

# LIVING GRIEF

Let's talk about grief...

## Death registration process (Coronavirus Act 2020)

The death registration process has recently changed.

The information in this leaflet will help you understand how to complete the death registration process in Suffolk, listing the steps that need to be followed.



## Death registration process (**Coronavirus Act 2020**)

Did you know that currently the death registration process has changed slightly?

Please see the below steps that need to be followed.

If the death has taken place in the community, once the death certificate has been completed, the GP will scan and post this to the Registry Office.

1. Once the death certificate has been completed, the hospice will email to the Registry Office and then send via the post.

2. Relatives then need to visit:

[www.suffolk.gov.uk/births-deaths-and-ceremonies/how-to-register-a-death/register-a-death-during-covid-19-pandemic](http://www.suffolk.gov.uk/births-deaths-and-ceremonies/how-to-register-a-death/register-a-death-during-covid-19-pandemic)

This webpage is to complete the pre-registration form. This form contains all the information needed to prepare the registration documents.

If you do not have internet access, you may call them on 0345 607 2050. Due to the high volume of telephone calls received, it is advised that that you use the webpage if you can. The webpage explains how the process will work.

The registrar will notify your funeral director the registration is complete and send an authorisation form to the crematorium or burial authority to enable them to proceed with the burial or cremation. This is sometimes referred to as the “green form”.

3. After you’ve completed the pre-registration form, and the completed death certificate has been received, a registrar will call you to finalise the registration. You will receive by email a unique reference number and information to enable you to use the Tell Us Once service.

4. You can order a death certificate after the telephone registration has taken place. Each certificate costs £11 including postage at:

[www.suffolk.gov.uk/births-and-deaths-and-ceremonies/apply-for-a-copy-of-a-birth-marriage-or-death-certificate/apply-for-copy-of-a-death-certificate/](http://www.suffolk.gov.uk/births-and-deaths-and-ceremonies/apply-for-a-copy-of-a-birth-marriage-or-death-certificate/apply-for-copy-of-a-death-certificate/)

If you do not have access to the internet to order certificates, the registrar will take your order over the phone or you can call during the usual opening hours on 0345 607 2060 and pay using a debit/credit card over the phone.

# How much **does it cost?**

All emotional and spiritual wellbeing services at St Elizabeth Hospice are free. St Elizabeth Hospice is a registered charity and relies on gifts and donations to carry out its work. Because of people's generosity we are able to offer bereavement support free of charge to the relatives and friends of hospice patients.

## **Tell us** what you think

Hearing about your experience of St Elizabeth Hospice can help us to improve our services and provide better care and support for those who need it.

To make a comment or complaint, or to compliment us on something we've done well, please write to us or visit [stelizabethhospice.org.uk](http://stelizabethhospice.org.uk)

## Contact **us**

**0300 303 5196**

**[emotionalwellbeing@stelizabethhospice.org.uk](mailto:emotionalwellbeing@stelizabethhospice.org.uk)**

**[stelizabethhospice.org.uk](http://stelizabethhospice.org.uk)**

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