]  
[Company]  
[Road]  
[City]  
[Postal Code]

Dear Sir/Madam

I wish to inform you of the death of [name of deceased and date of birth].

Please find enclosed with this letter the documentation/papers which need to be returned to you.

[Name of deceased] died at [hospital name or home address] on [date].

If you require any further information, please contact me at the above address.

Yours faithfully

[Your name]  
Encs

Please note if you are writing to a Solicitor, Bank, Building Society, TV licensing or Insurance Company you will need to include a certified copy of the Death Certificate. Photocopies are not accepted for insurance or legal reasons. The registrar can provide multiple certified copies. You may need to include the relevant account and policy numbers if available.

## **Stopping Junk Mail to the recently deceased**

If someone you know has died, the amount of unwanted marketing post being sent to them can be greatly reduced which helps to stop painful daily reminders.

By registering with the free service [www.stopmail.co.uk](http://www.stopmail.co.uk) the names and addresses of the deceased are removed from mailing lists, stopping most advertising mail within as little as six weeks. If you cannot access the internet you can call 0808 168 9607, where you will be asked for very simple information that will take only a few minutes to complete. Alternatively, ask the bereavement team for a leaflet that can be returned in the post.

This free of charge service provided by the Bereavement Support Network will actively reduce the unwanted marketing mail but also can help reduce the likelihood of identity theft following the death of someone close. The information is not used for any other purpose and you only have to complete this once. Additionally to Stop Mail a comparable service can also be accessed from the Bereavement Register or Deceased Preference Service if you would prefer to use them.

## **Is there any Bereavement Care provided by the Hospital?**

The Hospital Chaplaincy Service is a multi-faith department whose role is to provide pastoral, spiritual and religious care for patients and their relatives. Chaplaincy can be contacted on: 01904 725579

Both Bereavement Services and Chaplaincy staff are able to provide you with practical advice during the early days of your bereavement. Both can also help to signpost you to find appropriate ongoing support from among a wide variety of local organisations including voluntary organisations, support groups and groups within churches and faith communities.

## Some advice you may find helpful

### Living through Grief

The death of someone close to you can be a painful experience. There are often intense emotions that are not easy to cope with.

However, this grieving is a normal process that allows you to express your deepest feelings, come to terms with the death of your relative or friend and eventually find ways to adapt to your changed circumstances.

The grieving process is often described in terms of different stages. You may experience only some or all of them and some may happen on several occasions.

The time it takes to go through this process can vary considerably and is often longer than most people imagine. We are all different and grief in one person will not necessarily follow the same pattern as in another. The following are some of the things you may experience;

## **Shock and Disbelief**

When a death happens, even if expected, it is a shock to your system. You find it difficult to deal with and your mind often does not want to believe it.

People talk about feeling numb, as if the events are not real and do not affect them. This is a normal reaction that allows you to cope with the situation over a period of time.

To begin with you may be surprised at how well you cope and are able to organise matters, such as the funeral. However, you may find a few weeks later that you are having difficulty making even the simplest of decisions. This too is quite common when you have more time to think about the situation and less to distract you.

## **Sadness and Depression**

As the numbness wears off, there are often periods of intense sadness and crying, leading to exhaustion. You may feel that you are not in control and have days when you feel depressed. This experience will usually alternate with time of being focused, organised and able to cope.

These changes in mood can go on for several months, although the intensity should diminish over time. Being able to express your emotions and share your feelings with someone you trust can be a great help.

## **Anger and guilt**

Anger and depression can also be expressions of grief and responses to the loss of somebody close. Anger can be directed at what has happened or the apparent injustice that death brings.

People often become angry when hurt and want to blame someone, even if that person is not at fault. Guilt happens when anger is directed at yourself. Instead of blaming others you blame yourself for what has happened. "If only I'd done this or that...." This is all part of the wish for things to be different and to find a reason for what has happened.

Again, it helps to talk to somebody about how you are feeling as this often puts matters into perspective.

## **Acceptance**

There will be a time when your inner resources are replenished and feelings of strength and purpose return.

Life will be different but you will be able to talk about the deceased person by name, recall happy memories, laugh over various things that have happened and all without bursting into tears or plunging into the depths of despair. All this may seem far away at the moment, but that day will come.

## **Talking to children about death**

As adults we feel the need to protect our children from things that we might find difficult. It is easy to assume children will not understand death and bereavement, or that it will be too upsetting for them. However, we can often underestimate a child's ability to cope. Like adults, children find it harder to cope if they are not told what is happening and can be more frightened by their own imagination.

Children should be told facts in a simple manner, using appropriate words, e.g. dead, rather than lost or asleep.

Give them plenty of time to ask questions and offer plenty of love and reassurance. It is helpful for adults to share feelings with children, such as feelings of sadness. By doing so they learn that it is natural to feel sad when someone dies. Children often like to draw pictures or write stories as part of their way of saying goodbye.

## **Help**

People do not always find it easy to talk about death. You may feel that you cannot show your emotions or are expected to put on a brave face. However, talking about your feelings often helps. If you do not feel able to confide in a friend, a religious leader or your doctor may be able to help. We have also provided a list of contact numbers of various organisations to offer you support, which are located in the “Advice and Support Organisations” section of this booklet.

Do try to look after yourself and take extra care. Do allow yourself time to work through your grief as this is an important part of your future well-being.

## Advice & Support Organisations

### **Age UK York**

Telephone: 01904 634061

St Edmund's House

Margaret Street

York

YO10 4UX

Works with the elderly.

### **British Association of Counselling and Psychotherapy (BACP)**

Telephone: 01455 883300

Help and advice finding an accredited counsellor in your area.

### **Macmillan-Cancer Backup**

Telephone: 0808 808 00 00

A telephone information and advice service offering support for people with cancer, their relatives and friends.

## **Citizens Advice Bureau**

Telephone: 0808 278 7895

[www.citizensadviceyork.org.uk](http://www.citizensadviceyork.org.uk)

Advice can be given on all legal and practical matters following a death.

## **Compassionate Friends**

[www.tcf.org.uk](http://www.tcf.org.uk)

Telephone: 0345 123 2304

An organisation of bereaved parents and their families offering understanding, support and encouragement to others after the death of a child or children.

## **CRUSE Helpline**

[www.cruse.org.uk](http://www.cruse.org.uk)

York & North Yorkshire Area

Telephone: 01904 481162 (24hr answer phone)

The local CRUSE offers counselling, support and advice. If you live in a different location, CRUSE can be contacted via the national line.

National Helpline: 0808 808 1677

A newsletter and extensive list of books and leaflets are published.

## **CRUSE Bereavement Care Youth Line**

[www.hopeagain.org.uk](http://www.hopeagain.org.uk)

Freephone: 0808 808 1677

A website for children and young people aged 12 – 18 who have been bereaved. Also has details of a confidential telephone for professional confidential bereavement counselling.

## **Department for Work and Pensions (DWP)**

Telephone: 0800 055 6688

Provides benefits and services for a wide range of people, including the social fund funeral payment.

## **Lesbian and Gay Bereavement Project**

Telephone: 020 7833 1674

Offers advice and support to people bereaved by the death of a same-sex partner through a telephone helpline, provide advice on suitable clergy for the funeral, funeral directors and solicitors for any legal matters.

## **Roadpeace**

Telephone: 0800 160 1069

[www.roadpeace.org](http://www.roadpeace.org)

3rd Floor, 3Space International House, 6  
Canterbury Crescent, Brixton, London SW9 7QD

Roadpeace offers a practical and emotional support service to the bereaved and injured through road traffic accidents.

## **SIBBS (Support in Bereavement for Brothers and Sisters)**

[www.tcf.org.uk](http://www.tcf.org.uk)

A sister organisation to Compassionate Friends. A nationwide self-help support group for people who have experienced the death of a brother or sister. Offers the same support as Compassionate Friends.

## **St Leonard's Hospice Bereavement team**

St Leonard's hospice offer bereavement support for those who have been affected by the death of someone in the communities we serve across St Leonard's catchment area.

Bereavement support - St Leonard's Hospice

[stleonardshospice.org.uk](http://stleonardshospice.org.uk)

Telephone: 01904 708553

## **Support After Murder and Manslaughter (SAMM)**

Telephone: 0121 472 2912

(Answer phone when office is closed)

[www.samm.org.uk](http://www.samm.org.uk)

Help, through befriending, for people who have suffered the loss of a child, relative, or friend of any age, as a result of murder or manslaughter.

## **Sudden Death Support Association**

[www.sudden.org](http://www.sudden.org)

Offers help to relatives and close friends of people who die suddenly. It is run by people who have experienced a sudden and tragic loss and would like to help others in their time of need.

## **Survivors of Bereavement by Suicide (SOBS)**

Telephone: 0300 111 5065

Available 9am – 5pm Monday & Tuesday

[www.uksobs.org](http://www.uksobs.org)

We exist to meet the needs and break the isolation of those bereaved by the suicide of a close relative or friend.

We offer emotional and practical support in a number of ways:

- Bereavement Packs
- Group Meetings (in a number of locations).

## **The Samaritans**

National Freephone 116 123

Offers confidential telephone support for all in despair.

## **SANDS (Stillbirth and Neonatal Death Charity)**

[www.yorksands.wordpress.com](http://www.yorksands.wordpress.com)

## **Terrence Higgins Trust**

Telephone: 0808 802 1221

10am to 6pm on Monday to Friday

[www.tht.org.uk](http://www.tht.org.uk)

Provides practical support, help, counselling and advice for anyone who has lost someone due to AIDS.

## **WAY - Widowed & Young**

[www.widowedandyoung.org.uk](http://www.widowedandyoung.org.uk)

Offers support and advice and may be able to put widows in contact with people in a similar situation in their area.

## **Stopmail**

Stopping Junk Mail to the recently deceased.  
Removing the deceased information from mailing lists, stopping most advertising mail within as little as six weeks.

Telephone: 0808 168 9607

[www.stopmail.co.uk](http://www.stopmail.co.uk)

## **York Against Cancer**

Telephone: 01904 764466

[www.yorkagainstcancer.org.uk](http://www.yorkagainstcancer.org.uk)

## **Comments, Queries and Further Assistance**

We hope you have found this leaflet helpful. If you would like to tell us what you think, or ask any questions please contact the Bereavement Services Department, York Hospital on telephone number 01904 725445.

## **Patient Advice and Liaison Service (PALS)**

If you have any comments on the service you have experienced, you can make your comments to the person in charge of the ward/department. Alternatively, the Patient Advice and Liaison Service (PALS) at the hospital can provide assistance if you have cause for concern, compliments or suggestions regarding the care of your loved one or your family. They can be contacted on telephone number 01904 726262. An answerphone is available out of hours or you can email on [yhs-tr.patientexperienceteam@nhs.net](mailto:yhs-tr.patientexperienceteam@nhs.net)



## Feedback Questionnaire

We appreciate this is a difficult time for you, but it would help us to provide the best service we can if you could share your views with us.

On which ward was your relative or friend cared for prior to their death?

.....

Was the advice and information you received from the Bereavement Services staff helpful?

.....

Is there anything we could improve on?

.....

.....

Was this booklet helpful?

.....

.....

Please remove this page carefully



## **Tell us what you think of this leaflet**

We hope that you found this leaflet helpful. If you would like to tell us what you think, please contact: Bereavement Services, York Hospital, Wigginton Road, York, YO31 8HE, telephone 01904 725445

## **Teaching, training and research**

Our Trust is committed to teaching, training and research to support the development of health and healthcare in our community. Healthcare students may observe consultations for this purpose. You can opt out if you do not want students to observe. We may also ask you if you would like to be involved in our research.

## Leaflets in alternative languages or formats

If you would like this information in a different format, including braille or easy read, or translated into a different language, please speak to a member of the bereavement services team.

Patient Information Leaflets can be accessed via the Trust's Patient Information Leaflet website:  
[www.yorkhospitals.nhs.uk/your-visit/patient-information-leaflets/](http://www.yorkhospitals.nhs.uk/your-visit/patient-information-leaflets/)

Owner	Bereavement Services Group
Date first issued	October 2011
Review Date	November 2025
Version	7 (issued June 2024)
Approved by	End of Life Lead Nurse
Document Reference	PIL 893 v7

© 2024 York and Scarborough Teaching Hospitals NHS Foundation Trust.  
All Rights reserved.

[www.yorkhospitals.nhs.uk](http://www.yorkhospitals.nhs.uk)

## Giving in memory of a loved one

With the support of our donors, York & Scarborough Hospitals Charity are able to make a positive difference in your local hospitals by funding the vital extras to improve healthcare facilities for everyone.

For patients and visitors this might be new, state of the art equipment, or improvements to the hospital environment. For staff this might be providing wellbeing spaces or improvements to help them provide the best possible care for their patients.

Whether you would like to say thank you for the care received by your loved one, or simply show your appreciation for your local NHS, giving in memory of a loved one is a wonderful way to make a difference and help us continue our work.



### **Make a one-off donation**

If you would like to make a one off donation, you can do this:

By post

Please send a cheque made payable to York & Scarborough Hospitals Charity to:

York & Scarborough Hospitals Charity, Charity Office, Main Reception, York Hospital, Wigginton Road, YO31 8HE

By bank transfer

AC name: York & Scarborough Hospitals Charity, AC no: 10989649, Sort Code: 20-99-56

Please advise by phone or email if you are making a payment so we know to look out for it and can thank you

### **Funeral donations**

Asking friends and family to donate in lieu of flowers in a simple yet effective way to remember your loved one. If you would like to do this, please speak to your Funeral Director who can offer advice and pass the donation on to York & Scarborough Hospitals Charity

### **Fundraise in memory of a loved one**

If you would like to fundraise in memory of a loved one, our Community Fundraisers will be on hand to support you all the way. Please get in touch by calling 01904 724521

### **Contact us**

If you would like to talk to get in touch, our details are:

T: 01904 724521

E: [hello@yshospitalscharity.org](mailto:hello@yshospitalscharity.org)

W: [www.yshospitalscharity.org](http://www.yshospitalscharity.org)

Registered Charity No: 1054527





