

Cost of Living Support Patient information Leaflet

Rickleton Medical Centre

Here at the practice, we are aware that the rise in cost of living is something that will affect many of our patients, their friends, family and loved ones that is struggling to come and speak with one of the team as we would like to offer support in any way we can. You may want help be it emotionally, financially, or support accessing the internet to complete forms, or support in completing forms.

We know it can be daunting to try and find out what support is available, and we want to help. Some of you may find yourself in a position that you never thought you would be in, we are here to help you, your family and friends, you don't need to be a patient to access the help and support we can offer.

Within this leaflet you will find local information that may be of use to you.

Energy saving advice

Worried about Energy Costs? Call NEAL now!

Northeast Energy Advice Line

The Advice Service is:

- Independent
- Free
- Confidential
- Impartial

Call us now and we will:

- telephone you back with free and independent advice
- make an appointment for you to see an Energy Adviser if necessary

Energy costs have gone up a lot this year, and with other prices going up as well, making sure you can stay warm and manage your energy and other bills is more important than ever.

To Help, Citizens Advice in the North East have set up a new Telephone Advice Service to give you specialist and independent advice. The North east Energy Advice Line can give you free, independent and up-to-date advice on:

- how to minimise your fuel costs
- dealing with problems with your energy supplier
- welfare benefits and grants you may be entitled to
- Warm Home Discount and Cold Weather Payments
- improving energy efficiency in the home
- Priority Services Register and other support
- and much, much more

Call NEAL now on 01642 626106

For further advice <https://www.citizensadvice.org.uk/consumer/energy/energy-supply/get-a-better-energy-deal/choosing-energy-tariff/>

[Ask CPAG | Fuel Rights Handbook 20th edition](#)

Food Banks

The practice works with Sunderland Foodbank if you need support please just give us a ring on 0191 4150576 or call into practice or email nencicb-sun.rickletonmc@nhs.net

For further information regarding foodbanks:

<https://www.citizensadvice.org.uk/debt-and-money/using-a-food-bank/>

Sunderland Foodbank <https://www.sunderland.foodbnk.org.uk>

Email: coordinator@sunderlandfoodbank.org.uk

Further information regarding food banks and parcels can be found at Sunderland Information Point [Food banks and parcels - Sunderland Information Point](#)

Warm Spaces in Sunderland

Public buildings are opened up across Sunderland this winter to provide warm spaces for residents who may, be struggling financially, have had their health and wellbeing affected by Covid-19, or have been impacted by the cost of living crisis.

Sunderland City Council has teamed up with partners in the community and voluntary sector to provide these warm spaces across the city.

Click here to find nearest warm space
[Warm spaces - Sunderland City Council](#)

Appendix 2 - Useful links to support/websites:

Food:

[Food banks and parcels - Sunderland Information Point](#)

<https://www.citizensadvice.org.uk/debt-and-money/using-a-food-bank/>

Sunderland Foodbank <https://www.sunderland.foodbnk.org.uk>

Email: coordinator@sunderlandfoodbank.org.uk

Energy:

North East Energy Advice Line (NEAL) Telephone 01642 626106

National Energy Action – 0800 304 7159

Simple Energy Advice – 0800 444 202

Energy Saving Trust

[Energy advice for your home - Energy Saving Trust](#)

Warm Spaces in Sunderland:

[Warm Spaces in Sunderland - Wellbeing Info](#) – provides information and locations of warm spaces across the city.

Finances:

Debt Support:

[National DebtLine](#) provides free advice and information factsheets. You can also contact them on 0808 808 4000 or via [webchat](#) with an adviser.

Government Money Helper (previously MARS)

[Free and impartial help with money, backed by the government | MoneyHelper](#)

Citizens Advice

[Debt and money - Citizens Advice](#)

Domestic Abuse:

<https://www.wwin.org.uk/>

<https://www.gov.uk/guidance/domestic-abuse-how-to-get-help>

Housing:

[housing - Wellbeing Info](#)

Mental health:

Sunderland Psychological Wellbeing Service - Telephone: 0191 566 5454 (Monday – Friday between 9-5pm)

<https://sunderlandiapt.co.uk/about-us/>

<https://wellbeinginfo.org/services/sunderland-mind/>

Crisis Resolution and Home Treatment Team Sunderland free phone 08006522867

<https://www.cntw.nhs.uk/services/crisis-resolution-home-treatment-team-sunderland/>