

Bereavement services

Information for bereaved carers and families about the learning from deaths process at The Christie

If you need information in a different format, such as easy read, large print, BSL, braille, email, SMS text or other communication support, please tell your ward or clinic nurse.

We try to ensure that all our information given to patients is accurate, balanced and based on the most up-to-date scientific evidence. If you would like to have details about the sources used please contact patient.information@christie.nhs.uk

For information and advice visit the cancer information centres at Withington, Oldham or Salford. Opening times can vary, please check before making a special journey.



Contact The Christie Hotline for urgent support and specialist advice
The Christie Hotline: 0161 446 3658
Open 24 hours a day, 7 days a week



All NHS trusts routinely carry out a review of the case notes of a proportion of patients who die in their care. This helps NHS trusts continue to learn and improve the care they provide.

At The Christie, these reviews involve a doctor and nurse, who were not directly involved in a patient's care, looking carefully through the medical and nursing records from the last admission to the hospital. They will look at each aspect of care provided during a patient's most recent stay at The Christie.

This process helps to show us where care is good but also allows us to take steps to improve care for other patients in the future. We report this information to our Patient Safety Committee and Board of Directors. We also share findings from case note reviews with the coroner if there should be an inquest at a later date.

Case note reviews are not carried out for all patients after death. We carry out case note reviews if a death was sudden, unexpected, or potentially avoidable. We also review cases where a death might have been related to certain illnesses, so that we can continue to improve how we manage these conditions.

We will always carry out a case note review when a concern is raised with us about the care we provided to a patient. We will ask you how you found the care and support for yourselves and your loved one at The Christie, and whether you have any concerns about the care received when you collect the medical certification of death from our Bereavement Suite. If you have raised a concern, our Patient Advice Liaison Service (PALS) officer will contact you for more detail.

We might need to contact you after we have completed the case note review. If you have raised a concern about care, we will contact you after a case note review to share our findings.

Occasionally, there can be serious unexpected findings following a case note review that might have affected the care a patient received. In these circumstances, we will contact you to discuss this, and any further investigations that might be needed.

It is possible you have some concerns about the care we provided but you did not feel ready to discuss this with the bereavement team when you collected the medical certification of death. If you would like to tell us about a concern, or have any questions about this process, please contact our Patient Advice Liaison Service (PALS) officer on tel: **0161 446 8217** or email: **pals@christie.nhs.uk**.