



# *What to do when someone dies on Sylvan Ward*

*because  
you matter*

**St Nicholas  
Hospice Care**

A Registered Charity No. 287773

**For an alternative format or  
language, please contact:  
[enquiries@stnh.org.uk](mailto:enquiries@stnh.org.uk)**

This leaflet explains some of the practical steps that need to be taken following a death.

**You may have many things to deal with in the next few days and beyond. Please feel free to contact the Hospice's clinical staff who will be happy to help.**

While the person is with St Nicholas Hospice Care we require you to contact your chosen funeral director and ask them to collect the person; due to the constraints of our facilities, we ask that this is done within 12 hours of death.



# What do I do now?

Hospice staff will verify the death and soon after, the Medical Examiner Office will call you about the Medical Certificate of Cause of Death (MCCD), aiming to contact you within a few days.

The certificate, necessary for registering a death, will be filled out by hospice doctors and forwarded to the Medical Examiner Office at West Suffolk Hospital for review by an independent Medical Examiner.

After review and if satisfied, the Medical Examiner Officer will call to discuss the cause of death, allowing you to voice any concerns about care or treatment. If there are no issues, they'll forward the MCCD to the Registrar, enabling you to make an appointment a couple of hours later to register the death.

**Important Note: Please do not book an appointment with the Registrar until you have received this phone call from the Medical Examiner Officers to let you know that the Medical Examiner process is complete.**

If the deceased's death requires referral to the Coroner, the Medical Examiner Officers will notify you and explain the necessary steps. Most hospice deaths do not require Coroner referral.

## **Making an appointment with the Registrar and obtaining a Death Certificate**

Once you have confirmation from the Medical Examiner Officer that you may proceed, you can book an appointment to register the death:

- Either online via the Suffolk County Council website: [www.suffolk.gov.uk/births-deaths-and-ceremonies/how-to-register-a-death](http://www.suffolk.gov.uk/births-deaths-and-ceremonies/how-to-register-a-death)
- Or, telephone the Bury St Edmunds office (for appointments at any Suffolk Office) 0345 607 2060.



## What information should I take to the Registrar?

Please take the following information:

- Full name of the deceased (and, where applicable, maiden name and all other names);
- Date and place of birth;
- Most recent occupation;
- The usual home address;
- Whether the deceased was in receipt of a pension or other social security benefits;
- The date of birth of the surviving widow/widower;
- The NHS medical card (if available).

It's recommended to bring official documents (e.g., birth or marriage certificates, passports) for accuracy when providing information. Changing details post-registration is complicated and costly.

Additionally, the Registrar will issue an official Death Certificate and will provide the 'Green Form', or send it directly to your funeral director. This committal certificate is essential for the funeral to proceed and should be handed to your funeral director promptly.

You may ask for as many death certificates as you wish, but please note that the Registrar charges a fee for each one. Current prices for the certified death certificate are given on the Suffolk County Council website. When settling the financial affairs of the deceased, you will find that a few extra copies of the certificate are useful.

## **Medical Examiners**

The Medical Examiner role, part of a nationwide system in hospitals and hospices, involves an independent senior consultant/doctor at West Suffolk Hospital verifying MCCD accuracy and ensuring timely, appropriate Coroner referrals. Their priority is the deceased and their next of kin, focusing on lawful practices, accurate referrals, and precise cause of death documentation.

An independent figure, the Medical Examiner won't have cared for the deceased but reviews care records with the hospice doctor to determine the cause of death for the death certificate. If the cause remains unclear, or it is necessary for other reasons, they'll refer the case to the Coroner.



## Arranging a funeral

The funeral director will guide you in choosing a service and managing the arrangements. Feel free to ask them any questions, they can explain and help with many matters.

Additionally, the Hospice's Spiritual Care and Chaplaincy Team or a local faith leader are available to assist and advise on funeral arrangements. Please contact the Hospice using the details provided on the back the leaflet.

Tell Us Once: report a death to most government organisations in one go, such as pensions, blue badge parking services, etc.

Visit: <https://www.gov.uk/after-a-death/organisations-you-need-to-contact-and-tell-us-once>

## Bereavement support

### Hospice services for adults and children

01284 715572

[Psychological.Services@stnh.org.uk](mailto:Psychological.Services@stnh.org.uk)

Alternative services and support can be found at:

### **Cruse Bereavement Care**

Tel: 0808 808 1677

### **Bereavement Advice Centre**

Tel: 0800 634 9494

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

# Hospice **Advice line**

Call our 24/7 advice line for health care professionals and families if you need support with symptom management and end-of-life care.

[enquiries@stnh.org.uk](mailto:enquiries@stnh.org.uk)

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

**01284 766133**

## Your Experience **Survey**

We want to develop our services in response to feedback; please consider filling out our survey which is available online or can be requested in paper form.

[www.stnicholashospice.org.uk  
/your-experience-survey](http://www.stnicholashospice.org.uk/your-experience-survey)



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