Bereavement guide The Emergency Department

Introduction

This booklet is for people who have been told that a family member or someone very close to them has died. This can be a very difficult time for people and unfortunately, when a death has been sudden, as well as trying to cope with loss, people can also find themselves being left with many things to arrange, soon after the death. This leaflet contains information that may be of help to you at this time. You do not need to read it all at once, but you might find it useful to refer to it over the following days and weeks.

This leaflet has 6 sections:

1. **What happens now?**
   Information to help you with arrangements that need to be made over the next few days and information about organ donation, the coroner and inquests

2. **What else do I need to do?**
   Some reminders of who needs to be informed, jobs that may need to be done and information about registering a death, arranging a funeral and dealing with the deceased's affairs

3. **Talking to children**
   Talking to children about death, advice and contact details for Winston's Wish Child Bereavement Charity

4. **About sudden grief**
   Information about the kinds of things that people may experience following a sudden death

5. **Emergency Department - Bereavement service**
   Information and contact details about the Emergency department bereavement service
6. Other useful telephone numbers

Information about other bereavement services, voluntary organisations and self-help groups

1. What happens now?

Visiting the deceased

The body of the deceased will lie in the hospital mortuary unless the death has been reported to the Coroner and a post mortem is needed. In this case, the deceased’s body will be transferred to the Coroner’s facility at Barnwood, Gloucester and will remain there until the Coroner gives permission for the body to be released.

Where the deceased’s body stays at the hospital, it will remain there until collected by a funeral director of your choice. During this time, should you or your family wish to spend some quiet moments with your loved one this can be arranged. There are limited viewing times available these are:

- Weekdays between 10:00am and 4:00pm (excluding bank holidays)
- Weekends between 10:00am and 12:00noon

To arrange a time to see your relative, please contact the Bereavement Administration Office of the hospital where the death happened.

Bereavement Administration Office
Gloucestershire Royal Hospital
Tel: 0300 422 6742
Monday to Friday, 10:00am to 4:00pm

Cheltenham General Hospital
Tel: 0300 422 4753
Monday to Friday, 10:00am to 4:00pm

Outside of the office hours there is an answerphone.

You will find the Gloucester Bereavement Administration Offices on the ground floor of the main tower block, opposite the lift area. The Cheltenham office is located in East block on the right hand side past the Blue Spa Café.

At weekends and bank holidays, please arrange through the:
Emergency Department
Gloucestershire Royal Hospital
Tel: 0300 422 6600

Cheltenham General Hospital
Tel: 0300 422 3046

For the collection of personal effects
To arrange the collection of any personal items belonging to the deceased and/or possibly a death certificate, please contact the Bereavement Administration Office. An appointment can be arranged for you to collect the items at a mutually convenient time.

Please note that any uncollected property will be disposed of after a month.

If the police have been involved with investigations relating to the death, they may hold the personal property at a police station. In this case, the coroner’s office can advise you on how to obtain the property. Please read the ‘Where to find the coroner’s office section’ for contact details.

Organ/tissue donation
The deceased may have expressed a wish to donate their tissues or organs after their death. Where the deceased person’s wishes were previously known, or if the next of kin grants permission for donation to take place, due to the time factors involved, it is important that you let us know about this quickly.

Staff at the Emergency Department can discuss organ/tissue donation further with you and will make arrangements for your wishes to be carried out, if necessary.

If the death has been referred to the coroner, by law the coroner’s permission must be obtained before the removal of any tissue or organs. Again, please speak to a member of staff so that if it is possible your wishes for donation can be carried out.

The Coroner
Many sudden and unexpected deaths have to be reported by law, to the Coroner. He or she may be a qualified lawyer, doctor or both, and is responsible to the Crown.
The Coroner has a legal duty to inquire into deaths in a variety of circumstances, these include:

- sudden deaths (in certain circumstances)
- deaths where the cause is unknown or uncertain unnatural deaths, such as those caused by an accident or injury
- where the deceased had not been seen or treated by a doctor within the last 14 days before death
- death caused by an industrial injury or disease
- death caused as a result of violence, neglect or poisoning
- death occurred under suspicious circumstances
- deaths which occurred while the patient was undergoing an operation or did not recover from an anaesthetic
- death which occurred in prison
- death remains uncertain after a post-mortem

Some deaths that are referred to the coroner usually, by law, require a post-mortem. This is a medical examination of the body to determine the cause of death; it is a legal requirement and does not need the consent of the next of kin.

**When a post-mortem may not be necessary**

A post-mortem may not be needed when the death is deemed to be of natural causes and the deceased had seen their own GP within 14 days of death with a related medical condition. In this instance, the coroner, having consulted with the deceased’s own GP, may decide that a post-mortem is not required provided that they mutually agree to a death certificate being issued and that the death would not otherwise be of a coroner’s concern.

The coroner and the Bereavement Administration Office will always advise the next of kin of the proceedings likely to follow in each individual case.

**Death due to natural causes**

If a post mortem shows the death to be due to natural causes, the coroner will issue the appropriate form (known usually as a Pink Form 100 B). This will state the cause of death so that the death can be registered. This form is usually sent directly to the registrar by the coroner but in some cases it may be given to the next of kin to deliver.
If the body of the deceased is to be cremated, the coroner will also issue a Certificate for Cremation or Form 6.

**Unnatural deaths - deaths that are a result of an accident or injury**

If a post mortem shows that the death was due to unnatural causes, the coroner by law is must hold an inquest. The coroner will usually allow the body of the deceased to be released, for the funeral to take place, once a formal inquest has been opened.

**Inquest**

An inquest is an enquiry to find out who the deceased was and how and when they died. It is a formal public enquiry and is held when the cause of death is confirmed as:

- Violent or unnatural such as a road traffic incident
- Caused by an industrial disease
- Happened in prison
- Remains uncertain after a post-mortem

Families can attend the inquest if they wish and ask questions of any witnesses that relate to the medical cause of death and/or about the circumstances surrounding the death.

Relatives can also ask a lawyer to represent them. This may be advisable in some circumstances for example when the death was the result of a road accident, work injury or any other cause that could possibly lead to a claim for compensation.

**Where to find the coroner’s office**

The Coroner’s office is located at:
Corinium Avenue
Barnwood
Gloucester
GL4 3DJ
Tel: 01452 305 661
The office is open Monday to Friday, 8:00am to 4:00pm
Email: coroner@gloucestershire.gov.uk
Inquests and the issue of death certificates

If an inquest is to be held, the death cannot be registered until the inquest has finished. However, on request, a temporary death certificate can be issued by the coroner, which is acceptable for the majority of administrative requirements, while waiting for the issue of a full death certificate on conclusion of the inquest.

However, a delay can happen if, for example someone is to be legally charged with causing the persons death or where the body may be needed for further examination.

Certificate after inquest

After the inquest the coroner will issue ‘Certificate after Inquest’ Form 99, stating the cause of death and inquest verdict. This certificate is usually forwarded to the registrar by the coroner. The registrar will then notify the next of kin that the death has been registered so that they can then collect the full death certificate.

How to register a death

All deaths need to be registered and to do this you must have a death certificate. Registering a death usually needs to be done within 5 days in England and Wales.
The death normally needs to be registered in the county where it happened, as it can take longer for the relevant documentation to reach a Registrar’s office in other areas, and could delay funeral arrangements.

To register a death, you will need to contact the registrar’s office by telephone or online to make an appointment. You will be advised on what you will need to take with you to the registrar’s office. This may include:

- A medical certificate of cause of death
- Deceased’s medical card/ NHS number (if possible)
- The form (Pink Form 100 B), if one has been given to you by the coroner
- The deceased’s birth and marriage/civil partnership certificates (if applicable)

The following information may also help you or those representing you, to answer the questions that the registrar will need to know:

- The deceased’s full name and any previous names
- Date and place of birth and death of deceased
- Proof of address for the deceased for example a utility bill
- The deceased’s occupation and name and occupation of any surviving widow, widower or civil partner
- The date of birth of surviving widow or widower, or civil partner
- Details of any state or housing benefits, tax credits or pensions received

**Tell Us Once Service**

In Gloucestershire, when registering a death, a system has been introduced called ‘Tell Us Once’. This is to try and simplify the process of letting Government departments and local authority services know about the death.

The deceased’s National Insurance number and where applicable, any passports, library cards, blue badges and bus passes can help the registrar to notify the relevant, various government agencies and local authorities on your behalf.
The registrar will give you:

- A form which authorises the burial or application for cremation. This should be given to the funeral director
- A Certificate of Registration of the death (BD8 - White form) which is a certified copy of the entry in the death register

You may need copies for the will, pension claims, insurance policies, premium bonds and savings bank certificates.

There is a reduced charge made for copies of the death certificate at the time of registration so it is also worth thinking about any future copies that you are likely to need at this time. Fees for further copies can be more expensive at a later date.

The Registrar can advise you of these fees and how many copies you are likely to need at the time of registering the death.

**A Certificate of Registration (BD8- White form)**

The White Form is issued for the Department of Work and Pensions (DWP) and Jobcentre Plus purposes, for example: if the deceased was receiving any state pensions or benefits. Please read the information given on the back of the form and if, any of it applies, complete the form and send to your local Jobcentre Plus office. The Registrar can also give you a booklet called ‘What to do after a death’ which provides advice on matters relating to probate and other such administrative issues that may need to be done after the death.

**Gloucestershire Registrar’s Office**

Tel: 01452 425060 Monday to Friday, 9:00am to 4:00pm

This is a central number where you will be able to select from the available options to book an appointment for your local office and/or order further copies of the death certificates. Further information is available on the website.
Arranging the funeral

If appropriate, find out if there is a will, as this may give requests about the wishes of the deceased for burial or cremation. Where the death has been reported to the coroner, you should tell your funeral director of this fact. The funeral director will be able to advise and help you in arranging the funeral and will normally communicate with the coroner to determine the date when the funeral can take place.

If you are arranging the funeral, you will be responsible for paying the bill, so check where the money will come from and if there will be enough to cover the costs.

However, do not be afraid to discuss ways of reducing the costs with the funeral director, or if necessary, whether it would be possible to pay by instalments. The National Association of Funeral Directors (NAFD) can help you find a local funeral director who would be able to give a full estimate of all funeral charges.

National Association of Funeral Directors
Tel: 0121 711 1343
Monday to Friday, 9:00am to 5:00pm
Website: www.nafd.org.uk

If you are on a low income, income support, family credit or housing benefit and would have problems meeting the cost of the funeral, then you may be able to get a funeral payment from the Social Fund.

Some or all of any payments that you may be given, may have to be paid back from the estate of the deceased. You can apply by completing a claim form SF200 or ‘Help when someone dies’ FB29, which can be obtained from your local Registrar's office, Social Services department, Jobcentre Plus office or Citizen's Advice Bureau.

You must apply within 3 months of the funeral.

2. What else do I need to do?

If you are the person formally dealing with the deceased's affairs you will need:
• Sealed copies of the Grant of Representation (probate/letters of administration)
• The will (if there is one)
• Death certificate

What if there is not a will?
If a person dies without making a will they are said to have died ‘intestate’. The law dictates who should deal with the deceased's affairs and who should inherit the estate belonging to the deceased.

In this instance, it is advisable to consult your own solicitor and the deceased's solicitor, if known. Usually, it is the closest living relative, such as a spouse, child or registered civil partner who will have the legal right to sort out the deceased's estate.

However, this person will need to get a Grant of Administration by applying to the Probate Registry. You can do this either by making a personal application or by asking your solicitor to help you.

For further advice please contact the:

Gloucester Probate Registry Office
Tel: 01452 834 966
Monday to Friday, 9:30am to 4:00pm

The Grant of Administration will allow you to become the administrator of the deceased's estate and provides the necessary proof that you are likely to need to show to banks, building societies and other relevant companies. It also shows to them that you have the legal authority to access and distribute any funds held in the deceased’s name.

It is also worth noting that if there is any inheritance tax due on the deceased's estate that some or all of this must be paid before a Grant of Administration will be issued.

For further information regarding what to do after someone dies in relation to probate and/or inheritance tax matters you can contact:

HM Revenue & Customs (HMRC) –
Probate and Inheritance Tax Helpline
Tel: 0300 123 1072
Dealing with the deceased’s affairs

Once sealed copies of the Grant of Administration have been issued you may need:

- Proof of your relationship to the deceased (for example marriage, civil partnership, or birth certificate or a child’s birth certificate naming both parents
- Your social security card, National Insurance number if you are likely to be claiming or changing any benefits
- It may be useful for you to keep a record of any pension, benefit payment book or other social security reference numbers before returning any documents

Other possible things that you may need

Listed below are some other documents and items that you may need when dealing with the deceased's affairs:

Savings and investment

- Bank and building society account statements
- Any investment statements, share certificates, personal or company pension account statements

State pension, benefits and tax credits

- Relevant correspondence or statements from Jobcentre Plus for benefit claims or the Pension Service Documents relating to payments made to the deceased for any benefits from the Jobcentre Plus office, HM Revenue & Customs Tax Credits and/or any state pensions documents from the DWP
- Child Benefit number (if relevant)

Insurance:

- Life insurance documents, mortgage cover
- General insurance policies for example home, car, travel or medical
For employment and self-employment purposes:

- PAYE (P60) form and most recent pay slips (if the deceased was employed)
- Recent tax returns, tax estimation statements
- Any monies possibly owed to the deceased
- Written or verbal statements of any monies owed to the deceased

Any property owned by the deceased:

- Property deeds or leases (main home and others if applicable) and property keys

Any possible monies or debts owed by the deceased:

- Mortgage statements
- Credit cards statements
- Any rental agreements or statements
- Leases, hire purchase agreements, loans for example for a car or furniture
- Any educational loans
- Any utility bills, council tax bills that are in the deceased’s name and also notify the relevant local companies for example gas and electricity supplier, TV licensing and telephone supplier
- Any other outstanding bills

If, the deceased owned or partly owned a business:

- Company registration documents, tax, VAT returns, and accounts
- Outstanding invoices

Other people who may need to be informed

- Local family GP
- Any hospital outpatients appointments the person was attending
- Any employer and trade union
- Other associates, friends of the deceased
- Local council housing department if the deceased person was living in a council house
• Local social services for example if the deceased was getting meals on wheels or home help
• Local post office to redirect mail if applicable
• Passport office

Possible things that may need to be returned:

• Driving license, parking permits, travel cards, car insurance certificates (if applicable)
• Vehicle registration documents (for recording change of ownership)
• Any blue badges (if the deceased was disabled)
• Any season tickets, membership cards claiming any refunds due. Return any local authority appliances or equipment borrowed (where applicable)
• Any library books and tickets

3. Talking to children about death

Adults may often feel they need to protect children from the facts of death, or fear that children will be too upset. However, we can often underestimate a child’s ability to cope. Children often find it harder to cope if they are not told what is happening and will often make up a story about what has happened. This can be more frightening than the truth. When children are given information in a way that they can understand, they are remarkably tough. Even very young children will want to know what happened, how it happened, why it happened and what happens next. When talking to children about death, it is helpful to find a time as soon as possible after the death, give the child the facts in a simple manner, use appropriate words, for example dead and death rather than lost or sleeping, and give the child permission to ask questions.

It is helpful for adults to share their feelings with children, for example feelings of sadness. By doing this children learn that it is usual to cry when someone dies and they know that it is okay for them to cry too. When a child is told about the death, they may not react in a way you would expect them to.
The main difference between children and adults grieving is that for children, the periods of intense grieving are shorter, so that 1 minute a child may cry about the news, and the next continue to play. However, as children reach new levels of understanding, new experiences arouse fresh feelings of grief.

People often ask if children should attend funerals. It can sometimes be easier to make that decision by asking the child what they would like to do.

As most children will not have had to make this decision before, it can be helpful to explain why we hold funerals and what happens at a funeral, and then ask a child if they would like to attend. This choice can be checked out again just before the funeral.

Like adults, children can learn to cope when someone important in their lives dies and by encouraging them to ask questions we can help them to understand the feelings they have after a death.

This is something that people can find very difficult. Help is available through Winston's Wish, a service which helps children in Gloucestershire and their families cope with the death of a family member.

The service can help in a variety of ways, such as involving a child in the funeral, holding residential camps where bereaved families can meet others in a similar situation, as well as other groups and individual support at home, hospital or school.

For further information or help, please contact:

**Winston's Wish**
Local Office
Tel: 01242 515 157
National Helpline
Tel: 08088 020 021 (freephone)
Website: [www.winstonswish.org.uk](http://www.winstonswish.org.uk)

4. About sudden grief – adults
The sudden and unexpected death of a loved one can be one of the most difficult experiences a person may have to face in life. To mourn deeply for someone very special and important in our lives is quite natural. Each person will grieve their loss in their own way and the memories that they have shared together will always remain very special and unique.

While everyone reacts differently to news about their loss and will find their own way through grief, listed below are some of the more common experiences that some people who have been suddenly bereaved have expressed.

**Shock and numbness**

When the death has been so sudden and simply come out of the blue, some people have felt so numb or in such a state of shock that everything just seemed so unreal, and hard to take in at the time.

**Unfinished conversations**

Sometimes, everything seems to happen all too quickly, leaving those left behind with little or no warning that the death was even going to happen. Often, this also denies anyone the chance of ever being able to say or do the things that they might have otherwise would have wanted to do, if only they had been given warning that the death was going to happen.

**Making sense of what happened**

Many people, particularly when the death has been so unexpected, are left trying to make some sense about what has just happened and have a real need to try and understand how and why their loved one died.

This can be made more difficult when things have happened all too quickly and perhaps information relating to the death may not have seemed clear enough or been available at the time. This can give way to all kinds of questions arising from grief, and perhaps leave a person to wonder ‘if only’ and to repeatedly ask if there was anything that could have been done to have changed things in some way, or perhaps, even to have prevented the death.
Experiences in grief

Many times, people have said that they have experienced some very mixed and powerful emotions in their grief such as anger, hate, guilt, panic, crying, or not being able to cry at all, yearning, helplessness, self-blame and/or perhaps, even some sense of relief.

People can sometimes find themselves thinking that the person who has just died is still around, and this can at times feel quite confusing and distressing.

This can often happen, particularly when the death has been so sudden that people not only need time to adjust to the reality of the death but also are having to try and accept that their loved one can sadly, no longer return.

As time goes on, some of these feelings can gradually give way to feeling very low, less interested in life, or perhaps feeling less confident and unsure of themselves. This can be a time when people can find that they do not want to go out socially and may prefer to spend time only with those that they feel closest to. This again can happen while a person, through being suddenly forced to face such a devastating and life changing experience, also needs time to try and find new ways of living without their loved one.

In time, some of the strong feelings will gradually become less intense as people begin to find their own way of living with their loss. However, the path of sudden grief may not always be straight forward, even when a person is feeling stronger and more able to cope with their loss.

They can, through some reminder of their loss, still shed a tear or feel some sense of sudden grief, even years later. This again, is quite normal and can only be expected since, although we know that a loved has sadly gone, they will never be forgotten.

People who have experienced the kinds of emotions mentioned have all found their own way through grief. For some, this experience has been a very private and personal time, whilst for others the support of family, friends or even professionals has made a difference to them.
5. About the sudden Bereavement service

The Emergency Departments at Gloucestershire Royal Hospital and Cheltenham General Hospital offer a Sudden Bereavement Support service to people bereaved by the death of a loved one within the Emergency Department. The service is run by trained bereavement nurses who specialise in sudden grief. They work within the Emergency Departments and have supported many families who have faced a sudden bereavement.

This can be a very difficult and confusing time; it may be of help to be able ask any questions or simply be able to talk things through with someone who has an understanding of both the medical aspects relating to sudden death and about sudden grief.

The service offers support by way of telephone contact and aims to provide early support and information. This is not intended as a long term counselling service.

If you would like to use the Sudden Bereavement Service please contact the Emergency Department reception at the hospital where the death happened and ask for a Sudden Bereavement nurse to contact you.

**Emergency Department (reception)**
Gloucester Royal Hospital
Tel: 0300 422 6600 8:00am and 5:00pm (any day)

**Cheltenham General Hospital (reception)**
Tel: 0300 422 3046 8:00am and 5:00pm (any day)

Alternatively, the nurse who supported you on the day of the death may have offered to contact you at a later date. If you wish, you can make arrangements at this time with the nurse to use this service.

For further information about other bereavement services and organisations please see the following information. You can also contact: NHS Choices, your GP, Citizen's Advice Bureau or your local telephone directory.

**Hospital chaplaincy**
Gloucester Royal Hospital
Tel: 0300 422 6200
Cheltenham General Hospital
Tel 0300 422 4286

Sudden bereavement information services
Sudden

Unexpected Death in Epilepsy
Tel: 01235 772 852
Website: www.sudep.org

British Heart Foundation
Tel: 0300 330 3311 (information line)
Website: www.bhf.org.uk

Cardiac Risk in the Young
Offers support and information on cardiac risk in the young
Tel: 01737 363 222
Website: www.cry@c-r-y.org.uk

Cardiomyopathy
Information for people/ families affected by cardiomyopathy
Tel: 0800 0181 024
Website: www.cardiomyopathy.org

Meningitis Now
Helpline offering information and support
Tel: 0808 801 0388
Website: www.meningitisnow.org

Roadpeace
Support and information for people bereaved and injured road traffic victims
Tel: 0845 4500 355
Website: www.road-peace.org.uk

SAMM
Helpline: 0121 451 1618
Helpline: 0845 872 3440
Website: www.samm.org.uk
SOBS  
Survivors of bereavement by suicide  
Tel: 01452 371 945 (Gloucestershire)  
Tel: 0300 111 5065 (National helpline)  
Website: www.uk-sobs.org.uk

Sudden Death Support Association  
Organisation to help people bereaved by a sudden death  
Tel: 0118 988 9797 (answerphone only)  
Website: www.suddendeath.org

Victim support  
Support for people bereaved by a crime or road accident  
Tel: 0808 281 0112 (Local)  
Tel: 0808 168 9111 (National Helpline)  
Website: www.victimsupport.org.uk

Support for adult bereavement

Age UK  
Advice and information for senior citizens/carers  
Tel: 01452 422 660  
Tel: 0800 678 1174 (Freephone)  
Website: www.ageuk.org.uk

Cruse  
Support for bereaved people of all ages  
Tel: 01242 252 518 (Gloucestershire)  
Tel: 0808 808 1677 (National number)  
Website: www.cruse.org.uk  
Website: www.gloucestershirecruse.org.uk

Samaritans  
Offers emotional support 365 days a year  
Tel: 01452 306 333 (Gloucester)  
Tel: 01242 515 777 (Cheltenham)  
Tel 116 123 (National number)  
Website: www.samaritans.org

Way foundation  
Self-help and social support for men and women under 50  
Website: www.wayfoundation.org.uk
Support services for when a baby or child dies

Child Death Helpline
Tel: 0800 282 986 (National helpline)
Website: www.childdeathhelpline.org.uk

Compassionate Friends
A charity to support parents, families who have lost a child at any age
Tel: 0345 123 2304 (National helpline)
Website: www.tcf.org.uk
For siblings: www.tcfsiblingssupport.org.uk

Lullaby Trust
For people who have experienced a sudden death of a baby
Free helpline Tel: 0808 802 6868
Website: www.lullabytrust.org.uk

Sands
Support for parents and anyone affected by the death of a baby
Tel: 0808 164 3332 (National helpline)
Website: www.uk-sands.org

Support services for children and young people

ChildLine
Provides telephone support for any child or young person Tel: 0800 11 11 (National 24 hour free helpline)
Website: www.childline.org.uk

Share
A young person’s counselling service 11 to 25 year olds
Tel: 07928 775015
Website: www.ypcs.org.uk

Help for people with learning disabilities
Useful information leaflets

When sudden death occurs - coroners and inquests
Tel: 0203 334 3555
Website: www.direct.gov.uk

Help is at hand – A guide for people bereaved by suicide or other sudden, traumatic deaths

Department of Health Publications (ref.286523)
Leaflet line: 0300 123 1002

Department for Work and Pensions (DWP)
Bereavement Benefits Service
Tel: 0345 606 0265
Website: www.dwp.gov.uk

Jobcentre Plus
Local Tel: 0345 604 3719
Website: www.jobcentreplus.gov.uk

State pensions
National helpline Tel: 0345 606 0265
Website: www.thepensionservice.gov.uk

Probate and Inheritance Tax Helpline
Tel: 0300 123 1073

Bereavement enquiries, Income Tax
Tel: 0300 200 3300
Website: www.hmrc.gov.uk

Healthwatch Gloucestershire
Tel: 01452 504 989
Website: www.healthwatchgloucestershire.co.uk
Patient Information

Gloucester and District Citizen’s Advice Bureau
Tel: 01452 527 202
Website: www.citizensadvice.org.uk
Should you have any comments about the care received within the Emergency Departments at Gloucestershire Royal Hospital or Cheltenham General Hospital please contact:

The Manager
Unscheduled Care
Gloucestershire Royal Hospital
Great Western Road
Gloucester
GL1 3NN
Tel: 0300 422 6965

Patient Advice and Liaison Service
PALS Office
Gloucester Royal Hospital
Great Western Road,
GL1 3NN
Tel: 0300 422 688
Tel: 0800 019 3282 (Freephone)
Email: ghn-tr-pals.gloshospitals@nhs.net

Early contact information

Emergency Departments
Gloucester Royal Hospital
Tel: 0300 422 6600
Cheltenham General Hospital
Tel: 0300 422 3046

Bereavement Administration Offices
Gloucestershire Royal Hospital
Tel: 0300 422 6742
Cheltenham General Hospital
Tel: 0300 422 4753

Gloucestershire Coroner’s Office
Tel: 01452 305 661

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