

# Inquest new client form

If you would like to request support from the AvMA inquest team, please complete the form below. We know this can be a very difficult time, but it will really help us if you can tell us as much as possible about what led you to contact us, and your concerns.

Your answers to the questions will help us understand how best we might be able to help you, so please complete all sections of the form. You may not have all the information we ask you for. Please do not worry about that – just write 'do not know' where necessary.

## Inquests into deaths following medical treatment online guide

It is important that you read our online guide to inquests before completing a new client form, as this is often the quickest way to access the information you need.

Please view the guide at [www.avma.org.uk/wp-content/uploads/Inquests.pdf](http://www.avma.org.uk/wp-content/uploads/Inquests.pdf)

**Please only continue if you have read the guide and it has not answered your questions.**

## Criteria for accessing AvMA's inquest service

It is important that you read our terms, conditions and eligibility criteria before completing a new client form, to ensure that we may be able to help you.

Please check your eligibility at [www.avma.org.uk/wp-content/uploads/Inquest-criteria.pdf](http://www.avma.org.uk/wp-content/uploads/Inquest-criteria.pdf)

**Please only continue if you have read the criteria and believe you qualify for support from the AvMA inquest team.**

## Confirmation

Please tick to confirm you have read both guides before continuing.

I have read AvMA's online guide *Inquests into deaths following medical treatment* and it has not answered all my questions

I have read the criteria for accessing AvMA's inquest service and believe I qualify for support from the AvMA inquest team

## Inquest new client form

[www.avma.org.uk/help-advice/inquests/inquest-form/](http://www.avma.org.uk/help-advice/inquests/inquest-form/)

For more information and advice, visit our website at [www.avma.org.uk/help-advice](http://www.avma.org.uk/help-advice)

### 1. Information about you

Full name (including title)

Address (including postcode)

Phone: Home

Work

Mobile

Email

Do you have any special needs or requirements? *For example hearing or sight difficulties; physical disability; limited use (verbal and written) of English – please give more details*

We would like to send you a satisfaction survey at the end of your case to help us improve our service. Please tick here if you consent to this.

We would like to stay in touch so we can tell you about the work we do and how you can help us? Please tick here if you consent to receive updates.

**Privacy notice:** *The information we send you may include a newsletter to tell you more about the work we do, information about how you can help us including occasional emails about our conferences, events or fundraising. We will always store your personal details securely. To view our privacy notice please visit [www.avma.org.uk/privacy](http://www.avma.org.uk/privacy)*

### 2. Questions about the person who has died

Name of the person who has died

Their date of birth

Their date of death

Your relationship to them: *(e.g. parent, partner, sibling)*

Where did they die? *(e.g. at home. If they died at hospital then please provide the name of the hospital)*

### 3. Questions about the healthcare provided

Where did the treatment take place?  
*(e.g. GP surgery, hospital etc.)*

The name(s) of the doctor(s), nurse(s) or other health carer(s) involved in the care

## Inquest new client form

[www.avma.org.uk/help-advice/inquests/inquest-form/](http://www.avma.org.uk/help-advice/inquests/inquest-form/)

*For more information and advice, visit our website at [www.avma.org.uk/help-advice](http://www.avma.org.uk/help-advice)*

### 4. Your account of events

***(This can be typed or handwritten in the box below)***

*In order for us to provide you with the appropriate advice and guidance, it would be helpful if you could include the following in your account of events:*

- *Details of what illness, injury or other condition the deceased was being treated for.*
- *What treatment the deceased received (e.g. medication prescribed, operations) including the dates or approximate dates if possible.*
- *The circumstances leading up to and including the death, including the medical cause of death, if known.*
- *What problems, if any, do you think there were with the deceased's care?*

*please continue on a separate sheet if required*

## Inquest new client form

[www.avma.org.uk/help-advice/inquests/inquest-form/](http://www.avma.org.uk/help-advice/inquests/inquest-form/)

*For more information and advice, visit our website at [www.avma.org.uk/help-advice](http://www.avma.org.uk/help-advice)*

### 5. Questions about the inquest

#### Has the Coroner opened an inquest?

Yes

No

Don't know

#### Has the Coroner set a date for the Pre-Inquest Review Hearing (PIR)?

Yes

No

Don't know

*If yes, please complete the information below:*

Date:

Time:

Venue:

#### Do you have a date for an inquest hearing?

Yes

No

Don't know

*If yes, please complete the information below:*

Date:

Time:

Expected duration:

Venue:

## Inquest new client form

[www.avma.org.uk/help-advice/inquests/inquest-form/](http://www.avma.org.uk/help-advice/inquests/inquest-form/)

*For more information and advice, visit our website at [www.avma.org.uk/help-advice](http://www.avma.org.uk/help-advice)*

## 6. Questions about AvMA's support

We try to offer everyone the support they need but please bear in mind that as a charity with very limited funds, we are unfortunately unable to guarantee representation or assistance with the inquest process.

**How did you learn of AvMA's inquest service?** *Please tick all that apply*

Solicitors, if so please give the name of the firm below

Coroner, if so please state the name of the coroner and the coroner's court below

NHS Trust, if so please give the name of trust below

National Health Service Resolution (NHSR)

Patient Advice and Liaison Service (PALS)

Internet search

Other, please give details below

**What particular concerns do you have about the inquest process?** *Please tick all that apply*

Having to deal with a legal process without support

Understanding the medical records and/or the medical terminology

Being in the same room as the treating doctors and/or healthcare workers

Please set out any other concerns you have in the text box below

**What level of support do you think would suit you best?**

Telephone advice only

Telephone and written advice

A review of the evidence and a list of questions prepared for the coroner

A review of the evidence, advice and representation from AvMA

## Inquest new client form

[www.avma.org.uk/help-advice/inquests/inquest-form/](http://www.avma.org.uk/help-advice/inquests/inquest-form/)

*For more information and advice, visit our website at [www.avma.org.uk/help-advice](http://www.avma.org.uk/help-advice)*

## 7. Important information

*The government has produced a guide for bereaved people about the inquest process ([https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment\\_data/file/859076/guide-to-coroner-services-bereaved-people-jan-2020.pdf](https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/859076/guide-to-coroner-services-bereaved-people-jan-2020.pdf)); similarly NHS Trusts and private hospitals are expected to make it easy for families to find the relevant information on how to use the hospital complaints process. You are also meant to be included in the hospital's investigation process; however it is AvMA's experience that not everyone who comes to us is aware of this.*

*The following questions will help us identify what legal rights and processes, if any you are aware of. We will direct you to information which you may find helpful in managing this difficult process.*

### Do you know about the statutory duty of candour?

Yes

No

### Have you received a duty of candour letter?

Yes

No

Don't know

*More information is available in the AvMA guide to the duty of candour and what it means for patients and their families available at [www.avma.org.uk/wp-content/uploads/Duty-of-candour.pdf](http://www.avma.org.uk/wp-content/uploads/Duty-of-candour.pdf)*

### Do you know that you may be able to request copies of the deceased's medical records?

Yes

No

*More information is available in the AvMA leaflet "Access to medical records" available at [www.avma.org.uk/wp-content/uploads/Medical-records.pdf](http://www.avma.org.uk/wp-content/uploads/Medical-records.pdf)*

### Do you know that you can ask the coroner for a copy of the post mortem report?

Yes

No

### Do you know that you can ask the coroner for copies of any statement or other documents being relied upon during the hearing?

Yes

No

### Has the hospital prepared a Serious Incident Report (SIR) or other investigation report?

Yes

No

Don't know

## Inquest new client form

[www.avma.org.uk/help-advice/inquests/inquest-form/](http://www.avma.org.uk/help-advice/inquests/inquest-form/)

*For more information and advice, visit our website at [www.avma.org.uk/help-advice](http://www.avma.org.uk/help-advice)*

### 7. Important information (continued)

**If the hospital has prepared a SIR or equivalent document have they given you a copy?**

Yes

No

**If the hospital has NOT given you a copy of the SIR and has not told you that they will send you a copy, did you know you can write and ask for a copy of the SIR?**

Yes

No

*More information is available in the AvMA leaflet "Serious incident reports" available at [www.avma.org.uk/wp-content/uploads/Serious-incident-reports.pdf](http://www.avma.org.uk/wp-content/uploads/Serious-incident-reports.pdf)*

**In most cases we would advise you to follow the hospital's complaints procedure.**

**Do you know about the hospital's complaints procedure**

Yes

No

**If so, have you made a formal written complaint?**

Yes

No

**Date of written complaint**

**Date:**

**Have you received a written response to your complaint?**

Yes

No

*If you have not followed the hospital's complaint process and would like more information you may find AvMA's leaflets on making a complaint to the NHS, available at [www.avma.org.uk/help-advice/guides/#complaints](http://www.avma.org.uk/help-advice/guides/#complaints) and sample letter of complaint helpful, available at [www.avma.org.uk/wp-content/uploads/Sample-complaint-letter.pdf](http://www.avma.org.uk/wp-content/uploads/Sample-complaint-letter.pdf)*

**Are you considering referring a healthcare professional to their regulatory body (e.g. the GMC or NMC)**

Yes

No

I didn't know this was a possibility

*More information is available in the AvMA leaflets on instigating disciplinary action against a healthcare worker available at [www.avma.org.uk/help-advice/guides/#healthcare-worker](http://www.avma.org.uk/help-advice/guides/#healthcare-worker)*

## Inquest new client form

[www.avma.org.uk/help-advice/inquests/inquest-form/](http://www.avma.org.uk/help-advice/inquests/inquest-form/)

For more information and advice, visit our website at [www.avma.org.uk/help-advice](http://www.avma.org.uk/help-advice)

### 8. Should I instruct a solicitor?

Do you want to bring a civil claim in clinical negligence?

Yes

No

Don't know

If you wish to be represented by an AvMA Panel solicitor then please visit our

Find a Solicitor page at [www.avma.org.uk/find-a-solicitor](http://www.avma.org.uk/find-a-solicitor)

**NOTE:** Only solicitors who have demonstrated experience, expertise and client care skills are accredited as AvMA Panel members. However, solicitors are not obliged to take cases on and there is no guarantee you will be represented. Legal aid is rarely available for inquests. Please see the AvMA inquest guide for more details, available at [www.avma.org.uk/wp-content/uploads/Inquests.pdf](http://www.avma.org.uk/wp-content/uploads/Inquests.pdf)

Have you been in touch with a solicitor already?

Yes

No

I was unaware I could approach solicitors and would like to consider this further

If yes, what is the name of the firm?

Has the solicitor agreed to take your case on?

Yes

No

Has the solicitor agreed to assist you with the inquest?

Yes

No

**LIMITATION ADVICE:** You have three years from the date of death to bring a civil claim. If you wish to bring a claim under the Human Rights Act it is twelve months from the date of the incident. This is general advice only. Limitation can be complex issue, if you do wish to bring a legal claim you must seek legal advice as soon as possible. You may find our leaflet on making a legal claim helpful, available at [www.avma.org.uk/help-advice/guides/#making-a-claim](http://www.avma.org.uk/help-advice/guides/#making-a-claim)



## Inquest new client form

[www.avma.org.uk/help-advice/inquests/inquest-form/](http://www.avma.org.uk/help-advice/inquests/inquest-form/)

*For more information and advice, visit our website at [www.avma.org.uk/help-advice](http://www.avma.org.uk/help-advice)*

## Documents to send us

Please let us have copies of any documents relating to the treatment and death of the deceased as these will help us provide the best possible advice. It can be particularly helpful for us to see copies of the documents identified below:

- The post mortem report.
- Any documents and witness statements the coroner has sent you.
- Any documents from the hospital such as correspondence relating to a serious incident investigation (SIR), you may even have a copy of this report or some other internal investigation document the hospital may have carried out.
- Any hospital complaint correspondence you may have.
- Any other correspondence you have that appears to relate to your loved ones death, for example any letters or reports from the Health Safety Executive (HSE) or the police.

You may have all, some or none of the above documents. If you have electronic copies of these documents in Word or PDF format they can be emailed to [advice@avma.org.uk](mailto:advice@avma.org.uk)

## Thank you for completing this form

**One of our specialist inquest caseworkers will contact you shortly**

*Please complete the equal opportunities monitoring form on the next page*

## Action against Medical Accidents (AvMA)

AvMA is the charity for patient safety and justice. We provide free specialist advice and support to people when things go wrong in healthcare and campaign to improve patient safety and justice.

For advice and information visit our website  
**[www.avma.org.uk](http://www.avma.org.uk)**

Or call our helpline (10am-3.30pm Monday-Friday)  
**0345 123 2352**

Registered charity in England & Wales (299123) and Scotland (SCO39683)

 82 Tanner Street, London SE1 3GN

 [www.facebook.com/AvMAuk](https://www.facebook.com/AvMAuk)

 [www.instagram.com/AvMAuk](https://www.instagram.com/AvMAuk)

 @AvMAuk

 [bit.ly/AvMAYouTube](https://bit.ly/AvMAYouTube)

**avma**  
action against medical accidents

# Equal opportunities monitoring form

Completion of this section is optional, but taking just a moment to complete it will help us monitor that we are reaching all parts of the community. The information will be kept confidential.

What is your relationship to the deceased?

Please complete the rest of the form in respect of the deceased.

## Age of the deceased.

Under 18

18-24

25-34

35-44

45-54

55-64

65-74

75 and above

Prefer not to say

## How did the deceased prefer to describe their gender?

Female

Male

Prefer not to say

Prefer to self describe:  
please specify

Using the ethnic groups below,  
as recommended by the UK  
Government, how would  
you describe the deceased's  
ethnicity?

### White

English / Welsh / Scottish /  
Northern Irish / British

Irish

Gypsy or Irish Traveller

Any other White background

### Mixed / Multiple ethnic groups

White and Black Caribbean

White and Black African

White and Asian

Any other Mixed / Multiple  
ethnic background

### Asian / Asian British

Indian

Pakistani

Bangladeshi

Chinese

Any other Asian background

### Black / African / Caribbean / Black British

African

Caribbean

Any other Black / African /  
Caribbean background

### Other ethnic group

Arab

Prefer not to say

Any other ethnic group:  
please specify

## In which area of the UK did the deceased live?

East Midlands

East of England

London

North East

North West

South East

South West

West Midlands

Yorkshire & The Humber

Northern Ireland

Scotland

Wales

Prefer not to say

The deceased lived outside  
the UK: please specify

## Did the deceased consider themselves to be disabled?

Yes – physical disability

Yes – mental illness

Yes – learning disability

Yes – both physical and  
mental impairments

Yes – prefer not to specify

No

Prefer not to say

**Please note:** *The Equality Act 2010 defines a person as disabled if they have a physical or mental impairment, that has a substantial and long-term (i.e. has lasted or is expected to last at least 12 months) and adverse effect on the person's ability to carry out normal day-to-day activities.*