

Freedom of Information Act 2000

The Royal Cornwall Hospitals NHS Trust Response to Information request

Date Request Received: 23rd July 2025

FOI Ref No 29666

Requested Information:

1. Does your Trust have a formal policy or protocol in place to manage instances where funeral directors fail to collect deceased persons in a timely manner once cleared for collection by the Medical Examiner or Coroner? If so, please provide a copy.
2. What is considered a “reasonable” timeframe for collection following clearance in your mortuary practice?
3. Do you apply any fees, penalties, or storage charges in such instances? If so, please outline the structure of these charges.
4. What steps, if any, are taken to escalate or report frequent or repeat delays by specific funeral directors?
5. Have you implemented any successful approaches or initiatives that have helped reduce such delays?

If possible, please provide any relevant documents, policies, or internal guidance that supports your answers.

Response:

1. Does your Trust have a formal policy or protocol in place to manage instances where funeral directors fail to collect deceased persons in a timely manner once cleared for collection by the Medical Examiner or Coroner? If so, please provide a copy.
 - **No formal policy or protocol in place**
2. What is considered a “reasonable” timeframe for collection following clearance in your mortuary practice?
 - **Within 2 working days**
3. Do you apply any fees, penalties, or storage charges in such instances? If so, please outline the structure of these charges.
 - **No**
4. What steps, if any, are taken to escalate or report frequent or repeat delays by specific funeral directors?
 - **Discussed locally at quality assurance meetings and raised regionally for trending purposes**
5. Have you implemented any successful approaches or initiatives that have helped reduce such delays?
 - **Introduction of bespoke Mortuary IT system to monitor deceased pathway from admission to release - to flag extended stays and pinch points to minimise delays and manage NOK expectations**



Royal Cornwall Hospitals
NHS Trust

Attachment(s):

No Attachment(s)

Date Response sent: 24th July 2025