



# Bereavement Support Information Pack

**Ambrose  
Avenue  
Group Practice**



# What Support Is There At Ambrose Avenue Group Practice?

*We are so sorry that you have lost a loved one. Losing someone is a life changing event and at Ambrose Avenue Group Practice we want you to know that we are here to support and help you and your family.*

*Please contact the surgery if you need support or help.*

## *Clinical Advice:*

Our clinicians can provide support and help to your clinical queries. If you are feeling unwell please inform our reception staff of your diagnosis, so that we can do our very best to get you an appointment as soon as possible.

## *Administration Staff:*

**Secretaries:** They can offer advice and help with referrals, letters and reports.

**Receptionists:** They are able to advise and direct you to the correct staff members you need to speak to.

## *Dispensary Team and Prescription Clerks:*

Our dispensary team and prescription clerks can give advice on your current prescriptions and medication queries.

## *Care Co-Ordinator:*

The Care Co-Ordinator is based at Ambrose Avenue Surgery. They ensure that our patients care, health needs and wellbeing are being met sufficiently and effectively. The Care Co-Ordinator can take time with our patients to explore what is important to them and direct you to a clinician within the surgery or to other non-clinical support roles if needed.

## *Social Prescriber:*

The Social Prescriber can support, guide and advise you with services and help within our communities. They can access further care for a patient, discuss problems the patient is facing and explore what is important to the patient.

### Care Advisor:

The Care Advisor can offer advice, support and information on subjects such as benefits, equipment assessments for your home, occupational therapy assessment for your home aids, contact with appropriate statutory care services, contact with voluntary services and disabled parking badges.

Appointments can be made with the Care Advisor by contacting the surgery.

## Where Else Can You Find Support?

### Cruse Bereavement

A charity who aim to help people through one of the most painful times in life – with bereavement support, information and campaigning.

***You can contact Cruse Bereavement on their helpline 0808 808 1677***

***You can go online to [www.cruse.org.uk/get-support](http://www.cruse.org.uk/get-support)***

***They also have an online chat via the website at [www.cruse.org.uk/get-support](http://www.cruse.org.uk/get-support)***

### St Helena Hospice

St Helena Hospice provide bereavement counselling –

*“We offer bereavement support to all those who have been bereaved in north and mid Essex, regardless of the cause of death or when or where the individual has died.*

*We take referrals via our website or over the phone after a death has occurred and you can self refer directly or be referred to us by someone who is support you, with your consent”*

If you would like us to make the referral for you then contact the surgery and ask for our care coordinator Tara Jones who will contact you and go through the referral with you.

**[www.sthelena.org.uk/referral-area/bereavement-services](http://www.sthelena.org.uk/referral-area/bereavement-services)**

***contact 01206 984274***

## Financial support available

Contact the **Department for Work and Pensions (DWP) Bereavement Service** to check if:

- you can get bereavement benefits
- you can get help towards the cost of a funeral if you're on a low income
- the death will affect any other benefits you're already claiming

DWP Bereavement Service  
Telephone: 0800 151 2012  
Textphone: 0800 731 0464

### **Essex Wellbeing Service**

they can refer to Mind who offer a counselling and support service which includes bereavement support

0300 303 9988 or email [provide.essexwellbeing@nhs.net](mailto:provide.essexwellbeing@nhs.net)

### **Age Well East**

#### *Bereavement Service*

Age Well East can offer one to one support – weekly support from trained volunteers. Either over the phone or in person.

#### *Compassionate companions*

We believe that no should face dying alone, but not everyone has family members or friends who can be there towards the end of their life.

Compassionate companions provide comfort and support for people who are in their last months of life, helping them to live with dignity and comfort, right to the very end.

#### *Weekly support groups*

Weekly support groups offer a safe space for you to listen to or talk with people who are experiencing something similar to you. The people attending these small groups may have recently lost someone, or could be preparing for the loss of someone.

These groups are either in persona or online and are led by a trained member of staff.

To find your nearest support group visit:

[www.agewelleast.org.uk](http://www.agewelleast.org.uk)

### **Lexden Bereavement Support Group**

This group offers 6 fortnightly session on a Thursday.

To contact the group call 01206 547803

### **Bereaved by Suicide**

There is a support group **Survivors of Bereavement by Suicide (SOBS)**

If you have been bereaved or affected by suicide and you would like to talk with one of our volunteers about your experience, you can get in touch in the following ways:

**Email – write to [email.support@uksobs.org](mailto:email.support@uksobs.org)**

**Support Line – 0300 111 5065 Monday & Tuesday 9am – 5pm**

**Punjabi Speaking Women’s Group – Contact [birmingham@uksobs.org](mailto:birmingham@uksobs.org) or 07376 303 438**

030 numbers are specially designed for not-for-profit organisations, charities and public bodies to offer consumers a single point of contact nationally.

They will also be able to find you a local support group if you need one.

**Cruse Bereavement Support** also has some suggestions for further reading and support for people who have lost a loved one to suicide.

See [www.cruse.org.uk](http://www.cruse.org.uk) for more information on traumatic bereavement and suicide

### **The National Bereavement Service**

Whether you need help with practical or legal matters, grief or mourning counselling the National Bereavement Service can also offer support.

[www.thenbs.org](http://www.thenbs.org)

0800 0246 121

Mon-Friday 0900-1800

Sat 1000-1400

Sunday Closed

Attached with this leaflet is a guide from the National Bereavement Service about Living with Grief.

Remember if you are struggling with your mental health and feel that you are in crisis you can contact

111 option 2 for the crisis team

The Samaritans on 116 123

**At Ambrose Avenue Group Practice we want to support you through this journey.  
If you want to discuss referrals for bereavement then please don't hesitate to contact the surgery on 01206 549444 and ask for our care coordinator Tara Jones**