

Date 12/03/2026
Your Ref
Our Ref 11163

Enquiries to Richard Mutch
Extension 35687
Direct Line 0131 465 5687
loth.freedomofinformation@nhs.scot
richard.mutch@nhs.scot

Dear

FREEDOM OF INFORMATION – CREMATIONS

I write in response to your request for information in relation to cremations.

Question:

1. Please state how many deceased were collected by Pure Cremations in the 2025 calendar year from your mortuary site(s)?

Answer:

From 3 hospital sites a total of 42 deceased patients were collected by Pure Cremations.

Question:

2. Does your hospital trust mortuary service have any rules on how quickly bodies must be collected by funeral directors? If so, please state on how many occasions in the 2025 calendar year Pure Cremations exceeded this.

Answer:

No.

Question:

3. What were the ten longest delays in these collections in the calendar year 2025? (in days)

Answer:

The longest collection times were

- 41 days
- 27 days
- 17 days
- 14 days
- 12 days
- 11 days
- 10 days
- 9 days

Headquarters
Mainpoint
102 West Port
Edinburgh EH3 9DN

Chair Professor John Connaghan CBE
Chief Executive Professor Caroline Hiscox
*Lothian NHS Board is the common
name of Lothian Health Board*

- 8 days
- 7 days

Question:

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?

Answer:

No.

I hope the information provided helps with your request.

If you are unhappy with our response to your request, you do have the right to request us to review it. Your request should be made within 40 working days of receipt of this letter, and we will reply within 20 working days of receipt. If our decision is unchanged following a review and you remain dissatisfied with this, you then have the right to make a formal complaint to the Scottish Information Commissioner within 6 months of receipt of our review response. You can do this by using the Scottish Information Commissioner's Office online appeals service at www.itspublicknowledge.info/Appeal. If you remain dissatisfied with the Commissioner's response you then have the option to appeal to the Court of Session on a point of law.

If you require a review of our decision to be carried out, please write to the FOI Reviewer at the email address at the head of this letter. The review will be undertaken by a Reviewer who was not involved in the original decision-making process.

FOI responses (subject to redaction of personal information) may appear on NHS Lothian's Freedom of Information website at: <https://org.nhslothian.scot/FOI/Pages/default.aspx>

Yours sincerely

ALISON MACDONALD
Executive Director, Nursing
Cc: Chief Executive