

**Information Governance**

Wrightington Hospital

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Ref: FOI2020/5928

Date Received: 4<sup>th</sup> February 2020

Response Due: 3<sup>rd</sup> March 2020

25<sup>th</sup> February 2020

Dear Sir/Madam

**INFORMATION REQUEST UNDER THE FREEDOM OF INFORMATION ACT 2000**

**You asked:**

**I am requesting the following information as per the freedom of information act.  
The questions are below.**

**Questions**

1. **Who runs bereavement service?** Kathleen Robinson –Mortuary Manager
2. **Primary contact - Name/Email/Phone Number of the person(s) who run bereavement services?** Kathleen Robinson

The Trust does not routinely give out email addresses and direct telephone numbers of staff members as a large number of unsolicited emails/telephone calls could cause disruption to work by blocking email accounts/telephone lines and thereby preventing true work-related emails/calls from being delivered. However, any of the above staff can be contacted via main switchboard on 01942 244000.

3. **Is there a bereavement booklet given to families?** Yes - Guidance & Support for the Bereaved.

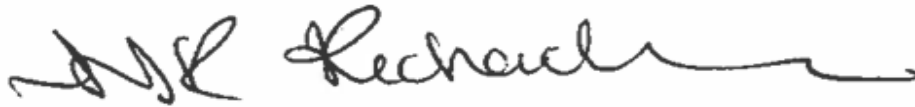
4. **Who deals with the Bereavement booklets?** These are reviewed and ordered by Mortuary staff.
5. **Are the bereavement booklets produced in house?** No
6. **Are the bereavement guides produced by an external agency?** Yes
7. **Is there a contract with the external agency?** Yes
8. **How long is the term of the contract?** Rolling
9. **How long is left to run on the contract?** As per question 8
10. **What is the notice period to end the contract?** 12 months
11. **Does the contract offer additional benefits to the Trust such as funding?** No, the bereavement booklet is funded by funeral directors etc. buying advertising space
12. **Does the contract contain rights to sell advertising space in the Bereavement Guide to third parties?** Yes , Funeral directors, florists, monumental masons and other ethical organisations
13. **Who signs the contract for Bereavement Guides?** Directorate Manager
14. **Who is the Head of End of Life for Community Nursing?** Sharon Woods
15. **What is the contact information for the Head of End of Life for Community Nursing?**

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16. **Is there any information available for the community nursing team to give out to patients and families for end of life and bereavement?** Yes - There is a booklet produced by Wigan council in collaboration with WWL called the bereavement journey.

I trust that this information is helpful to you, however if you are not entirely satisfied with this response please do not hesitate to contact the Information Governance Department on 01257 488271. If we do not hear from you within 28 days we will assume that we have been able to accommodate your request under the Freedom of Information Act 2000.

Yours sincerely,

A handwritten signature in black ink, appearing to read 'Helen Richardson', with a long, sweeping horizontal line extending to the right.

Helen Richardson  
Chief Nurse and Director of Infection Protection and Control

**PLEASE NOTE:**

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If you are unhappy with the service you have received in relation to your request and wish to make a complaint or request a review of our decision, you should write to: Information Governance Department, Wrightington, Wigan and Leigh NHS Foundation Trust, Wrightington Hospital, Hall Lane, Appley Bridge, Wigan, WN6 9EP

If you are not content with the outcome of your complaint, you may apply directly to the Information Commissioner for a decision. Generally the ICO cannot make a decision unless you have exhausted the complaints procedure at: The Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF