



## What should I do if I have concerns with the Medical Examiner's decision or process?

If you disagree with the Medical Examiner's conclusion, you are encouraged to inform the officer who contacts you. They will listen to your concerns and can arrange a second independent review by a different Medical Examiner. If you remain dissatisfied with the outcome the service may refer the case to the coroner for a further independent consideration.

If you have a complaint or compliment about the service, you can contact the service on [medicalexaminerservice@wales.nhs.uk](mailto:medicalexaminerservice@wales.nhs.uk) and they will respond to you within 30 days.

## Contacting the Service

You can email the Medical Examiner office for your area or ask the bereavement services to contact the team for you directly. It may be that the Medical Examiners team will need to pass you on to another department if they feel that your concerns would be better handled via another channel

## North Wales Office

Community, GP and Hospital sites in Betsi Cadwaladr University Health Board Area (including Ysbyty Gwynedd Hospital, Glan Clwyd Hospital and Wrexham Maelor Hospital)

Email: [NorthWales.MedicalExaminersOffice@wales.nhs.uk](mailto:NorthWales.MedicalExaminersOffice@wales.nhs.uk)  
Tel: 02921 500699

## Mid and West Wales Office

Community, GP and Hospital sites in Swansea Bay University Health Board Area and Hywel Dda University Health Board Area (including Morriston Hospital, Singleton Hospital, Bronglais Hospital, Withybush Hospital, Glangwili General Hospital and Prince Philip Hospital)

Email: [MidandWestWales.MedicalExaminersOffice@wales.nhs.uk](mailto:MidandWestWales.MedicalExaminersOffice@wales.nhs.uk)  
Tel: 02921 500499

## South Wales Central Office

Community, GP and Hospital sites in Cwm Taf University Health Board Area and Cardiff and Vale University Health Board Area (including Prince Charles Hospital, Princess of Wales Hospital, Royal Glamorgan Hospital, Llandough Hospital and University Hospital of Wales)

Email: [SouthWalesCentral.MedicalExaminersOffice@wales.nhs.uk](mailto:SouthWalesCentral.MedicalExaminersOffice@wales.nhs.uk)  
Tel: 02921 500599

## South East Wales Office

Community, GP and Hospital sites in Powys Teaching Health Board Area and Aneurin Bevan University Health Board Area (including Powys Community Hospitals, Nevill Hall Hospital, The Grange Hospital and The Royal Gwent Hospital)

Email: [SouthWalesEast.MedicalExaminersOffice@wales.nhs.uk](mailto:SouthWalesEast.MedicalExaminersOffice@wales.nhs.uk)  
Tel: 02921 500799



# Medical Examiner Service for Wales

*Information for the Bereaved*



GIG  
CYMRU  
NHS  
WALES

Gwasanaeth Archwilio Meddygol  
y Bartneriaeth Cydwasaethau

Shared Services  
Partnership  
Medical Examiner Service

## What is the Medical Examiner Service?

The Medical Examiner Service will scrutinise all deaths across local areas that do not require a coroner's investigation. Medical Examiners, who are also senior doctors, provide an independent review of the care given to the deceased and are able to help identify any situations in which there is potential learning for care organisations. They provide the bereaved with an opportunity to ask questions, seek clarification or raise concerns regarding the care their loved one received. They also ensure that the Medical Certificate of Cause of Death is completed as accurately as possible. The Medical Examiner Service provides an independent medical review of care and, as part of this process values your thoughts, comments or concerns. We want to make sure that you have the opportunity to have an open and honest discussion about anything that has worried you with someone who understands, but is independent of the care your loved one received. We are here to listen to your questions and concerns, to provide answers and reassurance if possible, and where necessary, to pass any concerns on for further investigation.



## Will this delay my funeral plans?

There should be no delay to any funeral plans you have made. The aim of the service is to prevent delays and work with you to ensure any funeral plans can be carried out when needed. Medical Examiners and Medical Examiner Officers will try to be flexible, for example where relatives would like the body to be released quickly, they will work to fulfil these requests as much as possible. The Medical Examiner Service will let you know when the Medical Certificate Cause of Death will be sent to the Register Office (you will need to register the death within 5 days of their receipt of the Certificate), but you can still book appointments with funeral directors at this time.

## Can I ask the Medical Examiner Service to talk to someone else if it's too much for me to talk to them?

Yes of course, the Medical Examiner Office may contact you to ask who you would like us to talk to instead, or you can let the medical team or bereavement office staff know if you would rather we use someone else as a first point of contact. The Medical Examiner Service understands this is a very difficult time and will try their best to make it as easy as possible for you.

## What if I don't want my loved one's medical records being reviewed?

The Medical Examiner Service has a statutory duty to review all deaths not referred directly to a Coroner, therefore they must undertake proportionate scrutiny of the medical records of the deceased.

## What will the Medical Examiner Service ask me?

They will let you know what is written on the Medical Certificate of Cause of Death to check if you have any questions or concerns about it. They will also discuss the Medical Examiner's review and ask if you have any concerns, comments or questions about the care received, or events leading up to your loved one's death. This is an opportunity for you to ask any questions you wish about the death and raise anything that has worried you in any way.

## What if I don't want to tell the Medical Examiner Service about my concerns?

The Medical Examiner Service provides an independent view, and it is encouraged that you talk to them, especially if you have any concerns regarding your loved one's death or care. We are here to listen and to ensure that any issues with care are raised with the relevant healthcare organisation or people who were responsible for the care of the person who died. Alternatively, the Medical Examiner service will refer the issues to someone who can investigate further. The Medical Examiner service is independent from the provider of the care your loved one received, and by telling them of your concerns or observations, you may help improve the care and services the NHS provides to other patients and carers in the future.

## What will happen if I raise Concerns?

The Medical Examiner Service is here to listen to your concerns, to answer any questions and, if necessary, to contact someone who can investigate them further. The Medical Examiner Service provides an independent view and will pass on concerns wherever appropriate. The Medical Examiner Service will not investigate further themselves, as this may be a complex process, and the Medical Examiner must complete scrutiny in a timely manner to allow the death to be registered by law.