

Guidance for the bereaved during the COVID-19 coronavirus pandemic

We wish to extend our sympathy and deepest condolences to you at this very difficult time.

Due to unprecedented circumstances because of the COVID-19 pandemic, some of the information in the Information & Help for the Bereaved booklet will not apply. The booklet does contain additional information and support, but please be aware of the following changes due to COVID-19 below.

How to register a death:

- You will need a medical certificate of cause of death, known as a MCCD. This is completed by doctors within the hospital.
 - To get the MCCD, contact the bereavement support office (BSO) at the hospital on 01284 713 410 after 10.00am the next working day.
 - The bereavement support office will inform you when the MCCD has been electronically sent to the register office, you'll then be able to register the death via the ways below.
- 1) By going to the Suffolk County Council website: <https://www.suffolk.gov.uk/births-deaths-and-ceremonies/how-to-register-a-death/register-a-death-during-covid-19-pandemic> and filling in the pre-registration death form.

or

- 2) If you do not have access to the internet, telephone 0345 607 2050 and you will be asked to give some information to assist the registrar in preparing the registration.

For both options, a registrar will call you back to formally register the death. You can order death certificates either online or over the phone for £11 a copy.

Viewings

Unfortunately we are currently unable to offer appointments in our viewing room.