

The Medical Examiner service in Lincolnshire

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Medical Examiner services provide an opportunity for the bereaved to speak with a medical professional after the death of a loved one. A community setting is a care home, community hospital, a hospice or at a private residence. A hospital means one of the three hospitals that makes up United Lincolnshire Hospitals NHS Trust – Lincoln County Hospital, Grantham and District Hospital and Pilgrim Hospital, Boston.

They will talk to you about the cause of death and can address any questions or concerns you may have.

The Medical Examiner service is hosted by United Lincolnshire Hospitals NHS Trust, who have been offering this service for patients who have died in a hospital setting since 2019 and are now overseeing this service as it is also rolled out to all deaths that occur in community settings.

Why is there a Medical Examiner Service?

The service has been implemented to help provide a consistent review of deaths and to improve the quality and accuracy of cause of death certificates. The role also allows shared learning and knowledge on a national level. Most importantly, the service allows you to speak to a medical professional after the death of a loved one.

Who are Medical Examiners and Medical Examiner Officers?

Medical Examiners are senior doctors who have specialist training to be able to also perform their role as Medical Examiners. Medical Examiner Officers have also had specialist training and work closely alongside Medical Examiners to deliver the Medical Examiner service.

This role provides independent advice about causes of death (except for deaths, which have to be reviewed by a Coroner).

You can be confident that Medical Examiners and their staff will provide an independent view as they only review cases where they or their staff have not provided care for the patient. They will not have had any involvement in the deceased's care. The team is overseen nationally by National Health Services England (NHSE).

Coroners

If a death has been referred to the Coroner then the Coroner (not the Medical Examiner) investigates the death independently.

Some deaths must be notified to the Coroner; you can find out more about this here:

[Deaths – Lincolnshire County Council](#)

After a death, the Medical Examiner team will contact you

Medical Examiners and Medical Examiner Officers offer the opportunity to have an open and honest conversation with someone who was not involved in providing care to the person who has died. They can help you understand the cause of death and the medical language used. They can also help you understand the treatment provided. They are here to answer any questions that you may have. If you have had any concerns in relation to the care of your loved one and their death then please raise this with the Medical Examiner.

Can I ask the Medical Examiner to talk to someone else if it is too difficult for me to speak with them?

We appreciate that this is a difficult time and our services are here to help and support you. Following a death, the Medical Examiner or the Medical Examiner Officers will contact you and at that point, you can give them another first point of contact.

When will the Medical Examiner or Medical Examiner Officers get in touch?

The Medical Examiner or Medical Examiner Officers will usually contact you by phone. They will then arrange a convenient way and time to speak with you or your nominated contact, if that is your preference. The Medical Examiner will make first contact with the nominated next of kin.

What questions will I be asked?

The Medical Examiner or the Medical Examiner Officers are able to explain what is written on the Medical Certificate of Cause of Death and why. They will also discuss

the Medical Examiner's review and ask if you have any questions or concerns about the care the person received before their death.

What if I don't want to speak to the Medical Examiner or their team?

We understand that this can be a difficult time and speaking to someone is entirely your choice. Feedback has told us that many people have found using this service really helpful and that it helps people to have an open and honest chat about their loved ones care. If you are unsure, please contact the bereavement office and speak to one of the team. They are trained professionals who are there to help and support you during this difficult time.

How do I contact the Medical Examiner office?

The Medical Examiner Office will get in touch with you. Once you have had contact with the service they will provide further details of how to access them in the future.

Address of the Medical Examiner Service

Swanpool Suite, Lincoln County Hospital, Greetwell Road, LN2 5QY and Pilgrim Hospital Boston, Sibsey Road, PE21 9QS

Further information about the Lincolnshire Medical examiner service can be found here: <https://www.ulh.nhs.uk/services/medical-examiner/>

If you would like to know more about the new national Medical Examiner service you can do that here: <https://www.england.nhs.uk/establishing-medical-examiner-system-nhs/>

What do I do if I have questions or concerns about the Medical Examiner process?

If you have any unaddressed concerns with the Medical Examiner service, please discuss this with the Medical Examiner's office. The team will try and address your concerns.

If you still have concerns, you can also contact the Patient Advice and Liaison Service (PALS). The PALS service are there to listen to your concerns and to work

to resolve these with you.

ULHT PALS team – contact information:

United Lincolnshire Hospitals NHS Trust oversees the Lincolnshire Medical Examiner service and therefore concerns about this service can be raised with their PALS team.

If you would like to contact PALS by email you can email via pals@ulh.nhs.uk

We have two front of house PALS services located at Lincoln County Hospital and Pilgrim Hospital.

Lincoln County Hospital

Located near Main Reception

Telephone: [\(01522\) 707071](tel:01522707071)

Grantham and District Hospital

Telephone: [\(01476\) 464861](tel:01476464861)

Pilgrim Hospital, Boston

Located in Main Reception

Telephone: [\(01205\) 446243](tel:01205446243)

In writing

Patient Experience Team

Grantham & District Hospital

101 Manthorpe Road

GRANTHAM

Lincolnshire

NG31 8DG

What should I do if I have concerns about another service?

Should you have concerns about other services, please raise these with the appropriate team who has delivered this service. The Medical Examiner Service will be able to advise you of the appropriate contact.

United Lincolnshire Hospitals NHS Trust has worked with AccessAble to create detailed Access Guides to facilities, wards and departments at our sites.

www.accessable.co.uk/united-lincolnshire-hospitals-nhs-trust

United Lincolnshire Hospitals NHS Trust endeavours to ensure that the information given here is accurate and impartial.

If you require this information in another language, large print, audio (CD or tape) or braille, please email the Patient Information team at patient.information@ulh.nhs.uk