**Chapelfield Medical Centre’s Process following Notification of Death**

***Data input team***:

After receiving confirmation from relative or letter of confirmation, add to all clinical staff screen to notify them of death.

***Date input team:***

Where appropriate added to Doctor who has seen most recently to complete certificate – once completed given to allocated admin team to ensure registrar receives, also family can collect if wishes.

***Reception Staff:***

* Collect bereavement card and booklet and give to clinician (not only GP) who has most input / relationship with patient and relative to complete card and send out *within 1 week of notification of death*.
* Offer of bereavement support appointment in this also.
* Clinicians often contact relatives offering support and condolences via telephone at same time.

***Clinicians:***

Deaths discussed in the weekly clinical meeting and audit template completed:

* Whether palliative patient / expected
* Place of death and whether met ACP
* Learning from case / debrief

***Clinicians:***

After discussion in clinical meeting where appropriate admin team tasked with offering a telephone / face to face bereavement review with NoK / family with clinician best known to relative.