

How to get advice

Advice sessions are held twice a week at each of the venues – one by a CAB Adviser and one by a Welfare Rights Officer with Salford City Council.

All you need to do is to contact your doctor's receptionist and ask for an appointment with the

Welfare Rights Officer; **or**
CAB Adviser

Home visits can be arranged if you have difficulty getting out because of ill-health, disability, caring or work commitments. Contact the CAB or the Welfare Rights Service directly on the numbers below.

If you have any difficulty contacting your doctor's reception, need a home visit or would just like to know more about what we do – contact us on the numbers below:

Salford Citizens Advice Bureau
0161 737 3371

Salford Welfare Rights Service
0161 793 3550

Advice services in primary health care

The purpose is to provide practical advice, support and assistance to patients in order to improve their quality of life and reduce health inequalities in Salford.

To reach people needing advice who would otherwise not access this.

To develop and foster partnership work between services, agencies and staff to secure a holistic quality service to patients in Salford.

Our advice is

Free
Confidential
Impartial

and meets the Quality Standard set by the Legal Services Commission.



Salford City Council



July 2008

Advice service at your doctor's surgery or health centre



Welfare Benefits
Debt
Housing
Consumer issues
Employment

Advising you

IN Salford

Who provides this Service

This Advice Service is funded by Salford Primary Care Trust and delivered jointly by Salford Welfare Rights Service and Salford District Citizens Advice Bureau.

Who it is for

You can get advice if you are a patient at one of the practices below:

Broughton

Lower Broughton Health Centre
Higher Broughton Health Centre
Mocha Parade

Charlestown

Energise Healthy Living Centre

Eccles

Springfield House, Patricroft

Irlam

Irlam Medical Centre

Little Hulton

Little Hulton Health Centre

Pendleton/Langworthy

Lanceburn Health Centre
Langworthy Cornerstone
Langworthy Medical Centre

Ordsall

Ordsall Health Centre

Walkden

The Gill Medical Centre
Walkden Clinic

What you can get advice about

Welfare Benefits

Debt

Housing

Consumer issues

Employment

Any other issue

“I’m too ill to work – what am I going to do?”

“I’ve got so many bills, I’ll never be able to pay them all...”

“My benefit has stopped and I don’t know why...”

“I’m being threatened with eviction – what can I do?”

See the receptionist to make an appointment

What we can do

As well as advice, we offer practical assistance and follow-up with the issues we have advised about eg.

- helping with completing forms
- making claims
- challenging decisions about benefits
- representing you at benefits appeal tribunals
- helping to put your case at the county court about debts, housing or small claims proceedings.
- checking you are getting all the benefits you are entitled to.

