

### **Immediate Actions**

- Contact GP (if expected death at home)
  - Call NHS 111 (if out of hours)
  - If unexpected, call 999
  - Ensure death has been verified
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### **Contact a Funeral Director**

- Contact Thompson Brothers & Sons
- Arrange care of your loved one
- Take guidance at your own pace

0191 385 4000

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### **Medical Examiner**

- Records reviewed
  - Doctor consulted
  - Certificate issued
  - Coroner involved if required
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### **Register the Death**

- Book appointment

*(Register within 5 days of the medical certificate being issued)*

You may need:

- Personal details of the deceased
  - Date/place of death
  - National Insurance number (if known)
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### **Register Offices**

- Sunderland – 0191 520 5553
  - Durham – 03000 266000
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### **If Coroner Is Involved**

- Await guidance
  - Funeral can proceed once released
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### **Tell Us Once**

- Use service via registrar
  - Notify government departments
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### **Arrange the Funeral**

- Choose cremation or burial
  - Select type of service
  - Confirm date and details
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### **After the Funeral**

- Notify banks
  - Contact insurers
  - Arrange probate if needed
  - Close accounts
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### **Support**

- Cruse – 0808 808 1677
  - Samaritans – 116 123
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### **Remember**

- Take your time
  - Ask for help
  - You are not alone
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### **Thompson Brothers & Sons**

We listen. We guide. We take care.