

LPT In-Patient Deaths - Medical Examiner (ME) /Bereavement Support Service (BSS) Process Map

- 1a. Medical Examiner Officer (MEO) to be notified of ALL deaths.** LPT ANP/doctor completes and emails ME referral proforma (available on SystmOne) to the Leicester, Leicestershire & Rutland Medical Examiner NHS Net mailbox at medical.examinersllr@nhs.net. Phone: 07815 028098 or 07815 457565
- 1b.** Additional information required: 1- Copy of ReSPECT form 2- Copy of discharge letter if admitted from non-UHL hospital.
- 1c.** Confirm where Cause of Death discussion with the Medical Examiner (ME)/completion of Death Certification paperwork will happen (if known) ie in one of UHL's Bereavement Offices or at the LPT Hospital and provide contact details.
- 1d.** ME Officer (MEO) prepares/presents proforma to ME. - MEO will contact LPT referrer if further info needed or LPT records not showing on SystmOne.
- NOTE:** LPT clinical team to call ME Office as well where 'urgent release' or 'tissue donation' requests are made by family.
Where Police have referred death to Coroner, Responsible Clinician should still contact the Medical Examiner to discuss clinically.

2a. Medical Examiner (ME) discusses care and cause of death with Certifying Doctor + proportionately screens available paper/electronic records. mailbox)

3a. Where agreed MCCD can be issued,

Certifying doctor completes MCCD - if MCCD completed at LPT hospital, Admin send scanned copy to medical.examinersllr@nhs.net

Clinical Medical Examiner Officer (CMEO) or ME calls family to explain cause of death.

Where no significant family concerns are raised – ie preventing MCCD being issued, CMEO or ME informs family about bereavement support available:

- **Adult deaths**- BSSN will contact family in **6-8 weeks** or will offer earlier contact where indicated ie distress / concerns (family may contact BSSN anytime).

- **Child death** – Child Death Overview Panel (CDOP) Practitioner and allocated 'Key Worker' will contact family in following days.

If significant family concerns raised, certifying doctor is contacted by MEO to organise Coroner Referral (see 3b & 4b)

3b. Where MCCD cannot be issued, family are informed of referral to Coroner by MEO and that:

- **Adult death** - BSSN will contact them within 2 weeks (or family can contact BSSN earlier).

- **Child Death** - Child Death Overview Panel (CDOP) Practitioner and allocated 'Key Worker' will contact family in following days.

4b. Coroner Referral required:

MEO liaises between UHL Bereavement services and LPT clinical team to confirm which Coroner's Office and who best placed to complete referral

emails completed ME Proforma confirming MCCD cannot be issued and highlighting any ME concerns to:

- Doctor responsible for completing Coroner referral

- Notifying ANP/ Doctor - for reference

- LPT LfD: lpt.learningfromdeaths@nhs.net

- llr.lederadmin@nhs.net if deceased had Learning Disabilities or Autism

- BSS mailbox: (triggering early contact with family).

bereavementsupportservice@uhl-tr.nhs.uk

If referral being completed in UHL Bereavement Office,

Doctor liaises with BSO team for support with referral

If referral being completed at LPT site, MEO supports as needed and sends link to Coroner Referral Portal

4a. Where MCCD can be issued (same or next working day- dependant on ME being able to contact family):

i. ME countersigns MCCD which is then scanned and sent to the Registrar by MEO (or BSO if completed in UHL Bereavement Office)

ii. MEO emails completed ME Proforma to LPT containing outcomes of ME screening, discussion with certifying doctor, proposed cause of death and any ME or family feedback (questions / concerns /compliments).

iii Email also advises of agreed BSS Nurse follow up contact time. Email copied to:

- LPT LfD Team: lpt.learningfromdeaths@nhs.net for reference

- BSS mailbox: bereavementsupportservice@uhl-tr.nhs.uk (to action questions / concerns where)

- llr.lederadmin@nhs.net if deceased had Learning Disabilities or Autism

5. Adult deaths - BSSN contacts bereaved family (designated or actual NoK):

- Offers a listening ear, identifies where there are unmet bereavement needs, signposts /refers to appropriate support organisations as required, invites families to provide feedback about the standard of End of Life care and sends feedback/compliments to the team.

- Where family raise questions / concerns, and BSSN is unable to independently resolve, (and these have not previously been raised by the family via the formal concerns /complaints route) the BSSN will advocate for family and will:

- Provide **FEEDBACK** to clinical team

- Request **REVIEWS** of care or meeting with clinical team via appropriate and family's chosen pathway - or where concerns already requested/escalated by ME, forward any additional family feedback for consideration. Escalate to Patient Safety Team as required.

- Shares clinical team responses/ review feedback with the family via their preferred method e.g. verbal, written, meeting.

- Where requested by the family, signpost or assist in raising a formal concern/complaint.

Child deaths – CDOP Practitioner & allocated Key Worker will offer bereavement support, signposting and assist family in raising questions / concerns as part of the CDOP process.

Contacts:

Rebecca Broughton – UHL Head of Learning from Deaths. Rebecca.broughton@uhl-tr.nhs.uk contact via UHL switchboard 0300 303 1573

ME Office - LRI 07815 028098 or 07815 457565 (9am-5pm Mon-Friday, excluding bank holidays)

ME Office - Out of Hours (available every day 9am-9pm) - 07971 745188 or via UHL switchboard 0300 303 1573

Bereavement Services Office - LRI 0116 258 5194 (9am - 5pm Monday to Friday, excluding bank holidays)

Bereavement Support Nurse - 0116 258 4380/6776 - bereavementsupportservice@uhl-tr.nhs.uk (9am - 5pm Monday to Friday, excluding bank holidays)