

August 2014

## Bereavement – top tips for staff

The leaflet is titled "BEREAVEMENT: Pointers for staff" and features a background image of a white lily flower. It includes contact information for staff and bereaved families, logos for Cruse Bereavement Care Scotland and NHS Greater Glasgow and Clyde, and two columns of advice: "DO" and "DON'T".

**For staff:**  
[www.palliativecareggc.org.uk/bereavement](http://www.palliativecareggc.org.uk/bereavement)  
[www.griefhub.org.uk](http://www.griefhub.org.uk)  
[www.empcs.org.uk](http://www.empcs.org.uk)

**For bereaved families and friends:**  
[www.nhsggc.org.uk/bereavement](http://www.nhsggc.org.uk/bereavement)  
[www.nhsinform.co.uk/bereavement](http://www.nhsinform.co.uk/bereavement)

Produced for NHS Greater Glasgow and Clyde by Cruse Bereavement Care Scotland  
[www.crusescotland.org.uk](http://www.crusescotland.org.uk)  
Copyright © 2014

**Cruse Bereavement Care Scotland**

**NHS Greater Glasgow and Clyde**

*In our work we regularly meet with people who have been bereaved....*

**DO**

- Acknowledge their pain
- Take time to listen - attentively
- Suggest a quiet place to sit together
- Use the name of the person who has died
- Share resources - leaflets and contacts
- Remember everyone is different

**DON'T**

- Say you know how they feel - you can't
- Talk about your own experiences
- Use platitudes like time's a great healer
- Rush the conversation - or the ending
- Promise what you cannot deliver
- Forget that you need support too

Greater Glasgow & Clyde NHS Board have recently produced the above credit card sized leaflet to highlight some of the most important aspects of dealing with people who have been recently bereaved.

These will be distributed to your practice via the black bag in the next few days. These are for all practice members – GPs, Practice Nurses, Reception staff and indeed anyone in or attached to the practice that may come in contact with bereaved relatives.

It would be ideal if there could be some discussion within the practice with regard to loss and bereavement and how the practice feel the content of these leaflets can help. I would like to suggest therefore that, if at all possible, this is discussed at one of your practice meetings and, if this is limited to the clinical practice members, with non-clinical staff also.

If anyone has any comments, questions or concerns please do not hesitate to get in touch.

In addition there are some useful links below for people wishing more detailed information.

Euan Paterson

Macmillan GP Facilitator (Glasgow) / Clinical Lead GGC Palliative Care MCN

[euan.paterson@ntlworld.com](mailto:euan.paterson@ntlworld.com) / 07792120108

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

[www.nhsggc.org.uk/bereavement](http://www.nhsggc.org.uk/bereavement)

[www.palliativecareggc.org.uk/bereavement](http://www.palliativecareggc.org.uk/bereavement)

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

<http://rcpsych.ac.uk/expertadvice/problemsdisorders/bereavement.aspx>

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