Registering a death in Glasgow and Clyde during the COVID-19 pandemic
Changes to Death Registration during the COVID-19 Pandemic

We would like to offer you and your family our deepest sympathy at this difficult time.

The COVID-19 (Coronavirus) pandemic has required changes to the normal process for registering deaths in Scotland. This leaflet explains the special arrangements that are currently in place in Glasgow and Clyde. Although this is a very difficult situation, we hope that this information is helpful.

How to register a death during the COVID-19 pandemic

Face to face appointments with the Registrar have been suspended until further notice, however you will be able to register the death remotely. You do not need to collect the death certificate from the hospital/GP, or go to a registration office in person to register the death.

• The information will be sent electronically and the registration can be completed over the telephone
• The doctor will complete the Medical Certificate of Cause of Death (often referred to as the ‘death certificate’)
• The doctor will arrange for the certificate to be scanned and emailed directly to the registration office that you wish to use
• The original certificate will be posted by the doctor to the registration office
• NHS Greater Glasgow and Clyde will send a copy of the certificate to you by email
• Once the scanned copy of the death certificate has been received by the registrar, they will contact you and arrange a telephone appointment to register the death

For more information about this part of the process, please visit: www.nrscotland.gov.uk
What the registrar will ask about the person who has died

- Their full name, usual address and occupation
- Their parents’ full names and occupations
- The name and address of their GP
- Details of their birth and any marriages or civil partnerships, if known. If these occurred in Scotland, the registrar can look up details on the Scottish Family History System. However, if any relevant life events occurred outside Scotland, the registrar may ask you to email them a digital copy (e.g. a scan or photograph) of the certificates, if possible.

Once the registration is complete, the registrar will:

- Send by email an electronic copy of the Form 14 (certificate of registration of death) directly to your chosen funeral director
- Send by post a printed copy of the Form 14 (certificate of registration of death) directly to your chosen funeral director
- Post an abbreviated death certificate to you (free of charge)
- Post a copy of the full extract if you request it (a charge will apply)

Death Certificate Reviews

The Death Certification Review Service, run by NHS Scotland, normally carries out random reviews to check the quality and accuracy of Medical Certificates of Cause of Death. Certificates are selected at random during the registration process and occasionally can result in a short delay in completing registration.

This review process has been suspended during the COVID-19 pandemic.

Tell Us Once Service

This optional service can help you notify national and local government departments of the death e.g. to deal with the person’s benefits, state pension, passport, driving licence or blue badge. This usually takes place during registration. During the COVID-19 pandemic the registrar will issue you with a reference number which you can use to complete the process from home by telephone or online.
Contacts for advice or support

Please contact your council registry office for any questions about the Registration Process in Glasgow and Clyde.

**Glasgow City** www.glasgow.gov.uk
0141 287 7677

**East Dunbartonshire** www.eastdunbarton.gov.uk
0300 123 4510

**West Dunbartonshire** www.west-dunbarton.gov.uk
01389 738 351

**Inverclyde** www.inverclyde.gov.uk
01475 714 250

**East Renfrewshire** www.eastrenfrewshire.gov.uk
0141 577 3004

**Renfrewshire** www.renfrewshire.gov.uk
0300 300 0310

**National Records of Scotland (NRS)**

NRS is responsible for the arrangements in registering deaths in Scotland. Please contact NRS for details of Registry offices if you live out with the NHSGGC area. www.nrscotland.gov.uk

**NHSGGC Bereavement Services and Resources**

https://www.nhsggc.org.uk/your-health/health-services/bereavement-services/bereavement/

**NHS Inform: Coping With Grief**


**Cruse Bereavement Care Scotland: Helpline and Literature**

0845 600 2227

Monday – Thursday 10am–8pm, Friday 10am – 4pm

www.crusescotland.org.uk/support/leaflets