

TRUST BOARD IN PUBLIC		Date: 29th May 2014	
		Agenda Item: 2.1	
REPORT TITLE:		The Bereavement Office	
EXECUTIVE SPONSOR:		Dr Des Holden Medical Director	
REPORT AUTHORS:		Liz Berry and Dr Sarah Rafferty	
REPORT DISCUSSED PREVIOUSLY: (name of sub-committee/group & date)			
Action Required:			
Approval	Discussion (√)	Assurance (√)	
Summary of Key Issues			
<p>The bereavement office is the place where death certificates are written by medical staff and where bereaved families come for certificate collection. The process of accurately certifying death, by people able to do so (medically qualified and being confident from seeing patient previously when alive that they know the cause of death) is a pathway which has traditionally been very frustrating for office staff, doctors and most importantly families.</p> <p>As a consequence of the trusts focus on mortality changes have been made in the bereavement service management and function. This presentation describes why and what changes were made and hears whether these have improved the pathway.</p>			
Relationship to Trust Strategic Objectives & Assurance Framework:			
<p>SO1: Safe -Deliver safe services and be in the top 20% against our peers SO2: Effective - Deliver effective and sustainable clinical services within the local health economy SO3: Caring – Ensure patients are cared for and feel cared about</p>			
Corporate Impact Assessment:			
Legal and regulatory implications	In line with current regulation		
Financial implications	Minimal		
Patient Experience/Engagement	Improved Patient Experience		
Risk & Performance Management	Will be useful in assurance and performance management, strengthen and review process for mortality and potentially benefit relationships with the Coroner's Office		
NHS Constitution/Equality & Diversity/Communication	Meets the NHS Constitution		
Attachments:			