FREEDOM OF INFORMATION

REF: 2026-126
Subject: Request: Mortuary Collections

Dear Sir/Madam,

Thank you for your email dated **13/02/2026** where you requested information about **Request: Mortuary Collections.**

The information you requested is enclosed.

Question	Answer
1. Please state how many deceased were collected by Pure Cremations in the 2025 calendar year from your mortuary site(s)?	46 patients
2a. Does your hospital trust mortuary service have any rules on how quickly bodies must be collected by funeral directors?	No
2b. If so, please state on how many occasions in the 2025 calendar year Pure Cremations exceeded this.	N/A
3. What were the ten longest delays in these collections in the calendar year 2025? (in days)	43 days, 25 days, 21 days, 20 days, 19 days, 18 days, 17 days, 16 days, 15 days, 14 days.
4. Have you made any written complaints from your head of mortuary services to Pure Cremations? If so, can you provide a copy of these complaints?	No
I would like the above information to be provided to me in a table format on a searchable document or spreadsheet.	

If you have any queries or concerns please do not hesitate to contact the Freedom of Information Department. It would be helpful to quote the above reference number in any future communication.

If you are unhappy with the service you have received in relation to your request and wish to make a complaint or request a review of our decision, you should write to The Chief Executive, Bolton NHS Foundation Trust, The Royal Bolton Hospital, Minerva Road, Farnworth, Bolton. BL4 0JR.

If you are not content with the outcome of your complaint you may apply directly to the Information Commissioner. Generally the Information Commissioner cannot make a decision unless you have exhausted the complaints procedure provided by Bolton NHS Foundation Trust. The Information Commissioner can be contacted at The Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire. SK9 5AF.

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Yours sincerely,

Information Governance Department

Bolton NHS Foundation Trust
01204 390861
FOI@boltonft.nhs.uk
Informatics Building | Opposite N Block | Royal Bolton Hospital

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transforming lives...for a better Bolton

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