

# When Someone Has Died

NHS Lothian Bereavement Service  
is here to support you



When someone close to you dies, you may be unsure what to do. We hope this leaflet will help you understand what happens now.

## **NHS Lothian Bereavement Service**

### **Telephone:**

0131 242 6995 or 0131 242 1996

### **Email:**

[bereavement.service@nhs.scot](mailto:bereavement.service@nhs.scot)

### **Website:**

<https://services.nhslothian.scot/>

Bereavement is one of the hardest life experiences you may face. As well as the emotional upset, you may require advice or guidance about practical, legal or financial matters. We are here to provide you with information and support for all aspects of bereavement.

Whenever you feel ready, we can also signpost you to the most appropriate support groups for grief and bereavement.

## How to register a death in Edinburgh & the Lothians

**You do not need to collect paperwork from the hospital or go to a registration office in person to register the death.**

- The ward doctor will complete the Medical Certificate of Cause of Death (MCCD), which details the cause of death. The ward staff should discuss this with you, so that you can ask questions if you wish
- The ward will email the MCCD to us (the Bereavement Service). Once we have reviewed the paperwork, we will email it to the Registration office you chose when you completed the form
- Once the certificate has been received by the Registration office, they will contact you to invite you to make an appointment to complete the death registration process

**Please note:** If you are registering the death out-with the Lothians, the certificate will still be emailed to your chosen Registration office but you should check local arrangements for making an appointment.

Contact details for Scottish Registration offices can be found at:  
<https://www.nrscotland.gov.uk>.

## **When you speak to the Registrar by telephone, they will ask for some information about the person who has died:**

- Full name, usual address and occupation
- Their parents' full names and occupations
- Name and address of their GP
- Their NHS number, if available
- Details of their birth and any marriages or civil partnerships. If these occurred in Scotland, the Registrar can access details on the Scottish Family History System. If any relevant life events occurred outside Scotland, the Registrar may ask you to email them a digital copy (e.g. a scan or photograph) of the certificates, if possible.

## **Once the registration is complete, the Registrar will:**

- Email / post the Form 14 (Certificate of Registration of Death) directly to your chosen Funeral Director
- Post an abbreviated Death Certificate to you (free of charge)
- If you wish to purchase copies of the full extract, these will also be posted to you.

## **'Tell Us Once' Service**

The Registrar can give you a reference number to complete the 'Tell Us Once' process by telephone or online. For more information please visit: [www.gov.uk/tell-us-once](http://www.gov.uk/tell-us-once)

## **Death Certificate Reviews**

The Death Certification Review Service carries out reviews of MCCDs to check their quality and accuracy. Certificates are selected at random. If the certificate is selected for review and you wish to organise the funeral quickly (e.g. for religious or other reasons), the Registrar can advise you about applying for 'advance registration' to prevent delays to funeral arrangements.

## Contact details for local Registration Offices:

City of Edinburgh Council Tel: 0131 529 2600

Email: [registrars.city@edinburgh.gov.uk](mailto:registrars.city@edinburgh.gov.uk)

Midlothian Council Tel: 0131 271 3281

Email: [registrar@midlothian.gov.uk](mailto:registrar@midlothian.gov.uk)

West Lothian Council Tel: 01506 281898

Email: [registration@westlothian.gov.uk](mailto:registration@westlothian.gov.uk)

East Lothian Council Tel: 01620 827308

Email: [haddingtonregistrars@eastlothian.gov.uk](mailto:haddingtonregistrars@eastlothian.gov.uk)

## Registration Offices in other areas

Details can be found at [www.nrscotland.gov.uk](http://www.nrscotland.gov.uk)

## The Purple Thistle

The Purple Thistle is used to remind all staff to be especially sensitive and respectful when they are supporting you or working near your relative/friend. The Purple Thistle sign is used across NHS Lothian's acute hospitals and we would like to hear your experience of its use. As a service we strive to provide the best Bereavement support. To help us achieve this, we would be grateful if you took a few moments to answer 3 questions.

Please use this QR code. Your feedback is confidential and your identity and answers will remain anonymous.

<https://forms.office.com/e/KiFgfHHHw2>



