

Information for recently bereaved families and carers

The staff of Salisbury NHS Foundation Trust wish to express their sympathy to you and your family at this time.

This card aims to provide some useful information and advice during the early days of your bereavement. Please do not hesitate to ask questions if you are unclear about anything. Our staff will always be pleased to help.

What to do first

- Please call the Bereavement Team at the hospital after 10am the next working day on **01722 425150**. Please leave your details and the details of the person who has died on their 24hr answerphone, and they will endeavour to call you back as soon as possible.
- The bereavement office is closed at weekends and bank holidays but, if urgent, please contact 01722 336262 and ask for the on-call bereavement team to call you back.
- You are able to contact a funeral director immediately – You do not have to wait for the medical certificate to be issued. The services they offer may differ, so feel free to discuss what is important to you. Your chosen funeral director will then liaise directly with the hospital.

The bereavement team will

- Provide information and advice on what to do next
- Explain the process of how the medical certificate is issued and how to register the death
- Ensure they have the correct contact details for the nominated person who will register the death
- Arrange any appointments if required

Online information

Further information and common questions answered can be found on the www.salisbury.nhs.uk homepage under the quick link: **Information for the recently bereaved** (see overleaf)

Information available from www.salisbury.nhs.uk (under quick links section) includes the following:

- What to do first
- The role of the Medical Examiner
- Understanding what happened
- Returning property
- Visiting
- Coroner's post-mortem
- Hospital post-mortem
- Registering the death
- What information is required when registering the death
- Case notes reviews
- Local and national bereavement support organisations



The Stars Appeal is Salisbury District Hospital's Charity.

We create the best possible experience for patients and their families by funding extra care and equipment over above that provided by the NHS.

Some people kindly choose to make "in memory" donations to the Stars Appeal or set up a special tribute fund to remember a loved one. Donations can be made generally or directed to benefit a specific ward or department such as the Stars Appeal End of Life Care fund. This fund specifically funds equipment and initiatives across all wards that support patients who are receiving end of life care and their families. Further information can be found www.starsappeal.org. For enquiries, please contact the Stars Appeal office: 01722 429005 or email info@starsappeal.org or speak to your chosen funeral directors who can help with the arrangements.