

Ref: FOI/GS/ID 4571

**Please reply to:**  
FOI Administrator  
Trust Management  
Maidstone Hospital  
Hermitage Lane  
Maidstone  
Kent  
ME16 9QQ  
Email: mtw-tr.foiadmin@nhs.net

26 March 2018

### **Freedom of Information Act 2000**

I am writing in response to your request for information made under the Freedom of Information Act 2000 in relation to Bereavement Services.

You asked:

1. Are the Bereavement Services at this Trust run by the trust or an external party?
  - a. If it's an external party, who are they?
2. Who is the primary contact for bereavement services at the Trust?
  - a. What is their correspondence address, email and phone number?
  - b. Is this their sole responsibility or do they have other job roles?
3. Is there a Bereavement Office at the Trust's Hospital(s)?
  - a. Where are the Bereavement Offices located?
4. Is the Bereavement Office always open (24/7), a 9-5 service or by appointment only?
  - a. If it is not a 24/7 open office, is there a cover for this service out of hours?
5. Are the Bereavement Services only utilised within the Trust, or do they also cover community work (under agreement with other Trusts/CCGs)?
6. Does your Trust present Bereavement Books to the bereaved?
  - a. Are these produced in-house?
  - b. Are these produced by an external agency under contract (such as RNS publications)?
7. If under contract;
  - a. how long is the contract term;
  - b. when does it end;
  - c. are there additional benefits in the contract beyond the literature (ie, a cash rebate, other products);
  - d. does the literature provided contain advertisements;
  - e. who can sign the contract?

Trust response:

1. By the Trust
2. Bereavement Lead

- a. Maidstone Hospital – located on the ground floor, in the green zone. Open 10am – 4pm, Monday to Friday. Contact 01622 224251
- Tunbridge Wells Hospital – located on the ground floor, just off main reception. Open 10am – 4pm, Monday to Friday. Contact 01892 632923
- b. Sole responsibility
- 3. Yes
- a. At the front of the hospitals
- 4. No, 10-4 to families/relatives but by appointment only. Staff cover longer hours either end of the day
- a. No
- 5. Trust only
- 6. Yes
- a. No
- b. Yes
- 7.
- a. Mutually on-going
- b. As above
- c. Yes
- d. Yes
- e. This department falls under the remit of the Chief Nurse.

The Trust Executive structure chart and details of the above positions is available on the Trust website [www.mtw.nhs.uk](http://www.mtw.nhs.uk)

To contact members of the board, please contact the Executive secretarial team on telephone 01622 226412.