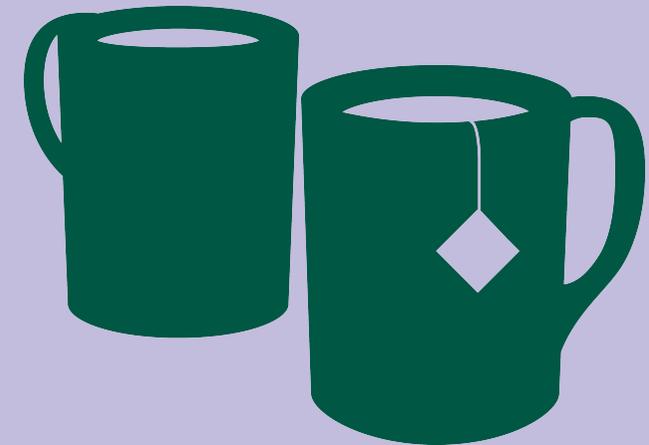


How Can We Help?



Free, confidential advice. Whoever you are.

We help people overcome their problems and campaign on big issues when their voices need to be heard.

We value diversity, champion equality, and challenge discrimination and harassment. We're here for everyone.

citizensadvice.org.uk



Published November 2016

Citizens Advice is an operating name of The National Association of Citizens Advice Bureaux. Registered charity number 279057.

How do I access the service?

Ask at Reception if you are unsure of the exact location of the phone within your surgery.

There should be somebody available to answer your call

Monday to Friday 9.30am - 5pm

If you are calling outside of these hours, please leave a message with your name, number, and the most convenient time to call you, and somebody will get back to you within 48 hours.

Please be aware that all of our calls are made from withheld numbers in order to ensure confidentiality so please be prepared to answer calls from unknown numbers if waiting on a call back.

What is the service?

We're working with health centres to make sure you can access support to solve any problem which might affect your health, all in one place. We're also working with other agencies across Manchester so that you can access a wide range of support with just one chat to us.

We've installed phones in GP surgeries which give you instant access to one of our team - simply lift the receiver and you'll be put straight through. You can always ask them to call you back at a convenient time if you're in a rush, too!



What can you help with?

Our service is free, confidential and open to everyone in the community. We can help with virtually any issue, including:

- welfare benefits
- money and credit problems
- employment
- consumer rights
- housing
- neighbourhood disputes
- education and healthcare
- immigration and residency queries
- human rights
- family and personal issues
- feeling isolated
- improving physical & mental health.

We can help to arm you with all the facts and possible outcomes of different options. That way you can make the decision that's right for you. If needed, we can also offer practical support such as help with filling forms, writing letters or negotiating with third parties.

Why in health centres?

We know that a number of problems that you face might cause your health to suffer. For example, debt which causes stress, poor housing making you feel ill, or a problem with your employer making you feel anxious. On top of that, a health problem might mean you're entitled to benefits, but you don't know which ones, or how to fill the forms in to get them.

