

## Register Office addresses - Berwick to Darlington

The Register Office  
49-51 Bridge Street,  
**Berwick Upon Tweed**  
TD15 1ES  
Tel: 01289 30647

The Register Office  
18 Barrington Street  
**South Shields**  
NE33 1AH  
Tel: 0191 455 3915

Register Office  
6 Market Place  
**Alnwick**  
Northumberland  
NE66 1HP  
Tel: 01665 602363/4

The Register Office  
Civic Centre  
Regent Street  
**Gateshead**  
NE8 1HH  
Tel: 0191 477 1011

The Register Office  
94, Newgate Street  
**Morpeth**  
Northumberland  
NE61 1BU  
Tel: 01670 513232

The Register Office  
Suffolk Street  
**Jarrow**  
NE32 5BJ  
Tel: 0191 489 7595

The Register Office  
Civic Centre  
**Newcastle**  
NE1 8PS  
Tel: 0191 232 8520

The Register Office  
Town Hall and Civic Centre  
P.O. Box 108  
**Sunderland**  
SR2 7DN  
Tel: 0191 553 1760

The Register Office  
Maritime Chambers  
1 Howard Street  
**North Shields**  
NE30 1LZ  
Tel: 0191 200 6164

The Register Office  
40 Old Elvet  
**Durham**  
DH1 3HN  
Tel: 0191 386 4077

The Register Office  
Abbey Gate House  
Market Street  
**Hexham**  
NE46 3LX  
Tel: 01434 602355/602605

Register Office  
York Road  
**Peterlee**  
Co. Durham  
SR8 2DP  
Tel: 0191 586 6147

The Register Office  
1 Thorneyholme Terrace  
**Stanley**  
Durham  
DH9 0BJ  
Tel: 01207 235849

District Register Office  
30 Galgate  
**Barnard Castle**  
Co. Durham  
DL12 8BH  
Tel: 01833 637997

The Register Office  
Cockton House  
Waddington Street  
**Bishop Auckland**  
Co. Durham  
DL14 6HG  
Tel: 01388 607277

District Register Office  
The Register Office  
Central House  
Gladstone Street  
**Darlington**  
DL3 6JX  
Tel: 01325 346600

North East Ambulance  
Service NHS Trust  
Ambulance Headquarters  
Bernicia House  
Goldcrest Way  
Newburn Riverside  
Newcastle upon Tyne  
NE15 9RT  
Tel: 0191 430 2000  
Fax: 0191 430 2299  
Chairman: Tony Dell  
Chief Executive: Simon  
Featherstone

आपके आवेदन करने पर यह जानकारी बड़े प्रिंट, ब्रेल, ऑडियो टेप या दूसरी भाषाओं में भी उपलब्ध करवाई जा सकती है। इसके लिये कृपया पब्लिक रिलेशन्स डिपार्टमेंट को 0191 430 2000 पर फोन करें या 0191 430 2299 पर फेक्स करें।

ਇਹ ਪ੍ਰਕਾਸ਼ਨ ਵੱਡੇ ਅੱਖਰਾਂ ਵਿੱਚ, ਬ੍ਰੇਲ ਵਿੱਚ ਜਾਂ ਅਡਿਓ ਟੇਪ 'ਤੇ ਮਿਲ ਸਕਦਾ ਹੈ ਅਤੇ ਵੇਨਤੀ ਕੀਤੇ ਜਾਣ 'ਤੇ ਇਸਦਾ ਦੁਨੀਆ ਭਾਸ਼ਾਵਾਂ ਵਿੱਚ ਅਨੁਵਾਦ ਕੀਤਾ ਜਾ ਸਕਦਾ ਹੈ। ਕਿਰਪਾ ਕਰਕੇ ਟੈਲੀਫੋਨ ਨੰਬਰ 0191 430 2000 'ਤੇ ਜਾਂ ਫੈਕਸ ਨੰਬਰ 0191 430 2299 'ਤੇ ਪਬਲਿਕ ਰਿਲੇਸ਼ਨਸ ਡਿਪਾਰਟਮੈਂਟ ਨਾਲ ਸੰਪਰਕ ਕਰੋ।

এই প্রকাশনাটি বড় ছাপার হরফে, ব্রেইলে বা অডিওটেপে, এবং অনুরোধ করলে অন্য ভাষায়ও এর অনূবাদ পেতে পারেন। দয়া করে পাবলিক রিলেশন্স ডিপার্টমেন্ট এর সাথে 0191 430 2000 নম্বরে বা 0191 430 2299 নম্বরে ফ্যাক্সে যোগাযোগ করবেন।

此單張備有大字、凸字、或錄音帶版本，亦備有其他語言翻譯本，查詢詳情請電公共關係部 (Public Relations Department) 0191 430 2000 或傳真 0191 430 2299。

یہ دستاویز بریل، بریل (ہینٹون کی لکھائی) یا آڈیو ٹیپ پر بھی فراہم کی جاسکتی ہے۔ درخواست کرنے پر اس کا ترجمہ دوسری زبانوں میں بھی کیا جاسکتا ہے۔ اس کے لئے پبلک ریلیشنز ڈیپارٹمنٹ سے فون نمبر 0191 430 2000 یا فیکس نمبر 0191 430 2299 پر رابطہ قائم کریں۔

امکان عرضہ این نشریہ با حروف چاپی درشت و یا به صورت بریل و کاست موجود میباشد و در صورت نیاز، به زبانهای دیگر هم ترجمه خواهد شد. در این مورد میتوانید با دفتر روابط عمومی با تلفن 0191 430 2299 و یا فکس 0191 430 2000 تماس حاصل نمایند.

إذا رغبت في الحصول على نسخة من هذا الكتيب بطباعة كبيرة أو بطريقة الكتابة بالحروف البارزة (لغة بريلي) أو على شريط كاسيت - ويمكن ان يترجم الى لغات اخرى حسب الطلب - فالرجاء الاتصال بقسم العلاقات العامة على الرقم: 0191 430 2299 - أو فاكس: 0191 430 2000

This publication can be made available in large print, Braille or on audiotape and can be translated into other languages on request. Please contact the PR Dept on: Tel: (0191) 430 2000 or by fax: (0191) 430 2299 or via email: [publicrelations@neas.nhs.uk](mailto:publicrelations@neas.nhs.uk)

Further information on NEAS can be found on the website [www.neambulance.nhs.uk](http://www.neambulance.nhs.uk)



North East Ambulance Service **NHS**  
NHS Trust

# When someone has died

A brief Guide which we hope will be of some help to you



April 2007

### The Ambulance Service

The Ambulance crew has now pronounced death. However, it is a legal requirement for a doctor (normally the patient's GP) to issue a medical certificate indicating the CAUSE of death. We will contact your GP but if this is not possible or the GP is not in a position to issue this certificate, Her Majesty's Coroner has the duty of investigating the death and issuing the appropriate certificate. Under these circumstances the police will be contacted as agents of the Coroner.

### In the Event of Sudden Death

In certain circumstances, it may not be possible to establish the CAUSE of death immediately, so the doctor may not be able to sign the Medical Certificate. In some instances the body will have been removed to a mortuary. It may be necessary to hold an inquest. In all these circumstances, the procedures will be clearly explained to you by the police who are acting as agents of the Coroner. It is still advisable at this stage to contact a Funeral Director and start to make the arrangements.

### The Medical Certificate

When the doctor or Coroner is satisfied as to the CAUSE of death he will issue the Medical Certificate, (often confused with the actual Death Certificate). This must be taken to the Registrar who will register the death and issue the actual Death Certificate. He will also give you formal notice that he has done

### The Registrar

You must take the current Medical Certificate to register the death with the Registrar of Births, Deaths and Marriages in the District where the death occurred. This must be done within five working days, and is best done if possible by the next of kin or someone with detailed family knowledge. You may take a friend or relative with you, and if possible the deceased's Birth Certificate, Marriage Certificate (where appropriate) and Medical Card. You will find a list of addresses for Registrars overleaf, they are also listed under Government offices in your telephone directory.

### The Death Certificate

The Registrar will issue you with the Death Certificate. You will be given two copies, a green form for burial or cremation, which must be given to your Funeral director, and a white copy for the DSS and other purposes. You may need additional copies of the white form, for insurance, pension claims, the Will and for any bank accounts. Additional copies can

always be obtained later. The Registrar also has application forms for a Funeral Payment from the Social Fund - see opposite.

### Funeral Directors

You will find the Funeral Director invaluable during the early stages of your bereavement, a comprehensive list can be found within the Yellow Pages or your local paper. All reputable Directors

are committed to the highest professional standards, and will explain clearly all options available and provide a clear estimate of all possible charges, in circumstances of hardship, it may be possible to apply for a Funeral Payment towards the expenses of a simple ceremony. Once you have appointed a Director, you will find that they can take charge of many details for you, and if required put you in touch with a Minister of the appropriate Religion. They will also, if you wish, remove the body to their own Chapel of Rest prior to the funeral.

### Cremation of Burial?

If it is your wish, or was that of the deceased, to have a cremation, the signatures of two doctors are required. The Funeral Director will arrange this.

### Support Agencies

There are many other organisations that may be able to provide you with help and support for example CRUSE (080) 2332 7227 or SAMARITANS (0345) 909090. A complete list can be found in the 'Helplines' or 'Help and Advice' sections of your local Phone Book.

### Pensions and Benefits

Funeral payment from the Social Fund

Any Pension or Benefit books payable to the deceased must be returned to the DSS Office. Death Grant is no longer available, and in some cases of hardship it may be possible to apply for a Funeral Payment from the Social Fund to help with the expenses of a simple but dignified funeral - your local DSS Office will advise, and has the appropriate form. This is also available for the Registrar.

In the days to follow, there will be many other matters requiring attention for example:

- Bank and Savings Accounts
- Insurance Policies
- Rent and Household Bills
- Solicitors
- Notice in Local Newspaper (the Funeral Director will arrange this).

### Tissue Donation

Many people can be considered for tissue donation following death. It is possible to donate tissues such as bone, skin, tendons and heart valves for transplantation and research.

The majority of people who have died are able to donate tissues up to 48 hours following their death and it may be possible for your relative to donate tissues. One donor can greatly improve the quality of life of up to forty patients.

A specially trained nurse from the National Blood Service may contact you by telephone to give you information about tissue donation, which may include confirmation of registration on The Organ Donor Register.

- If you would like more information about tissue donation please call the pager number below and leave the message **'My name is..... please contact me on... (telephone number)... as I would like more information on donation'**.
- If you do not wish to be contacted please call the pager number below and leave the message **'Please do not contact the family of..... (name of the deceased)' and state your name.**

**Please note: Being a donor does not cause any delay in funeral arrangements.**

**FREEPHONE Pager Number: 0800 432 0559**

