

What to do after Verification of Expected Death in the Community

Information and advice following your bereavement



On behalf of Norfolk and Waveney Integrated Care System (ICS) we would like to express our sympathy and sincere condolences for your loss. This leaflet has been designed to help you through the steps you need to take following the verification of death and to offer guidance during an over-whelming time when there is a lot of information to process.

Now a Registered Nurse has visited and verified the death, they will fill in a Verification of Death form and send this to the GP of the person who has died. There is no formal documentation given to the family at this time as evidence of the death but the funeral directors will be aware that nurses are able to verify death in the community.

Once the GP receives the documentation for the verification of death from the Nurse, they complete a Medical Certificate of Cause of Death. This is a legal document which can only be completed by the GP.

This is then sent to the Medical Examiner who will be in contact to explain the cause of death and to answer any questions you may have. There may be delays in this process, it is advised to contact the funeral director who will be able to speak with the Medical Examiner on your behalf to follow up, if required. Once the Medical Examiner has approved the details they will send this to the Registry Office. Then an appointment will need to be organised with the Registrar to arrange collection of the formal Death Certificate.

The time of death will be when the nurse formally verifies the death. You do not need the Death Certificate immediately to begin arrangements for the funeral. The funeral directors will be able to offer ongoing general advice and guidance.

Our thoughts are with you at this time and in this leaflet are some contact details of helpful organisations who can provide further support.

Next Steps: A reminder of what to do next

FUNERAL DIRECTOR

Once the verification process has been completed by the Nurse you can phone the funeral directors.

CONTACT WITH THE GP

If you do not hear from the GP within the next few days, contact the funeral director and they will be able to contact the GP to follow up on your behalf.

MEDICATIONS

Return all medications back to a pharmacy at a time convenient to you within the next week. This includes controlled drugs. Some pharmacies will also take sharps boxes. If they are unable to they will advise where this can be taken.

MEDICAL EQUIPMENT

You may have some medical equipment in the property, this can be returned by phoning Medequip. Contact details for this will be found on the yellow sticker on the equipment. They will be able to advise when they can collect this.

OXYGEN

If there is oxygen in use in the home this will need to be collected, there will be details on the oxygen tanks of who the provider is.

PAPERWORK

The Nurse will have asked to see the RESPECT form. You can keep this for your own records if you wish to do so. If there is a chart used for anticipatory medications, this will be taken by the Nurse and scanned onto the patient's medical record.

Useful telephone numbers and websites

The Registrar Offices operate an appointment only system. To make an appointment you can either phone Norfolk County Council Customer Service Department 0344-800-8020 (9am to 5pm, Monday to Friday) or via their website www.norfolk.gov.uk/registrationservices

Tell Us Once is a service which enables you to report a death to most government organisations in one go
<https://www.gov.uk/after-a-death/organisations-you-need-to-contact-and-tell-us-once>

How to register a death:
<https://www.gov.uk/register-a-death>

What to do when someone dies: Step by Step:
<https://www.gov.uk/when-someone-dies>

Information on bereavement support can be found on the Norfolk and Waveney Knowledge NoW website:
<https://nwknowledgenow.nhs.uk>

Single point of contact for Community Services:
01603 518 444 / 01603 481234 (Out of hours)

East Coast Community Healthcare:
01493 809977

Tissue Donation Enquiries:
0800 432 0559

Stair lifts:
Please contact original company who installed stair lift for details on how to get it removed.