

# LIVINGGRIEF

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 Norfolk, listing the steps that need to be followed.

In partnership with



Gt Yarmouth  
and Waveney



## 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 Medical Certificate of Cause of Death has been completed – usually by the GP – this will be scanned and posted to the Registry Office.

If the death has taken place in a St Elizabeth Hospice bed in Beccles Hospital the hospice medical team will complete the Medical Certificate of Cause of Death and send to the Registry Office.

Depending on where the patient has died, not their place of residence, relatives need to visit:

For Norfolk:

[www.norfolk.gov.uk/births-ceremonies-and-deaths/deaths/register-a-death](http://www.norfolk.gov.uk/births-ceremonies-and-deaths/deaths/register-a-death)

or for Suffolk:

[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)

### If the patient's death occurred in Norfolk:

Death registrations are completed remotely via telephone. The appointment should last around 30 minutes.

You should not book an appointment to register until you have been advised that a doctor has issued a medical certificate of cause of death (or the Coroner has issued paperwork instead). To book a death registration appointment call on 0344 800 8020. The registration should be done within five days of death and you should nominate a funeral director before the appointment.

### If the patient's death occurred in Suffolk:

Go to the web address (detailed on page 1). 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. The preference is that you use the web page if possible as phone lines will be very busy. The webpage explains how the process will work.

After you've completed the pre-registration form, and the completed Medical Certificate of Cause of Death 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.

### Coroner's referrals

Referral to HM Coroner is not routinely required if the death is related to COVID-19. However, if there are other qualifying reasons why a person's death must be referred to the Coroner, e.g. industrial disease, this will be discussed with you by the medical team involved with the person's care.

If a Coroner's investigation is required, the GP/hospice doctors will not be able to issue any paperwork and the Coroner's office will be in contact with you to discuss the next steps.

# 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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The logo for St Elizabeth Hospice, featuring the text "St Elizabeth Hospice" in white, slanted font, set against a dark purple hexagonal background.

St Elizabeth  
Hospice