

Easy Read

Medical Examiner Service for Wales

Information for people who
have lost their loved ones



GIG
CYMRU
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Shared Services
Partnership

March 2024

About this booklet



This is an easy read booklet. Words in **bold blue writing** may be hard to understand. They have been explained on **page 17**.



The information in this booklet was written by the **NHS Wales Shared Services Partnership - All Wales Medical Examiners Service**.

For more information contact:

Website: nwssp.nhs.wales/ourservices/medical-examiner-service

Email: medicalexaminerservice@wales.nhs.uk



This is an easy read version of '**Medical Examiners Service - Information for the Bereaved**'.



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What is the Medical Examiner Service



We look into all deaths that have not been investigated by a **coroner**.



A **coroner** is a type of judge who **investigates** some deaths. For example, if a death was unusual, violent or sudden.



The **Medical Examiner Service** is made up of **Medical Examiners** and **Medical Examiner Officers**.





Medical examiners are experienced doctors. They have special training to **scrutinise** how someone died. And what happened before their death.



Scrutinise means to carefully and thoroughly examine the details and circumstances of a death.



Medical Examiner Officers support Medical Examiners. They oversee each case. And gather all the information needed to **scrutinise** a death.



We are **independent**. We do not work for the people who provided the care for the person who died.



We **scrutinise** deaths to:



- Check the care people were given before they died. And see if there is anything care providers need to change or improve.



- Tell care providers or the coroner about things that may need to be investigated further.



- Make sure the information in the **Medical Certificate of Cause of Death** is correct. This is a legal document that says someone has died.



- Support the families of people who have died. We can explain the cause of death. And give families the chance to ask questions.



All deaths are **scrutinised** in the same way. There are 3 parts to our work:



- We look at medical records.



- We talk to the doctor in charge of the person's care before they died.



- We talk to the families of the people who died.



Listening to you is an important part of our work. We want to make sure you have the chance to talk about anything that has worried you about your loved one's death.



If we need to, we will pass on your concerns for further investigation.

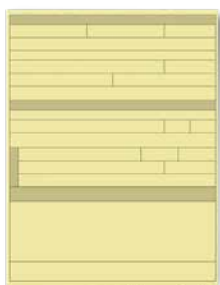
Will funeral plans take longer



There should not be any delays.



We will work with you to make sure you can carry on with your funeral plans.



The **Medical Certificate of Cause of Death** may take a little longer. But not more than 1 or 2 days.



You can still book appointments with funeral directors and the Register Office at this time.



Can someone else talk to us for you



Yes. We may contact you to find out who you would like us to talk to instead.



Or you can let the medical team know who you want us to contact.



We will usually contact you by phone. Before we send the **Medical Certificate of Cause of Death** to the register office.



We can contact you in a different way if you prefer. Please let us know.

What will we ask you



We will tell you what is written on the **Medical Certificate of Cause of Death**.



We will ask you if you have any questions or concerns about the certificate.



We will talk to you about our **scrutiny** into the death of your loved one.



We will ask if you have any questions or concerns about your loved one's death.





We may ask you about what your loved one did for work. To check if it had anything to do with their death.



You can ask any questions you wish about the death. And talk to us about anything that has worried you in any way.



If you do not want to speak to us about your concerns



We strongly advise that you talk to us about any concerns you have over:

- your loved one's death,
- or the care they had before they died.



We are here to listen to you.



We can make sure services know about any problems so they can improve.





We may be able to make you feel better about your concerns, by talking things through with you.



We are independent. We do not work for the people who provided the care for your loved one.



So you can be as open and honest with us as you wish.



What to do if you have concerns about our decisions or work



If you are not happy with our decision, please tell the **Medical Examiner Officer** who contacts you.



They can ask another **Medical Examiner** to look at your case, if needed.



If you are still not happy, we may refer the case to the **coroner**.



If you want to give us feedback, good or bad, you can email us at: medicalexaminerservice@wales.nhs.uk

We will reply to you within 30 days.



How to contact the Medical Examiner Service



You can email the **Medical Examiner Service** in your area. The details are on page 16.



Or you can ask the **bereavement service** to contact them for you.



We may pass you to another service, if we feel they can deal with your concerns better.



Go to our website for [more information on how to contact the **Medical Examiner Service**](#).

Medical Examiner Service contacts

North Wales Office

Covering the Betsi Cadwaladr health board area

Email: NorthWales.MedicalExaminersOffice@wales.nhs.uk

Phone: 02921 500699

Mid and West Wales Office

Covering the Hywel Dda and Swansea Bay health board areas

Email: MidandWestWales.MedicalExaminersOffice@wales.nhs.uk

Phone: 02921 500499

South Wales Central Office

Covering the Cwm Taf and Cardiff and Vale health board areas

Email: SouthWalesCentral.MedicalExaminersOffice@wales.nhs.uk

Phone: 02921 500599

South East Wales Office

Covering the Powys and Aneurin Bevan health board areas

Email: SouthWalesEast.MedicalExaminersOffice@wales.nhs.uk

Phone: 02921 500799



Hard words

Scrutinise

Scrutinise means to carefully and thoroughly examine the details and circumstances of a death.