

Anything else that might need returning?

Yes you need to consider sending back –

- Driving license
- Disabled car badge
- Travel season tickets
- Library books
- Club membership cards
- Passports
- Medication to your chemist
- Credit cards

It is helpful to include a covering letter explaining what has happened.

Who do I need to tell about the death?

You should inform

- The G.P.
- The Inland Revenue
- Any employer who is paying a salary or pension
- Anything in the deceased's name. For example; car insurance, gas, electricity, council, mobile phone, credit card.
- Bank / building society
- Any services the deceased received. For example Meals On Wheels, home help, day centre.

Will we be offered bereavement counselling?

Yes, the bereavement team will be in contact in a few weeks.

What if we need someone to talk to now?

Ring the main Hospice number and leave a message for the bereavement team.

Is there any bereavement support I can get that is not attached to the hospice?

Yes. You could contact CRUSE an organisation that offers bereavement support. Their numbers are: -

01344 411919 for the Surrey / Hants or **01483 565660** for the Guildford and Waverley area.

They also have a 'Day by Day' help line on **0844 4779400** and a young persons free phone help line on **0808 808 1677**.



What if we need help with completing paperwork?

The Hospice has a Patient Welfare Team, ring 01252 729423 and they will be able to help you.

Phyllis Tuckwell Hospice



Registering a death



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Surrey
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Tel: 01252 729400

www.phyllistuckwellhospice.org.uk

The purpose of this leaflet is to answer frequently asked questions about what to do when someone dies.

What happens when the deceased dies at home?

The deceased's G.P. should be called to the home to sign the medical certificate.

What if they die at the Hospice?

The nursing staff will arrange for you to come to the Hospice the next day. You will be given the medical certificate which you will need in order to register the death.

If they are at the Hospice will we be able to see the deceased?

Yes, the nurses will offer you the chance to see the deceased in our chapel of rest.

How do I register the death?

If the deceased died in Surrey you would need to contact the Registrar at Surrey County Council. Their telephone number is **03002 001 002** They will offer an appointment for you with your local registrar, in order to register the death. If the deceased died in Hampshire you would need to contact the Registrar for that area. The telephone number for the Aldershot / Farnborough area is **08456 035637**.

You need to register the death within 5 days of the death.

Do I need to take anything with me when I go to register the death?

Yes, the information you will need regarding the deceased are as follows:

- The medical certificate that the hospice or the GP gave you.
- Their name and any former names with usual address.
- Date and place of death
- Date and place of birth.
- Occupation
- Name, date of birth and occupation of any surviving spouse
- Medical card (if possible)
- National Insurance Number (if possible)
- Birth and marriage certificates (if possible).



What will the registrar do?

The registrar will give you several forms. There will be a green form to take the funeral director. They will also give you a 'BD8' form that you will need to complete and send to the benefits agency. This will ensure that all benefits (e.g. state pension / attendance allowance etc) are stopped from the date of death. The Registrar will also give you a death certificate. It is advisable to buy extra copies of the death certificate.

Why?

Most companies will only accept an original death certificate as proof. The charge for these is about £3.50 per copy.

Then what?

You need to contact a funeral director (Please see leaflet 'entitled arranging a funeral').

What if we have equipment that the deceased was using?

Most equipment will have a label on it telling you where to return it. Some helpful contacts are:

NHS Wheelchairs
- Contact 01483 783131
All equipment in Hampshire
- Contact 01256 476800
All equipment in Surrey
- Contact 01483 206850