

**APPENDIX E****2019 Visits to Funeral Directors**

1. HOW ARE YOU GETTING ON WITH THE UPDATED WESLEY SYSTEM/ DO YOU NEED ANY FURTHER ASSISTANCE?

Response - The new portal is working very well, especially as we are now able to order the visual tributes and webcasts directly onto the portal

2. DID YOU KNOW WE CAN NOW RECYCLE PACEMAKERS WHICH CAN NOW BE BROUGHT TO THE CREMATORIUM?

Response - Very useful to know, will let relevant people know.

3. ASHES LAWN CONSULTATION – YOUR VIEWS/OPINIONS

Response - Can see benefits in both options, lots of people do wish to be with previous loved ones so raising existing lawn is a good idea.

Asked each branch to go online and complete the survey if possible.

4. CREMATION FORMS – ARE THEY USING THE LATEST VERSION

Response - Current forms distributed to all who needed them

5. LATE PAPERWORK SUBMISSION – REJECTION OF PAPERS BY MEDICAL REFEREE

Response -Discussed problems with late paperwork if medical referee rejects the papers. Have had 2 services recently which as a result caused unnecessary delays until paperwork can be completed correctly. A reminder that the crematorium need papers at least 72 hours before funeral.

6. EARLY SLOTS - DO YOU CURRENTLY OFFER THEM TO FAMILIES

Response - Always offered but most families do not like the early time as it is hard for mourners to get through traffic etc.

7. DO YOU GET MANY REQUESTS FOR DIRECT CREMATION (NO MOURNERS/NO SERVICE)?

Response -Two main Funeral Directors have a contract with crematoria for this type of service. Two local Funeral Directors would be very interested in an early morning slot for this type of service (08.30hrs)

8. ANY OTHER ISSUES?

Response - NESC is easy to deal with at all times, friendly and helpful staff. Phones answered quickly.

Several arrangers said they would like to visit and see the crematorium operation side so they could be more informative when asked questions about the cremation processes. The crematorium would be pleased to arrange visits by appointment.