

2020



# LANCASHIRE & BLACKBURN WITH DARWEN CORONER'S SERVICE PORTAL GUIDE FOR GENERAL PRACTITIONERS

Coroner's Services  
LANCASHIRE COUNTY COUNCIL

**Website**

<https://coronerslancashireportal.icasework.com/form?Type=CoronersReferral&Login=False>

**Note: Before you start the referral, you will need to scan any documents i.e. MCCD so it can be ready for uploading**

- 1) The first page you will see will be for the deceased details. The fields marked in red are mandatory however please input as much information as you can. Please press next to continue

The screenshot shows the 'Coroner referral' form for 'Deceased Details'. The form includes fields for First name, Surname, Gender, Postcode, Address, Town, County, Postcode, Email address, Marital Status, Place of Birth, Occupation, Maiden Name, and Alternate name options (Forename, Surname). A blue callout box with a pink arrow pointing to the 'Email address' field contains the text: 'Do not fill in the email address on this page'. A 'Next' button is located at the bottom left of the form.

- 2) The next screen will take you to the Referrer details.

You can upload death certificates or any other essential documents by clicking on the upload file option

The screenshot shows the 'Coroner referral' form for 'Referrer Details'. It includes a section for 'Referral Documentation' with an 'Upload file' option. Below this, there are instructions and a warning. The form fields include Area, Death reported by, Referrer category (set to 'GP'), Reason for referral, Reason for referral (a), Explanation for referral to the Coroner, Referrer's Details (Email address, Date and Time GP available to call, Telephone number, GP Surgery, GP Confirms Statement Accuracy And Completion), and Referrer code. A blue callout box with a pink arrow pointing to the 'Referrer code' field contains the text: 'Your referral code will be GP01'. 'Previous' and 'Next' buttons are at the bottom.

Your referral code will be **GP01**

3) The next page you will see is going to be regarding the details of death. Once the form has been filled please click on next

Clicking on yes would add a form on the next page where you can input the point of contact if it is different to next of kin


Clicking on yes would add a form on the next page where you can input details for the next of kin

4) If 'enter next of kin' was picked as yes, you will see the below page as you press next

You can go to any page in the form directly by clicking and selecting the go to page

You can add an extra family member if needed

5) If you also selected 'preferred point of contact' as a yes you will see this screen next

 **Coroner referral**  
Preferred contact

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Title

Forename(s)

Surname

Same address as deceased  Yes  No

Mobile number

Email


Relationship to deceased

PC consent given to hold info  Yes  No

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[Previous](#) [Go to page](#) [Next](#)

6) The final screen will be for the medical referrer details

 **Coroner referral**  
Medical referral details

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Dr confirming death

Body presently located

Cardiac implant present  Yes  No

Medical history

Date GP last seen alive

Email

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[Previous](#) [Go to page](#) [Next](#)

- 7) Once you have completed the form you will see the summary page. Please check all information is correct prior to submitting.

If you would like to change anything, you can go directly to the page by clicking 'edit this page' next to the page name

**Coroner referral**  
Form about to be sent  
Please check the details listed below.

[Previous](#) [Submit](#)

**Referrer Details** [Edit this page](#)

Referrer category	GP
Death referred by	-
Referrer code	GP01
Reason for referral	An injury or disease attributable to any employment held by the person during person's lifetime
Detailed reasoning	-

**GP referrer details** [Edit this page](#)

Email address	angie@angie.com
Telephone number	
Mobile number	
Referrer availability	
GMC number	

**Deceased Details** [Edit this page](#)

- 8) If you are satisfied, you can now submit this form by clicking the submit button

ck the details listed below.

[Previous](#) [Submit](#)

- 9) Once submitted you are presented with a copy of your referral and you are able to print or save this by clicking the links

**Death import**  
Form sent  
Your request has been submitted successfully.  
[Save or print these details](#)

**Referrer Details**

Referrer category	GP
Death referred by	-
Referrer code	GP01
Reason for referral	An injury or disease attributable to any employment held by the person d
Detailed reasoning	-

**GP referrer details**

## CONTACT DETAILS

In case of any query, please email: [coronersportal@lancashire.gov.uk](mailto:coronersportal@lancashire.gov.uk)

### Frequently Asked Questions

#### **1. Do I need a login name or password?**

No. The new system will only ask you to put in the referral codes to progress, which is unique for Registrars, GPs and the Police. The referral code for GPs is GP01

#### **2. Can I add or amend information to an existing referral?**

No, it is not possible to add or amend the information sent through in the original referral. You can either wait until the Coroner's Officer contacts you to discuss the referral and provide the information then or email [coroners@lancashire.gov.uk](mailto:coroners@lancashire.gov.uk) and in the subject header type **"Update to information provided for GP/Registrar referral for XXX"**

#### **3. I cannot see the cause of death in the drop down boxes, what should I do?**

If the cause of death does not show, for example in the drop down box against 1a use the second 1a box as this allows you to enter free text.

#### **4. What should I do if I want to know what the decision of the Coroner was and when the case referred was closed?**

In this case, please contact the Coroners officer in charge of that case for an update

#### **5. Duplicate Referral – what do I do?**

You need to email the Coroner's Office ([coroners@lancashire.gov.uk](mailto:coroners@lancashire.gov.uk)) and ask them to delete the duplicate case

#### **6. I don't know the answer to some details that are mandatory – what do I do?**

You can type 'not known' or something similar in the relevant field. However, this may delay the processing of the referral, as a decision cannot be taken without the most basic of information being provided such as the circumstances or reason for referral. Inputting 'patient has died' is not a reason to refer the matter to the Coroner and will delay the matter being resolved.

#### **7. Why do I need to enter next of kin details**

It is helpful to have this information as this allows us to contact the next of kin for further information as and when required and to provide them with an update, where necessary.

#### **8. I am a practice manager/nurse/administrator. Why can't I submit a referral to the Coroner.**

The Coroner can only accept a referral from a GP, Registrar or doctor based in a hospital. It is unlikely that anyone would be able to provide the level of information required for an accurate referral to be made and this avoids any delay in the referral being processed.