2020



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

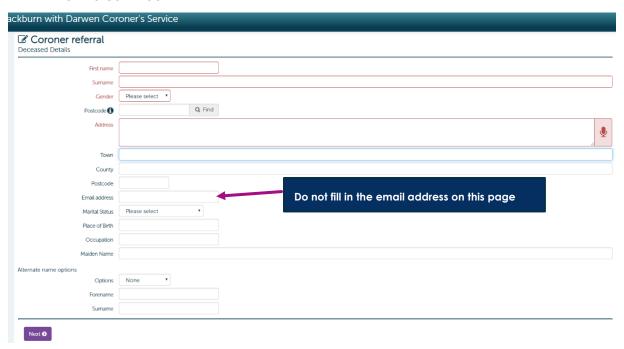
Coroner's Services
LANCASHIRE COUNTY COUNCIL

Website

https://coronerslancashireportal.icasework.com/form?Type=CorornersReferral&Login=False

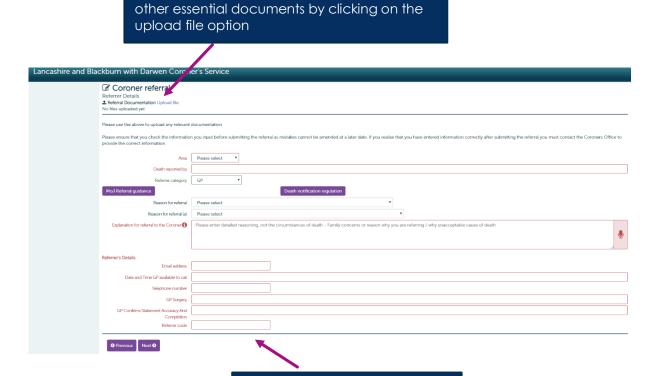
Note: Before you start the referral, you will need to scan any documents i.e. MCCD so it can be ready for uploading

 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



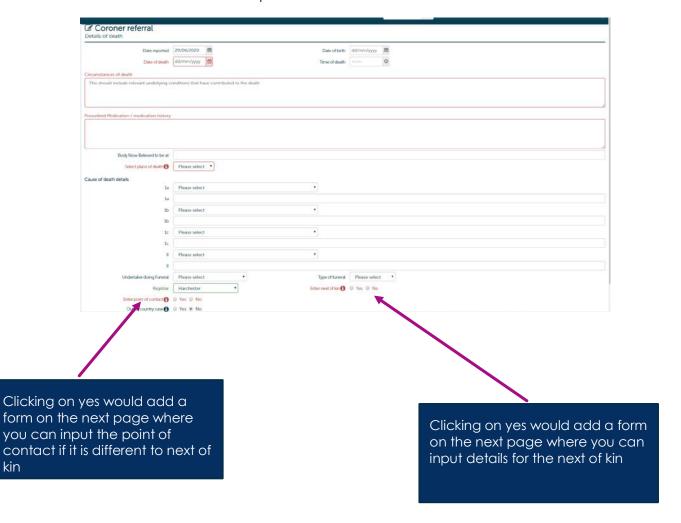
2) The next screen will take you to the Referrer details.

You can upload death certificates or any

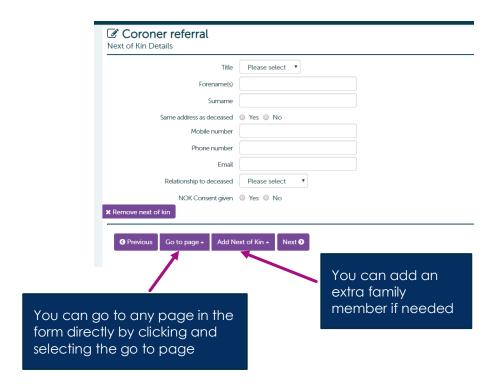


Your referral code will be GP01

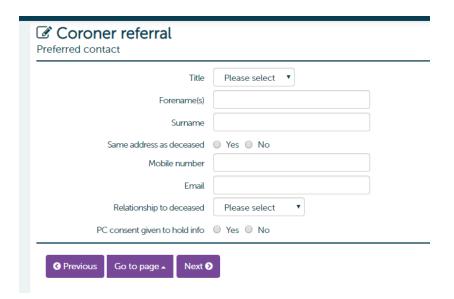
3) The next page you will see is going to be regarding the details of death. Once the form has been filled please click on next



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



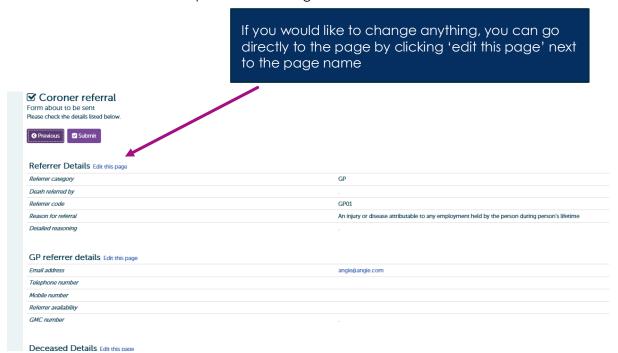
5) If you also selected 'preferred point of contact' as a yes you will see this screen next



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



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



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



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



CONTACT DETAILS

In case of any query, please email: 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 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) 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 of 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.