

### Support available

#### Age UK

Tel: 0800 678 1602

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

Age UK is a national network of groups providing services for older people. Some Age UK groups offer bereavement counselling. Look in your phone book to find your local group, or ring the national office listed above.

#### Bereavement Advice Centre

Helpline: 0800 634 9494

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

The Bereavement Advice Centre offers practical advice on what to do when someone dies.

#### Citizens Advice Bureau

Look in your phone book to find your nearest Citizens Advice Bureau, or go to their website:  
[www.citizensadvice.org.uk](http://www.citizensadvice.org.uk)

#### The Compassionate Friends (For bereaved parents)

Helpline: 0845 123 2304

Web: [www.tcf.org.uk](http://www.tcf.org.uk)

The Compassionate Friends is a charitable self-help organisation. Parents who have been bereaved themselves offer friendship and support to other bereaved parents, grandparents, and their families.

#### Cruse Bereavement Care

Helpline: 0808 808 1677

Web: [www.cruse.org.uk](http://www.cruse.org.uk)

Cruse Bereavement Care offers free information, advice, and support to bereaved people. Cruse runs a helpline, and can supply a wide range of books, leaflets, and a newsletter for bereaved people.

#### Facing Bereavement

Web: [www.facingbereavement.co.uk](http://www.facingbereavement.co.uk)

Facing Bereavement contains articles offering advice and guidance on facing and dealing with bereavement.

#### Institute of Civil Funerals

Tel: 01480 861411

Web: [www.iocf.org.uk](http://www.iocf.org.uk)

The Institute of Civil Funerals can help you find someone to conduct a non-religious funeral.

#### Lullaby Trust

Web: [www.lullabytrust.org.uk/bereavement-support/when-a-baby-dies/](http://www.lullabytrust.org.uk/bereavement-support/when-a-baby-dies/)

Support for parents and carers of a child under 18 who has died

#### Natural Death Centre

Tel: 01962 712 690

Web: [www.naturaldeath.org.uk](http://www.naturaldeath.org.uk)

The Natural Death Centre offers advice on arranging a funeral with or without using a funeral director.

#### Probate and Inheritance Tax Helpline

Tel: 0300 123 1072

Web: [www.gov.uk/government/organisations/hm-revenue-customs](http://www.gov.uk/government/organisations/hm-revenue-customs)

## *Park Lane Surgery*

# Deaths and Bereavement

## Information for Patients



## GP PARTNERS

Dr Isobel Parkes

Dr Dylan Kay

Dr Gillian Davidson

Dr Marta Turner

## Part 1 – Practical matters

### Step 1 – Registering the Death

If your loved one has an 'expected death' the Medical Examiner will contact the next of kin once an agreed cause of death has been determined. The Medical Examiner will forward the death certificate to the local registrar.

If the death was not expected, a referral to the Coroner's Office will be made by the GP. The coroner will then contact the next of kin when a cause of death has been determined.

### Step 2 – Arranging a Funeral

A funeral can take place once the death has been registered and the registrar has issued a certificate stating that no post-mortem or inquest is required. If you wish to organise a funeral yourself, please visit Derby City Council page on funerals.

#### Cremations

<https://www.derby.gov.uk/community-and-living/deaths-funerals-cremations/funerals/cremations/#page-1>

#### Burials

<https://www.derby.gov.uk/community-and-living/deaths-funerals-cremations/funerals/burials/#page-1>

A Funeral expenses payment is available if you are on certain benefits and need help to pay for a funeral you are arranging. Please visit the following website for more details  
<https://www.gov.uk/funeral-payments>

### Step 3 – Tell the government about the death

The Tell Us Once is a service that lets you report a death to most government organisations in one go. Please visit the following website for more details  
<https://www.gov.uk/after-a-death/organisations-you-need-to-contact-and-tell-us-once>

### Step 4 – Check if you are eligible for bereavement benefits

A Bereavement Support Payment (BSP) claim must be made within 3 months of a partner's death to receive the full amount. Claims may be made up to 21 months after their

death. For more information, please call the Bereavement Service helpline on 0800 731 0469  
Alternatively, you can visit the following website  
<https://www.gov.uk/government/publications/bereavement-support-payment-claim-form>

### Step 5 – Deal with their Estate

You may have to deal with the will, money and property of the person who has died if you are a close friend or relative, or the executor of the persons will.

For more information on applying for probate, please visit the following website

[Applying for probate: What is probate - GOV.UK](#)

### Emotional Support

Whoever has passed on, your loss is unique to you, and you will cope in your own way. However, although bereavement is a highly personal and often traumatic event, many people go through a range of recognisable reactions and emotions when someone close to you dies.

Sometimes people are shocked and upset by their changing emotions when they are bereaved. Realising these feelings are quite normal may help.

### Grief

Grief knocks you off balance emotionally, physically, and mentally.

If the death had been expected, you tell yourself you should be able to cope, but you can't. You think you're over it, and you're not. You think you should feel all right because you have family and friends looking out for you, but you don't feel all right because no one can replace the person who has died.

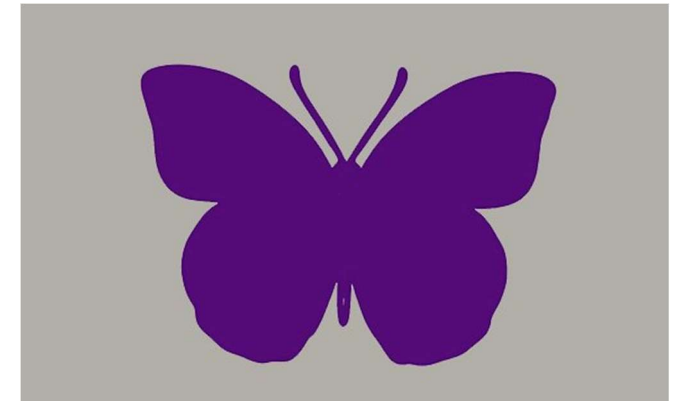
When you are bereaved, you have to cope with a world that seems to have fallen apart. In practical terms, your life may have changed dramatically. You may have much less money, or you may be better off financially. You may be eating and sleeping alone for the first time or be faced with household jobs that you used to share with the person who

died. Losing a close family member or an old friend can mean that you have no one who shares your childhood memories or family jokes.

Yet the biggest changes are probably inside you. When someone close to you dies, it can seem as though everything you took for granted has gone, that you have lost your sense of identity and self-worth. You may feel you have lost almost everything and haven't much left to fall back on or to look forward to. And you may feel like this even if you have loving friends and family around you

**Know you are not alone. There is support available to you, to help you through this difficult time.**

**For more information, please see overleaf.**



**We are so sorry for your loss. Please know that Park Lane Surgery are here to support you through this difficult time.**

**Please call our reception team to book a GP appointment on 01332 552461 or by visiting our website [www.parklanesurgeryalvestree.co.uk](http://www.parklanesurgeryalvestree.co.uk)**