



**Mid Cheshire Hospitals**  
NHS Foundation Trust



**Central Cheshire**  
**Integrated Care Partnership**

Mid Cheshire Hospitals NHS Foundation Trust and Community  
[www.mchft.nhs.uk](http://www.mchft.nhs.uk)



# Care and support in your loss



We Care  
Because  
You Matter

Whilst we cannot experience how you are feeling at this difficult time, may we offer you our deepest sympathy.

When you have been affected by the death of a relative or friend the emotional and physical reactions can be intense and you may be surprised by the reactions that follow.

These can be unfamiliar and out of character. Some of the most common feelings are: shock and disbelief, loss, guilt, regret, injustice, envy, anger, loneliness, depression, relief, sleep deprivation, loss/increase of appetite, exhaustion, restlessness, anxiety, panic, loss of interest, tearfulness, irritability, inability to cope.

We hope that you find this booklet helpful as it has been designed to give guidance on who can help, and explain procedures such as registering a death and arranging a funeral.

Do not be afraid to seek help from your GP or contact one of the support agencies listed in this booklet.

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## **Introduction**

We hope this booklet will help you understand what you can expect from Mid Cheshire Hospitals NHS Foundation Trust (MCHFT). This booklet also aims to explain what happens next; including information about how to comment on the care your relative or friend received and what happens if a death will be looked into by a Coroner. It also provides details of the processes involved if you have any significant concerns about the care we provided and gives you practical advice, support and information.

## **Contacting us**

This booklet has details of the Bereavement Team who you can contact for support, give comments, ask questions, or raise any concerns.

The Bereavement Team ensures relatives or friends receive a high standard of care and support following the death of a relative or friend. The Bereavement Team works closely with ward staff, doctors, hospital chaplains and other health and social care professionals.

The Bereavement Team can be contacted on 01270 273882 or via the switchboard 01270 255141. The service is available Monday to Friday 8.00am to 4.00pm (excluding bank holidays).

## **Understanding what happened**

As a family member, partner, friend or carer of someone who has died whilst in the care of MCHFT, you may have comments, questions or concerns about the care and treatment they received. You may also want to understand more about the reasons for their death. The staff who were involved in treating your relative or friend should be able to answer your initial questions. However, please do not worry if you are not ready to ask these questions straight away, or if you think of questions later - you will still have the opportunity to raise these with us.

It is also important for us to know if you don't understand any of the information we provide. Please tell us if we need to explain things more fully.

## **Hospital Chaplaincy Team**

Hospital Chaplaincy includes Church of England, Roman Catholic, and Free Church Chaplains. Other faith leaders can be contacted on request including non-faith chaplains.

They are here to support you through this difficult time, by offering a listening ear and space to grieve.

The hospital chapel is open to anyone 24 hours a day and is located on the ground floor in the Green Zone.

You can contact the Chaplaincy Team via the switchboard on 01270 255141 extension 2721 or directly by email [ChaplaincyServices@mcht.nhs.uk](mailto:ChaplaincyServices@mcht.nhs.uk)

## **Practical information, support arrangements and counselling**

We can provide you with information about bereavement support services and practical advice about the things you may need to do following a bereavement.

- You may wish to contact the ward to collect any personal items belonging to the person who has died.
- You can contact the Bereavement Team on 01270 273882 to discuss the Medical Certificate of Cause of Death (MCCD) and how to register the death.
- If you wish to pay your last respects to your relative or friend, please telephone the hospital mortuary 01270 612250 to make an appointment. Opening times are Monday to Friday 8.00am to 4.00pm (excluding bank holidays). Alternatively, you may wish to wait until they are transferred to the chapel of rest at your chosen funeral director.
- The Bereavement Team will ask if your relative or friend is to be buried or cremated. If you are unsure you can first enquire whether or not any wishes of the deceased were expressed to relatives or in a Will.

We also know that the death of a relative or friend can be very traumatic for families. This can be even more so when concerns have been raised, or when a family is involved in an investigation process.

Some families have found that counselling or having someone else to talk to can be very beneficial. You may want to discuss this with your GP, who can refer you to local support. Alternatively, there may be other local or voluntary organisations that provide counselling support that you would prefer to access. Some examples of organisations that may be able to help you are included later in this booklet

## **If your relative or friend died at home**

- Should a person die at home, the death needs to be verified by contacting the GP surgery.
- After the death has been verified you can contact the funeral directors of your choice.
- You may see your relative or friend in the chapel of rest which your funeral director will arrange with you.
- You will be required to advise your funeral director if the arrangement will be a burial or cremation.
- Please contact the GP surgery to ensure the Medical Certificate of Cause of Death has been issued.



## Medical Examiner Service

The role of Medical Examiner is a nationwide system which has been developed recently within all Hospital Trusts in England and Wales. A Medical Examiner is an independent senior consultant/doctor working at the hospital to ensure the information contained on the Medical Certificate of Cause of Death (MCCD) is accurate and that referrals to the Coroner are performed in a timely and appropriate manner.

The aim of the service is to:

- Provide bereaved families with greater transparency and opportunities to raise concerns
- Improve the quality/accuracy of MCCD
- Ensure referrals to coroners are appropriate
- Support local learning/improvement by identifying matters in need of clinical governance and related processes
- Provide the public with greater safeguards through improved and consistent scrutiny of all non-coronial deaths, and support healthcare providers to improve care through better learning
- Align with related systems such as the Learning from Deaths Framework and Universal Mortality Reviews.

A member of the Medical Examiner Team will contact the next of kin to help you understand the cause of death. They will go through the MCCD contents with you and ask if you are in agreement. You will have an opportunity to ask further questions should you wish to do so.

You will also be asked if you have any feedback regarding your loved one's care during their final illness.

## **Who can register the death?**

The person who registers the death should be one of the following:

- A relative of the deceased or someone who was present at the death
- The person making the funeral arrangements

## **The Registrar**

In all cases the Registrar will require the following information about the deceased:

- Date and place of death
- Full name and if known by any other name
- Date and place of birth
- Marital status, e.g. married, single, civil partnership etc.
- Home address
- Last occupation (even if retired)

The Registrar will provide you with:

- 1. Certificate of Burial or Cremation** (the green form, which is issued by the Registrar) – this will be required by the funeral director (unless the Coroner is involved).
- 2. Certified Copy of Death Certificate** – obtainable for a fee. You will need one of these to obtain probate, pension claims, insurance policies, saving certificates and premium bonds, or to release funds held in a bank or building society. You may require more than one copy of the death certificate as some organisations require an original.
- 3. Certificate of Registration of Death (Form BD8).** This needs to be sent to the Department for Work and Pensions together with any benefit payment books. It may also be used for claiming such benefits as a Widow's Pension. Form BD8 is provided free of charge.

Telephone the Crewe office on 0300 123 5019 to make appointments at Crewe or Macclesfield. The opening hours are Monday to Friday, 9.00am – 4.30pm (excluding bank holidays). The address is Crewe Register Office, Municipal Building, Earle Street, Crewe CW1 2BJ.

**To make an appointment to register a death in Cheshire West and Chester, either telephone 0300 123 7037 or visit [www.cheshirewestandchester.gov.uk](http://www.cheshirewestandchester.gov.uk)**

## **'Tell Us Once' service**

When someone dies, informing the official organisations such as local government agencies and departments can be a repetitive and difficult process. The 'Tell Us Once' service is an innovative cross government agency that enables people to report changes in their circumstances to government agencies just once. This service will be offered routinely to people registering a death by the Register Office.

## Who do I need to tell?

When someone dies there will be many organisations to contact. Please use the 'Tell Us Once' service facility to help you.

Please use the following as guidance to see if you have contacted everyone you need. If any documents are in joint names you should ask about receiving replacements in your sole name.

<b>Service</b>	<b>Tick Box</b>
Family Doctor	
Any hospital your relative was attending	
Inland Revenue	
Department for Work and Pensions (Benefits, pensions etc)	
Place of work (Occupational Pension)	
Solicitor	
Bank, Giro, Credit Cards, Building Society	
Insurance Companies	
Motor Insurance	
Mobility vehicle returned (if applicable)	

<b>Service</b>	<b>Tick Box</b>
Driving Licence Centre (DVLA)	
Electricity, Gas, Telephone, Water Companies	
Council Tax Offices	
Social Services (Home Helps, Home Care)	
Royal Mail, newsagent and milk deliveries	
Passport Office	
Landlord, Housing Department	
Local Housing Benefit	
Schools, College or University	
Library service	
Careline (personal alarm service)	
Cancel any appointments	
Community Equipment Provider	
District Nursing Service	

## **The Funeral Director**

Funeral arrangements can be made at any time, although the date when a funeral can be held may be affected if the Coroner is involved.

To arrange a burial or cremation your chosen funeral director will need the green form as issued by the Registrar. Your funeral director will advise you on all matters concerning the funeral.

## **Financial Support**

If you receive benefits you may be entitled to help with funeral costs. To apply or ask for information, contact your local Department for Work and Pensions.

More information can be found at [www.gov.uk/funeral-payments](http://www.gov.uk/funeral-payments)

Where relatives are seeking help with the financial costs of the funeral they should first contact the Department for Work and Pensions for confirmation before registering the death.

It can be difficult enough dealing with the loss of a relative or friend without having to deal with property, possessions and personal matters. Do not be afraid to ask family members, friends or, where appropriate, solicitors to help. Future financial help may be required, and it is possible that you may qualify for help from the State. The Department for Work and Pensions should be able to help with any general benefit enquiries and will give you practical advice. Claim forms may be obtained from the local Department for Work and Pensions.



## Reviews of deaths in our care

Case note reviews are routinely carried out by NHS Trusts on deaths to learn, develop and improve healthcare.

A case note review will always be undertaken when:

- (a) any concerns are raised by the family that cannot be answered at the time; or
- (b) concerns are raised through internal review processes

During a case note review two clinicians (usually a Consultant and Senior Nurse), who were not directly involved in the care your relative or friend received, will look carefully at their case notes.

They will look at each aspect of their care and how well it was provided. The clinicians will agree on an overall level of care your relative or friend received.

The learning from case note reviews is shared through a number of routes in the organisation and this will include at Trust Committees and learning events.

Aside from case note reviews, there are specific processes and procedures that trusts need to follow if your loved one had a learning disability; had a Serious Mental Health Illness; is a child; died in a maternity setting; or as a result of a mental health related homicide.

If this is the case, we will provide you with the relevant details on these processes.

## Investigations

In a small percentage of cases, there may be concerns that the death could potentially be or is related to a patient safety incident.

A patient safety incident is any unintended or unexpected incident, which could have, or did, lead to harm for one or more patients receiving healthcare.

Where there is a concern that a patient safety incident may have contributed to a patient's death, a patient safety investigation is undertaken. The purpose of a safety investigation is to find out what happened and why. This is to identify any potential learning and to reduce the risk of something similar happening in the future.

If a patient safety investigation is to be undertaken, we will inform you and explain the process to you. You will be provided with a point of contact.

In some cases, an investigation may involve more care providers than just MCHFT. For example, your relative or friend may have received care from several organisations (that have raised potential concern). In these circumstances, this will be explained to you, and you will be told which organisation is acting as the lead investigator.

You will be kept up to date on the progress of the investigation and be asked if there is anything you would like to be considered as part of the investigation. After the investigation and final report has been signed off, the Trust will make arrangements to meet with you to further discuss the findings of the investigation.

You may find it helpful to get independent advice about taking part in investigations and other options open to you. Some people will also benefit from having an independent advocate to accompany them to meetings etc. Please see details of independent organisations that may be able to help, later in this booklet. You are welcome to bring a friend, relative or advocate with you to any meetings.

Where the death of a patient is associated with an unexpected or unintended incident during a patient's care, staff must follow the Duty of Candour Regulation/Policy

([www.cqc.org.uk/guidance-providers/regulations-enforcement/regulation-20-duty-candour](http://www.cqc.org.uk/guidance-providers/regulations-enforcement/regulation-20-duty-candour)).

AvMA (Action Against Medical Accidents)

AvMA has produced information for families on Duty of Candour which is endorsed by the Care Quality Commission ([www.avma.org.uk](http://www.avma.org.uk)).

## Coroners' inquests

Some deaths are referred to the Coroner, for example where the cause of death is unknown, or the death was sudden or due to unnatural circumstances. When a death is referred to the Coroner they may request a post mortem examination to establish the cause of death, or to further investigate a potentially unnatural death. The Coroner will then decide whether an inquest is required, to establish how the deceased came by their death. An inquest is a 'fact finding' exercise which normally aims to determine the circumstances of someone's death, and does not seek to apportion blame or criticise.

We will inform you if we have referred the death to the Coroner. If we do not refer a death to the Coroner, but you have concerns about the treatment we provided, you can ask the Coroner to investigate your concerns to see if the duty to hold an inquest is engaged. It is a good idea to do this as soon as possible after your relative or friend has died, as delays in requesting coronial investigation may mean that opportunities for the Coroner to investigate are missed.

If you wish to contact a Coroners Officer, you can contact them on telephone: 01606 363892 or email: [coroners@cheshire.police.uk](mailto:coroners@cheshire.police.uk)

If you are seeking or involved in an inquest, you may wish to find further independent information, advice or support. There are details of organisations that can advise on the process, including how you can obtain legal representation, at the end of this booklet.

## **Providing feedback, raising concerns and/or making a complaint**

**Providing feedback:** We want to hear your thoughts about your relative or friend's care. Receiving feedback from families helps us to understand (i) the things we are doing right and need to continue; and (ii) the things we need to improve upon. See page 30/31.

**Raising concerns:** It is also very important to us that you feel able to ask any questions or raise any concerns regarding the care your relative or friend received. In the first instance, the team that cared for your relative or friend should be able to respond to these. After this, your named contact at MCHFT is the best person to answer your questions and concerns. However, if you would prefer to speak to someone who was not directly involved in your relative's care, our Patient Advice and Complaints Team will be able to help. Telephone 01270 612410, Monday - Friday 9.00am - 4.00pm (excluding bank holidays).

**Making a complaint:** We hope that we will be able to respond to any questions or concerns that you have. Additionally you can raise concerns as a complaint, at any point. If you do this we will offer a meeting with relevant senior staff to discuss your concerns or a written response to address the issues you have raised.

Please note you do not have to wait until an investigation is complete before you complain - both processes can be carried out at the same time. For example, a complaint can trigger an investigation, if it brings to light problems in the care that were not previously known about.

However, if both the complaint and investigation are looking at similar issues, a complaint could be paused until the associated investigation is complete.

For further information please request a copy of the Patient Advice and Complaints leaflet which is also available on the Trust website.

## **Independent information, advice and advocacy**

If you raise any concerns regarding the treatment we gave your relative or friend, we will provide you with information and support; and do our best to answer the questions you have. However, we understand that it can be very helpful for you to have independent advice. We have included details on page 22 of where you can find independent specialist advice to support an investigation into your concerns. These organisations can also help ensure that medical or legal terms are explained to you.

Some of the independent organisations may be able to find you an ‘advocate’ if you need support when attending meetings.

They may also direct you to other advocacy organisations that have more experience of working with certain groups of people, such as people with learning disabilities, mental health issues, or other specialist needs.

The list does not include every organisation but the ones listed should either be able to help you themselves, or refer you to other specialist organisations best suited to addressing your needs.

In addition all local authorities (councils) should provide an independent health complaints advocacy service, which is independent of the Trust, that people can access free of charge. Please visit the website: [www.healthwatch.co.uk](http://www.healthwatch.co.uk)

We may also be able to provide you with details of other organisations and services that provide local support, and if relevant, we would be happy to talk these through with you.



## Useful organisations

### **Age UK Cheshire**

Offers a wide range of services offering information and advice, advocacy, and support, and advice on money and benefit entitlement.

314 Chester Road, Hartford, Northwich CW8 2AB

Tel: 01606 881660

[www.ageuk.org.uk/cheshire](http://www.ageuk.org.uk/cheshire)

Email: [admin@ageukcheshire.org.uk](mailto:admin@ageukcheshire.org.uk)

### **Samaritans**

A registered charity aimed at providing emotional support to anyone in emotional distress.

2 Hall O'Shaw Street, Crewe, Cheshire CW1 4AE

National Helpline: 116 123 (this number is free to call)

Email: [jo@samaritans.org](mailto:jo@samaritans.org)

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

### **St Luke's Hospice Bereavement Support Group**

(Operated by the Family Support and Counselling Team)

Tel: 01606 551246

[vrccg.familysupportandcounsellingteam@nhs.net](mailto:vrccg.familysupportandcounsellingteam@nhs.net)

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

## **VoiceAbility**

Provides NHS complaints advocacy giving telephone/ advocacy support to make a complaint about the NHS, signposting different options and providing information and contact details for one to one support to make a complaint. It provides this service in Cheshire.

[www.voiceability.org/services/cheshire](http://www.voiceability.org/services/cheshire)

Tel: 0300 303 1660

Email: [helpline@voiceability.org](mailto:helpline@voiceability.org)

## **National organisations**

### **Action against Medical Accidents ('AvMA')**

An independent national charity that specialises in advising people who have been affected by lapses in patient safety ('medical accidents'). It offers free advice on NHS investigations; complaints; inquests; health professional regulation and legal action regarding clinical negligence. Most advice is provided via its helpline or in writing but individual 'advocacy' may also be arranged. It can also refer to other specialist sources of advice, support and advocacy or specialist solicitors where appropriate.

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

Tel: 0845 123 23 52

### **Advocacy after Fatal Domestic Abuse**

Specialises in guiding families through inquiries including domestic homicide reviews and mental health reviews, and assists with and represent on inquests, Independent Office for Police Conduct (IPOC) inquiries and other reviews.

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

Tel: 07887 488 464

Email: [info@aafda.org.uk](mailto:info@aafda.org.uk)

### **Child Bereavement UK**

Supports families and educates professionals when a baby or child of any age dies or is dying, or when a child or young person (up to age 25) is facing bereavement.

This includes supporting adults to support a bereaved child or young person. All support is free, confidential, has no time limit, and includes face to face sessions and booked telephone support.

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

Tel: 0800 028 8840

Email: [support@childbereavementuk.org](mailto:support@childbereavementuk.org)

### **Child Death Helpline**

Provides a freephone helpline for anyone affected by a child's death, from pre-birth to the death of an adult child, however recently or long ago and whatever the circumstances of the death and uses a translation service to support those for whom English is not a first language. Volunteers who staff the helpline are all bereaved parents, although supported and trained by professionals.

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

Tel: 0800 282 986

### **Cruse Bereavement Care**

Offers free confidential support for adults and children when someone dies. Contact us by telephone, email or face-to-face.

[www.cruse.org.uk](http://www.cruse.org.uk)  
Tel: 0808 808 1677

### **Hundred Families**

Offers support, information and practical advice for families bereaved by people with mental health problems, including information on health service investigations.

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

### **INQUEST**

Provides free and independent advice to bereaved families on investigations, inquests and other legal processes following a death in custody and detention. This includes deaths in mental health settings. Further information is available on its website including a link to 'The INQUEST Handbook: A Guide for Bereaved Families, Friends and Advisors'.

[www.inquest.org.uk](http://www.inquest.org.uk)  
Tel: 020 726 31111 option 1

### **National Survivor User Network**

Is developing a network of mental health service users and survivors to strengthen user voice and campaign for improvements. It also has a useful page of links to user groups and organisations that offer counselling and support.

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

## **Patients Association**

Provides advice, support and guidance to family members with a national helpline providing specialist information, advice and signposting. This does not include medical or legal advice. It can also help you make a complaint to the CQC.

[www.patients-association.org.uk](http://www.patients-association.org.uk)

Tel: 0800 345 7115 (freephone)

## **Respond**

Supports people with learning disabilities and their families and supporters to lessen the effect of trauma and abuse, through psychotherapy, advocacy and campaigning.

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

Email: [admin@respond.org.uk](mailto:admin@respond.org.uk)

Tel: 020 7383 0700

## **Sands**

Supports those affected by the death of a baby before, during and shortly after birth, providing a bereavement support helpline, a network of support groups, an online forum and message board.

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

Tel: 0808 164 3332

email: [helpline@sands.org.uk](mailto:helpline@sands.org.uk)

## **Support after Suicide Partnership**

Provides helpful resources for those bereaved by suicide and signposting to local support groups and organisations.

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

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## **Acknowledgement and thanks**

The NHS is very grateful to everyone who has contributed to the development of this information. In particular, they would like to thank all of the families who very kindly shared their experiences, expertise and feedback to help develop this resource.

This information has been produced in parallel with 'Learning from Deaths - Guidance for NHS Trusts on working with bereaved families and carers', which can be found at [www.england.nhs.uk/publication/learning-from-deaths-guidance-for-nhs-trusts-on-working-with-bereaved-families-and-carers](http://www.england.nhs.uk/publication/learning-from-deaths-guidance-for-nhs-trusts-on-working-with-bereaved-families-and-carers)

## **Future updates to this information**

Please note that this information will be updated in the future as a result of expected new guidance and processes. These include:

- The outcome of the consultation on the Serious Incident Framework.
- The implementation of the role of the Medical Examiner.
- Guidance on Child Death Reviews.
- The ambition in the original CQC report 'Learning from Deaths' to include all providers of NHS commissioned care, including primary care.
- Further policy developments that may be of relevance.

## Frequently Asked Questions (FAQ)

### **What should I do if I have concerns about my relative/friend's treatment contributing to their death?**

Please speak to your named contact at the Trust; the staff involved in the treatment of your relative or friend; or the Patient Advice and Complaints Team. If necessary, you can ask for an investigation. You can also make a formal complaint, either to the Trust directly or to the relevant Intergrated Care Board (ICB) – please see below for more information.

### **Who orders a post mortem or inquest?**

In some cases we refer deaths to the Coroner and in some cases the Coroner may then order a post mortem to find out how the person died. Legally, a post mortem must be carried out if the cause of death is potentially unnatural or unknown. The Coroner knows this can be a very difficult situation for families and will only carry out a post mortem after careful consideration. A family can appeal this in writing to the Coroner, giving their reasons, and should let the Coroner know they intend to do this as soon as possible. However, a Coroner makes the final decision, and if necessary, can order a post mortem even when a family does not agree. Please note that the body of your relative or friend will not be released for burial or cremation until it is completed, although a Coroner will do their best to minimise any delay to funeral arrangements. You speak directly to the local Coroner's Office about having a post mortem and/or inquest.



### **What should I do if I think the treatment was negligent and deserving of compensation?**

Neither patient safety investigations nor complaints will establish liability or deal with compensation, but they can help you decide what to do next. You may wish to seek independent advice from Action Against Medical Accidents (see the section on 'Independent information, advice and advocacy'). They can put you in touch with a specialist lawyer if appropriate. Please note: There is a three-year limitation period for taking legal action.

### **What should I do if I think individual health professionals' poor practice contributed to the death and remains a risk to other patients?**

Lapses in patient safety are almost always due to system failures rather than individuals. However, you may be concerned that individual health professionals contributed to the death of your relative or friend and remain a risk. If this is the case, you can raise your concerns with us or go directly to one of the independent health professional regulators listed on page 33-35.

### **Where can I get independent advice and support about raising concerns?**

Please see the section on independent information, advice and advocacy, which details a range of organisations. Other local organisations may also be able to help.

## Did we help you at this difficult time?

We are constantly reviewing the service we offer to bereaved relatives and friends. Following the loss of your relative or friend recently, we would be grateful if you would take a few moments to fill in the questionnaire below. This is completely optional, and you may return this at a time comfortable to yourself. We value comments about what you found helpful, and areas where you feel we might improve the service.

If you are unhappy about any aspect of the care your relative or friend received, you may prefer to discuss this in person with the Bereavement Team Tel: 01270 273882 or the Patient Advice and Complaints Team, Leighton Hospital. Tel: 01270 612410.

***The following information is optional, but may assist us in passing on appropriate comments, and dealing with queries.***

Name of the deceased: .....

Date of death: .....

Location of death (hospital ward or home) .....

Your name (optional) . .....

Your relation to the deceased: .....

Were you given opportunity to spend time with your relative or friend privately, before and after they died? **YES / NO**

Were you offered the spiritual support that you required at the time of your relative or friend's death? **YES / NO**

Do you feel that your relative or friend was comfortable during the last days of life? If not, please say why **YES / NO**

.....

.....

.....

Do you feel that you were given enough opportunity to talk with the staff looking after your relative or friend? **YES / NO**

Please feel free to comment .....

.....

.....

Were you helped to understand what was happening at the time of your relative or friend's death? **YES / NO**

Please feel free to comment .....

.....

Is there any other information that would have been helpful during this time? **YES / NO**

.....

.....

Do you have any suggestions as to how we could improve our services?

.....

.....

.....

**Thank you for completing this form.**

**Please detach and post/return to:**  
End of Life Care, Cheshire Hospices Education  
Queensway, Winsford, Cheshire CW7 1BH

or return to the Bereavement Team if your relative or friend died in hospital. FAO Bereavement Team, Leighton Hospital, Middlewich Road, Crewe, Cheshire CW1 4QJ

## Other organisations that may be of help

### **Integrated Care Boards (ICBs)**

Integrated Care Boards pay for and monitor services provided by NHS Trusts. Complaints can be made to the relevant ICB instead of the Trust, if you prefer. Please ask us for contact details of the relevant ICB(s) or visit [www.nhs.uk/nhs-services/find-your-local-integrated-care-board/](http://www.nhs.uk/nhs-services/find-your-local-integrated-care-board/)

### **Parliamentary and Health Service Ombudsman (PHSO)**

The PHSO make final decisions on complaints that have not been resolved by the NHS in England and UK government departments. They share findings from their casework to help parliament scrutinise public service providers. They also share their findings more widely to help drive improvements in public services and complaint handling. If you are not satisfied with the response to a complaint, you can ask the PHSO to investigate.

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

Tel: 0345 015 4033

### **Care Quality Commission (CQC)**

The CQC is the regulator for health and social care in England. The CQC is interested in hearing about concerns as general intelligence on the quality of services, but please note that they do not investigate individual complaints.

Visit: [www.cqc.org.uk](http://www.cqc.org.uk)

### **National Reporting and Learning System (NRLS)**

Members of the public can report patient safety incidents to the NRLS. This is a database of incidents administered by NHS Improvement, which is used to identify patient safety issues that need to be addressed. Please note though that reports are not investigated or responded to.

## **NHS England – Specialised Services**

Specialised services support people with a range of rare and complex conditions. They often involve treatments provided to patients with rare cancers, genetic disorders or complex medical or surgical conditions. Unlike most healthcare, which is planned and arranged locally, specialised services are planned nationally and regionally by NHS England. If you wish to raise a concern regarding any specialised services commissioned in your area, please contact NHS England’s contact centre in the first instance.

Email: [england.contactus@nhs.net](mailto:england.contactus@nhs.net)

Tel: 0300 311 22 33

## **Nursing and Midwifery Council (NMC)**

The NMC is the nursing and midwifery regulator for England, Wales, Scotland and Northern Ireland. It has introduced a new Public Support Service that puts patients, families and the public at the centre of their work. More information can be found within the ‘Concerns about nurses or midwives’ section on their website: [www.nmc.org.uk](http://www.nmc.org.uk)

## **General Medical Council (GMC)**

The GMC maintains the official register of medical practitioners within the United Kingdom. Its statutory purpose is to protect, promote and maintain the health and safety of the public. It controls entry to the register, and suspends or removes members when necessary. Its website includes ‘Guides for patients and the public’, which will help you decide which organisation is best placed to help you. More information can be found within the ‘Concerns’ section at: [www.gmc-uk.org](http://www.gmc-uk.org)

## **Healthcare Safety Investigations Branch (HSIB)**

HSIB's purpose is to improve safety through effective and independent investigations that don't apportion blame or liability. HSIB's investigations are for patient safety learning purposes. Anyone can share cases with HSIB for potential investigation (but an investigation is not guaranteed).

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

This information is available in audio, Braille, large print and other languages.

To request a copy, please contact the Bereavement Team on 01270 273882.



Mid Cheshire Hospitals Charity is a registered charity which manages all money donated to Mid Cheshire Hospitals NHS Foundation Trust.

At a time of such sadness giving in memory of a loved one can offer some comfort to family and friends and offers a special way to thank the hospital and its staff for the care their relative or friend received.

There are several ways that you can give in memory, and you can find out more about all of them on our dedicated 'in memory donations' webpage [www.mchcharity.org/donate-in-memory/](http://www.mchcharity.org/donate-in-memory/)

### **One off donation**

If you would like to donate via post, please send a cheque made payable to 'Mid Cheshire Hospitals' along with a cover letter stating who the donation is in memory of, your relationship to them, your address and whether you would like it to go to a specific ward or department. We will then ensure that the money benefits the area you have specified and write back to you to confirm this.

If you are a taxpayer please let us know that you would like to Gift Aid the donation so that we can reclaim an additional 25% from HMRC. If you prefer you can bring the donation to our office at Leighton Hospital – please contact us prior to coming in to ensure that someone will be able to meet you 01270 278413

### **Funeral donations in lieu of flowers**

Many families choose to ask for donations rather than flowers at a funeral. Your funeral director should be able to assist you with this and if you prefer, they can manage the collection and send the donation directly to MCH Charity. We can provide funeral donation envelopes and bespoke collection cans. Please ask the funeral director to contact us if they need more information.

### **Create a Memory Page**

Losing a loved one can be an extremely distressing and difficult time, so doing something positive like creating a Memory Page can help you to focus on something else and provides a unique way to celebrate their life now and into the future. Our Memory Pages are provided by a charity called MuchLoved. To find out more about setting up a Memory page please visit our website, [www.mchcharity.org/create-a-memory-page](http://www.mchcharity.org/create-a-memory-page) or call a member of the team.

### **Fundraise in memory**

If you would like to fundraise in memory of a relative or friend, please contact the charity to talk to us about what you would like to do. We can offer lots of support and resources to help you throughout your fundraising journey.

If you have any questions about making a donation to MCH Charity please get in touch, we're here to help.

t: 01270 278413 e: [charity@mcht.nhs.uk](mailto:charity@mcht.nhs.uk) registered charity number 1049008

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The Hospital would like to thank RNS Publications for publishing this information and the following pages contain some features from services offering their help at this time.

Whilst the Hospital is grateful of their support it does not endorse or recommend any of the services that they provide.





*stopping mail*

# **STOPPING JUNK MAIL**

It is distressing to deal with a bereavement and unsolicited mail can be insensitive and destructive during a grieving process.

By scanning the below QR code on your phone or visiting [www.stopmail.co.uk](http://www.stopmail.co.uk), we are able to securely share this information with mailing organisations and under the Data Protection Act the information will not be used for any other purpose.

Other benefits reduce the possibility of identity fraud, such as assumed identity and you will only have to supply the information once.



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



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

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Supporting families nationally

[admin@cremationsupport.co.uk](mailto:admin@cremationsupport.co.uk)

To discuss how we can provide a discreet and caring service for your loved one and confirm a fixed price:

call **0808 169 8454**

**Direct Cremation is from £990.00**

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You may need help, support or advice on what to do when someone dies in relation to probate.

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**Mobiles: 0333 240 0360**

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Calls are free from most land lines, some calls may be monitored for training purposes and all calls are confidential. This service is provided by the Bereavement Support Network Ltd.



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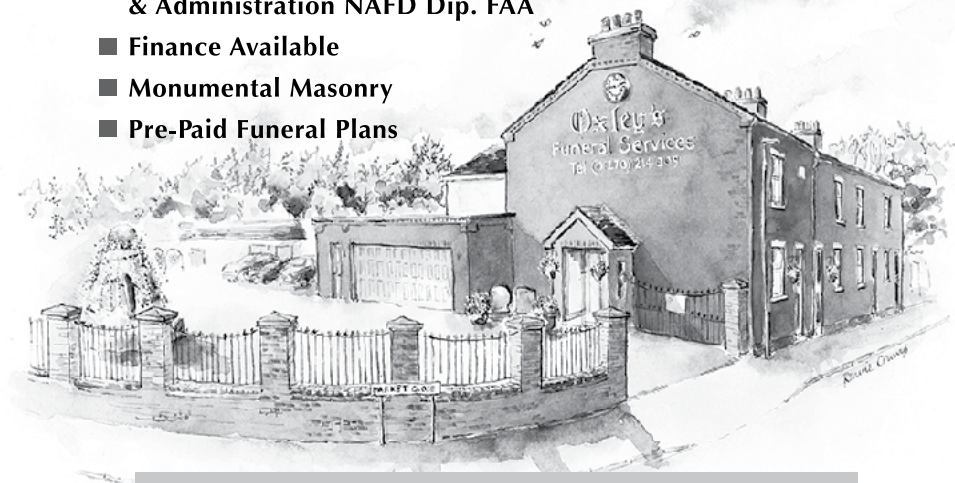
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