

**Freedom of Information Request – 4019**

The following questions are all related to the bereavement services that are operated at the Trust's hospital(s).

1. Are the Bereavement Services at this Trust run by the trust or an external party? *Trust*

2. Who is the primary contact for bereavement services at the Trust?  
*Daryl Bourn*

a. What is their correspondence address, email and phone number?  
*[daryl.bourne@jpaget.nhs.uk](mailto:daryl.bourne@jpaget.nhs.uk), 01493 452396*

3. Is this their sole responsibility or do they have other job roles?  
*Mortuary / Bereavement manager*

4. Is there a Bereavement Office at the Trust's Hospital(s)?  
*Yes*

5. Where are the Bereavement Offices located?  
*In the Bereavement Suite, information available at <http://www.jpaget.nhs.uk/departments-services/departments-services-a-z/bereavement-services/>*

6. Is the Bereavement Office always open (24/7), a 9-5 service or by appointment only? *The Bereavement Office is open 8.30am – 4.30pm.*

7. If it is not a 24/7 open office, is there a cover for this service out of hours?  
*There is cover through the mortuary on-call service.*

7. Are the Bereavement Services only utilised within the Trust, or do they also cover community work (under agreement with other Trusts/CCGs)?  
*Trust*

8. Does your Trust present Bereavement Books to the bereaved?  
*Yes*

a. Are these produced in-house? *No*

b. Are these produced by an external agency under contract (such as RNS publications)? *Yes*

9. If under contract;

a. how long is the contract term; *N/A books are provided free of charge*

b. when does it end; *N/A*

c. are there additional benefits in the contract beyond the literature (ie, a cash rebate, other products); *N/A*

d. does the literature provided contain advertisements; *Yes*

e. who can sign the contract? *N/A*