

In the Event of Death

In the event of a loved one dying it can be difficult to know what you should do next so we have written a brief guide which we hope will help.

What to do first

If a loved one dies at home

Your first call should be to your GP or out of hour's service, they will call into your residence and confirm that the person has died.

If an ambulance has been called and they have been unable to help because the person has passed away, you will find that the police will become involved, this is quite normal as they just need to take a statement of events, once this has been taken you can contact us and we will then come round and move the deceased to our chapel of rest.

The next step is to contact the deceased GP's surgery and ask them when you can collect the death certificate. It is also helpful for their GP to know if you would like the deceased to be buried or cremated as extra forms are needed to be completed if you choose cremation (the GP will deal with us direct once they have been informed of your choice).

If a police statement has been taken this will then be forwarded to the Coroner's Office who will then speak with the GP who is signing the death certificate. Between them they will be able to decide who will be able to issue the death certificate or in some cases a post mortem may be required. We will keep you informed with what is happening as this can take a little time.

If a loved one dies in hospital

Your first contact should be with the hospital's bereavement office who will get the doctor's death certificate for you, and in some hospitals, will arrange an appointment at the registrars for you. The registration procedure is as above in the registration section.

If a loved one dies in a residential or nursing home

The staff at the home will contact the GP as detailed above in paragraph 1. The registration process is the same as in the previous section.

If a loved one dies in an accident

In these cases the coroner will be involved from the start and all investigations will have to be completed before any funeral arrangement can be made.

If a loved one dies overseas

If the death happens overseas in most cases your travel insurance should cover the cost of repatriation either direct to us or sometimes we will collect them from the airport in both cases we will keep you up to date with all developments.

Registration

You then need to make an appointment with the Registrar of Births, Deaths and Marriages in the district where the deceased passed away. They will tell you which documents belonging to the deceased to bring with you, such as a birth certificate, medical card, driving license, passport, state pension etc as they can inform these government departments on your behalf.

Make sure that you note it is also possible to register in your home district (mainland UK not Scotland) this does take a little longer as paperwork is posted between the two registrars and not sent by email, so until this is complete the funeral date would have to put on hold until we have received the relevant paperwork to continue.

The Registrar will then issue the following paper work:

- A green certificate called the burial or cremation certificate which is our authorisation to start making the funeral arrangements.
- Copies of the entry in the register signed by the registrar, these copies have to be paid and are used to notify banks, building societies, private pensions, insurance companies etc.

We have tried to give you a brief outline of what you should do in the event of the loss of a loved one, please note this is the only part we are unable to do on your behalf, it has to be a family member or someone appointed by the family i.e solicitor or executor. Once this has been completed we can then provide you and your family with the support and expertise needed to ensure your requests are carried out with the utmost dignity and professionalism.

Useful Numbers

Hull Registrars	01482 300 300
Beverley Registrars	01482 393 600
Hull Royal Infirmary Bereavement Office	01482 608 926
Castle Hill Hospital Bereavement Office	01482 624 375
Coroner's Office	01482 613 009
Cottingham Registrars	01482 393 565

