



Example for ME conversation with family

Good morning/afternoon. My name is Dr X and I am one of the Medical Examiners at XXXX Hospital.

Is that Mrs Y?/May I speak to Mrs Y please?

I am calling about the death of (name of patient), who I understand was your(relationship).

Have you got a couple of minutes now for me to talk to you about their care?

Please accept my condolences/I am sorry for your loss.

This is a call we make after someone has died at XXXX Hospital. Medical Examiners are independent senior doctors, so I wasn't involved in your *relative's care. The doctors at the hospital have spoken to me about writing your *relative's medical certificate. My job is to make sure that the information on the certificate is correct, that you understand what has been written and to ask if you have any questions or concerns.

I've got your *relative's death certificate in front of me. Would you like me to tell you what it says? What that means is... Does that make sense/Have you got any questions/would you like anything explaining further/Was that what you were expecting?

(If appropriate) May I ask if your *relative was exposed to anything during their work that might have affected their health such as asbestos or chemicals?

I have reviewed your *relative's records and did not identify any concerns about the care provided but I would like your view as well. Do you have any concerns or is there anything we could have done better?

Do you have any other questions?

(Dependent on responses, provide advice about further information and support as appropriate; this will usually involve putting them in touch with the bereavement office team, who are used to signposting to PALS etc.)





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Explain what will happen next eg they will receive a call from the bereavement office when the MCCD is available/has been sent to the Registrar.

Thank you for taking the time to talk to me and please accept my condolences on your loss.

Good bye.

*relative – insert relationship as appropriate

