Wrightington, Wigan and Leigh Teaching Hospitals
NHS Foundation Trust

Bereavement Liaison Specialist Nurse, RAEI

Version number: **4**
Last modified date: **12th November 2026**

Bereavement Liaison Specialist Nurse

Patient Information

Bereavement Services

Author ID: AJS

Leaflet Ref: BS 010

Version: 4

Leaflet title: Bereavement Liaison Specialist Nurse RAEI

Date Produced: October 2024

Expiry Date: October 2026

Introduction

The Bereavement Nurse is a Registered Nurse available via telephone or, by appointment, in person to discuss what matters to you. They offer ongoing support to recently bereaved families, especially those whose relatives have died in our hospital. The service is mainly available Monday to Friday, 8 am until 4 pm. Outside these hours, please leave a message on the answer machine.

Contact telephone number: 0300 707 3548

Please leave your name, telephone number, and a short message. The Bereavement Nurse will return your call as soon as possible, though it may not be the same day.

Support Offered

- Discuss individual personal matters affecting you following the loss of your family member.
- Provide information if you need clarification on what was explained by the hospital team regarding the cause of death.
- Talk through your feelings or what to expect.
- Advise on discussing matters with children/grandchildren or how to support them.
- Discuss worries about other family members, especially if cared for by the deceased.
- Advise on concerns about financial support and guidance.
- Provide advice and support on attending Her Majesty's Coroners Court for an inquest.

We will attempt to support you with any of these matters and always provide advice and guidance on agencies that can assist and support you further.

Do you have compliments, concerns, or any issues?

If so, please contact the Patient Relations Department who can assist you.

Telephone: 01942 822376 (Monday to Friday, 9 am until 4 pm)

Comments, Compliments or Complaints

The Patient Relations/Patient Advice and Liaison Service (PALS) Department provides confidential, on-the-spot advice, information, and support to patients, relatives, friends, and carers.

Contact Us: Tel: 01942 822376 (Monday to Friday, 9 am until 4 pm)

The Patient Relations/PALS Manager
Wrightington, Wigan and Leigh Teaching Hospitals NHS Foundation Trust
Royal Albert Edward Infirmary
Wigan Lane
Wigan WN1 2NN

Ask 3 Questions

Become more involved in decisions about your healthcare. You may be asked to make choices about your treatment. To begin with, try to make sure you get the answers to three key questions:

1. What are my options?
2. What are the positives and negatives of each option for me?
3. How do I get support to help me make a decision that is right for me?

How We Use Your Information

For details on how we collect, use, and store the information we hold about you, please see the patient information leaflet, Ref. Corp 006 "How we use your information," available on the Patient Information Leaflets page on the Trust website.

This leaflet is also available in audio, large print, Braille, and other languages upon request. For more information, please ask in the department/ward.

© Wrightington, Wigan and Leigh Teaching Hospitals NHS Foundation Trust. All rights reserved. Not to be reproduced in whole or in part without the permission of the copyright owner.

Call 111 first when it’s less urgent than 999.

Phone: 0808 802 1212
Text: 81212
www.veteransgateway.org.uk



Version number: **4**
Last modified date: **12th November 2026**

All rights reserved © 2026
WWL Teaching Hospitals NHS Foundation Trust