



# Help for the bereaved

Information for patient's family and carers: East Kent Critical Care



- **East Kent Critical Care, William Harvey Hospital, Ashford**  
Telephone: 01233 61 61 14
- **East Kent Critical Care, Queen Elizabeth the Queen Mother Hospital, Margate**  
Telephone: 01843 23 44 15
- **East Kent Critical Care, Kent and Canterbury Hospital, Canterbury**  
Telephone: 01227 78 31 04



All the staff on Critical Care understand that the death of someone special can be devastating. It is normal to experience strong emotions such as anger, panic, guilt, and sadness.

What is important is that you allow yourself time to grieve and come to terms with your loss.

In the near future one of the Critical Care team will contact you by letter to offer support. In the meantime, please feel that you can phone any of us with any questions, concerns, or thoughts that you may have.

You will need to contact our bereavement officer after 10am tomorrow morning (or Monday if the death happened over the weekend). They will be able to help and advise you of all the necessary arrangements that will need to be made. If in the meantime you have any concerns or questions, please do not hesitate to call one of the nurses in Critical Care.

### **Bereavement Office contact details**

Our offices are open Monday to Friday (excluding Bank Holidays) 10am to 4pm.

- **Kent and Canterbury Hospital, Canterbury**  
Telephone: 01227 86 40 06  
Email: [ekhft.rsokch@nhs.net](mailto:ekhft.rsokch@nhs.net)
- **Queen Elizabeth the Queen Mother Hospital, Margate**  
Telephone: 01843 23 44 52  
Email: [ekhft.rsoeqm@nhs.net](mailto:ekhft.rsoeqm@nhs.net)
- **William Harvey Hospital, Ashford**  
Telephone: 01233 61 68 87  
Email: [ekhft.rsowhh@nhs.net](mailto:ekhft.rsowhh@nhs.net)

Please note our phone line can be very busy at times. If you are unable to get through, please leave a message on our answerphone with your name, telephone number, and your enquiry. A member of the bereavement team will respond to your message as soon as they are available to do so.

### **How is the death registered?**

In some cases, the coroner will be told of the death. They will decide if a death certificate can be issued or if a post mortem will be needed first. For this reason, we advise you to contact the Bereavement Office before making your appointment with the Registrars' Office.

## What happens at the Registrars' Office?

- The registrar issues the death certificate and will advise you of the small charge payable. You may need more than one copy.
- You will receive a notification (white form) for the Department of Work and Pensions.
- You will receive another notification (green form) that you will need to give to your chosen funeral director.

The registrar may wish to know:

- the date and place of death
- the deceased's last usual address
- the deceased's first name, surname, and maiden name
- the deceased's date and place of birth; and
- the deceased's last or main occupation (job).

If you need further information, there is a call centre for the East Kent Registrars, telephone 03000 41 51 51.

## What if I need someone to talk to?

During this time, you may find the support of others comforting, so do not be afraid to speak about your feelings to someone you trust. This is often a difficult time for family and friends too. They may be afraid to speak about the person special to you for fear of upsetting you.

The hospital chaplains are available to help you if you feel you would like to talk to them. They are experienced in the care of the bereaved and in guiding you through your grief. They are available to everyone, whether religious or not. You can contact a chaplain at any time through our hospital switchboard telephone 01227 76 68 77. The chaplain will arrange to see you as and where appropriate.

## Other organisations you may find useful

- Patient Advice and Liaison Service (PALS) Telephone: 01227 78 31 45
- HM Coroner's Office Telephone: 03000 41 05 02
- CRUSE Bereavement Service Telephone: 0808 80 81 67 7
- Citizens Advice Telephone: 0800 70 22 02 0
- Headway (brain injury association) Telephone: 0808 800 22 44
- Terrence Higgins Trust (HIV Support) Telephone: 0808 80 21 22 1
- Victim Support Telephone: 0808 16 89 11 1
- Ashford Counselling Centre Telephone: 01233 61 00 83
- Samaritans Telephone: 11 61 23
- Child Death Helpline Telephone: 0800 28 29 86
- Registrars' Office Telephone: 03000 41 51 51
- Age UK Telephone: 0800 67 81 60 2
- Winston's Wish (help for bereaved children) Telephone: 0808 80 20 021
- Dover Counselling Centre Telephone: 01304 20 41 23

**This leaflet has been produced with and for patient's families and carers**

If you would like this information in **another language, audio, Braille, Easy Read, or large print** please ask a member of staff. You can ask someone to contact us on your behalf.

**Any complaints, comments, concerns, or compliments** please speak to your doctor or nurse, or contact the Patient Advice and Liaison Service (PALS) on 01227 78 31 45, or email [ekh-tr.pals@nhs.net](mailto:ekh-tr.pals@nhs.net)

**Patients should not bring in large sums of money or valuables into hospital.** Please note that East Kent Hospitals accepts no responsibility for the loss or damage to personal property, unless the property had been handed in to Trust staff for safe-keeping.

**Further patient leaflets** are available via the East Kent Hospitals web site [www.ekhuft.nhs.uk/patientinformation](http://www.ekhuft.nhs.uk/patientinformation)