

Freedom of Information Request

Ref: 25-536

28 July 2025

By Email

Dear Sir/Madam

Thank you for your request for information under the Freedom of Information Act 2000. The Trust's response is as follows:

- We can confirm that we do hold the information you are requesting

This request is being made to all NHS hospitals with mortuary facilities located in the UK. I would be grateful if you could provide the following information for your hospital for the most recent 24-month period available:

- 1. The average length of time deceased individuals are kept in your hospital mortuary prior to release for burial or cremation.**
- 2. The minimum and maximum duration any deceased individual was retained in your mortuary during that period.**

- 3. The total number of deceased released from your mortuary, broken down by:**

- Online funeral directors (those primarily operating through online platforms)**
- Local/traditional funeral directors (those with a physical local presence)**

- 4. The average duration of stay in your mortuary for deceased individuals handled by:**

- Online funeral directors**
- Local funeral directors**

- 5. The total number of requests for jewellery to be removed, broken down by:**

- Online funeral directors (those primarily operating through online platforms)**
- Local/traditional funeral directors (those with a physical local presence)**

- 6. The total number of requests for the deceased to be dressed for viewing in the mortuary, broken down by:**

- Online funeral directors (those primarily operating through online platforms)**
- Local/traditional funeral directors (those with a physical local presence)**

We do not hold this information electronically. Please note, the Trust does not hold the data in a format that would enable us to fully respond to your request to the level of detail required and a manual trawl for this information would significantly exceed the 18 hours limit set down by the FOI as the reasonable limit. Section 12 of the FOIA provides that we are not obliged to spend in excess of 18 hours in any sixty-day period locating, retrieving and identifying information in order to deal with a request for information and therefore we are withholding this information at this time.

If applicable, I would also appreciate it if you could share any internal protocols or policy documents regarding the standard retention period for deceased individuals in your care.

There is no standard retention period for patients in our care or in any other mortuary/body store.

This concludes our response. We trust that you find this helpful, but please do not hesitate to contact us directly if we can be of any further assistance.

If, after that, you are dissatisfied with the handling of your request, you have the right to ask for an internal review. Internal review requests should be submitted within two months of the date of receipt of the response to your original letter and should be addressed to:

Data Protection Officer
University Hospitals Bristol and Weston NHS Foundation Trust
Trust Headquarters
Marlborough Street
Bristol
BS1 3NU

Please remember to quote the reference number above in any future communications.

If you are not content with the outcome of the internal review, you have the right to apply directly to the Information Commissioner for a decision. The Information Commissioner can be contacted at: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF

Publication

Please note that this letter and the information included/attached will be published on our website as part of the Trust's Freedom of Information Publication Log. This is because information disclosed in accordance with the Freedom of Information Act is disclosed to the public, not just to the individual making the request. We will remove any personal information (such as your name, email and so on) from any information we make public to protect your personal information.

To view the Freedom of Information Act in full please click [here](#).

Yours sincerely

**Freedom of Information Team
University Hospitals Bristol and Weston NHS Foundation Trust**