Registering a death (as-is overview)

A high-level view of the stages, channels and problems in the high-level as-is journey of registering a death. The labels on the problems show what we've learned and what problems still exist across the service.



Inform

Check

Someone dies in the hospital or in the community, and the relevant people are made aware



The proposed cause of death

is often checked with the medical examiners office and the bereaved



Scrutiny

The medical examiner office will scrutinise the proposed

The MCCD is then sent to the local registrars or given back to the bereaved



A death may be referred to a coroner for further investigation at any time



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The bereaved or informant can now register the death at a local registry office

Arrange & settle

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The bereaved or informant can now arrange a funeral and settle the deceased



aware

Death

Someone dies in the hospital

or in the community, and the

relevant people are made

The bereaved sometimes don't understand what is expected of them when someone dies.



Sometimes there can be difficulties in identifying the next of Kin



Medical Examiner officers and other administrative staff play a key role in informing attending practitioners to complete an MCCD.



It can be difficult to track down the relevant attending practitioner to complete an MCCD



There is a variety of systems and process in place to record information about a death and check this before an MCCD is written



Record

When confident, the

a paper MCCD form

attending practitioner writes

Mistakes or missing information can lead to delays and rework



Details about the deceased person are re-entered multiple times on multiple systems



If an attending practitioner can't be identified or they are unavailable, this can cause significant delays



Staff can find the form difficult to understand, or are not trained to complete an MCCD, leading to mistakes and rework.



MCCD can be incorrectly provided for stillbirth and cause confusion and distress at registry



cause of death

Scrutiny is adding additional time to the process



It can be difficult to get in contact with attending practitioners to make changes to the MCCD



The medical examiner service often doesn't run on weekends



Often an MCCD completed by a GP may not be checked to ensure it matches what was agreed in scrutiny before it's sent to the registrar



Doctors of particular faiths might abstain from completing cremation forms. and ask another Doctor to do



Issue

The bereaved are often frustrated with the delays in receiving the MCCD



The bereaved worry about losing the paper copy of the form and can find it difficult to retain verbal information



Chasing for MCCD and travel to collect it can add to informant's stress



The bereaved often don't understand information on the MCCD



Sometimes general practitioners send the MCCD to the wrong registrar



Informants are given variable information on registration. from different sources - not everyone knows how long they have to register or that they should register when the person died



There are unnecessary referrals to the coroner, causing delays and rework



There is no standard way to receive the outcome of a coroner referral



The deceased patients details can often be wrong. This either leads to delays or emotional distress for the hereaved



Appointments need to be cancelled as the MCCD is not accurate or has not been received.



There is no consistency in the information that a registrar will and won't accept as a cause of death



There isn't clear information on registering a still birth



Even when the MCCD is sent electronically, informants need to call to check its















Funerals can often be postponed, due to delays in certifying a death, causing emotional distress.