

GP Project Report - 2016/17



Elmwood Medical Practice

**citizens
advice**

**Derbyshire
Districts**

Our year in snapshot...

91
Clients
helped

246
Client
contacts

£222,468
in benefits
and grants
secured

£2,500
debt
managed

By helping people deal with redundancy, debt, homelessness, poverty and the impact of relationship breakdown, we not only provide immediate relief and support for individuals but also reduce costs of health and local authority interventions.

Our clients come to us with
more than one issue
requiring our advice.



The average is **4** queries
per client.

**Thank you so much for
your help...
now I can start to get
my life back on track.**

Our advice helps people stay
in work, prevents housing
evictions and keeps
families
together...



Our GP & community outreach programme is one of the largest in the country...
Our advisers are based in **69** surgeries & outreach locations.



The impact and success of this project is very much down to the strong, professional and positive partnership between our Advisers and the GP surgery.

We would like to thank all the medical and business staff at the surgery for their help and support over the last year.

Together we are changing lives.

Across Citizens Advice Derbyshire Districts...

14,296
Clients
helped

45,555
Client
contacts

£17m
secured in
benefits and
grants

£8.2m
debt
managed

Our Outreach service at Elmwood Medical Practice...

**Our clients come to us
with problems... they
leave us with solutions.**

GP Outreach Adviser



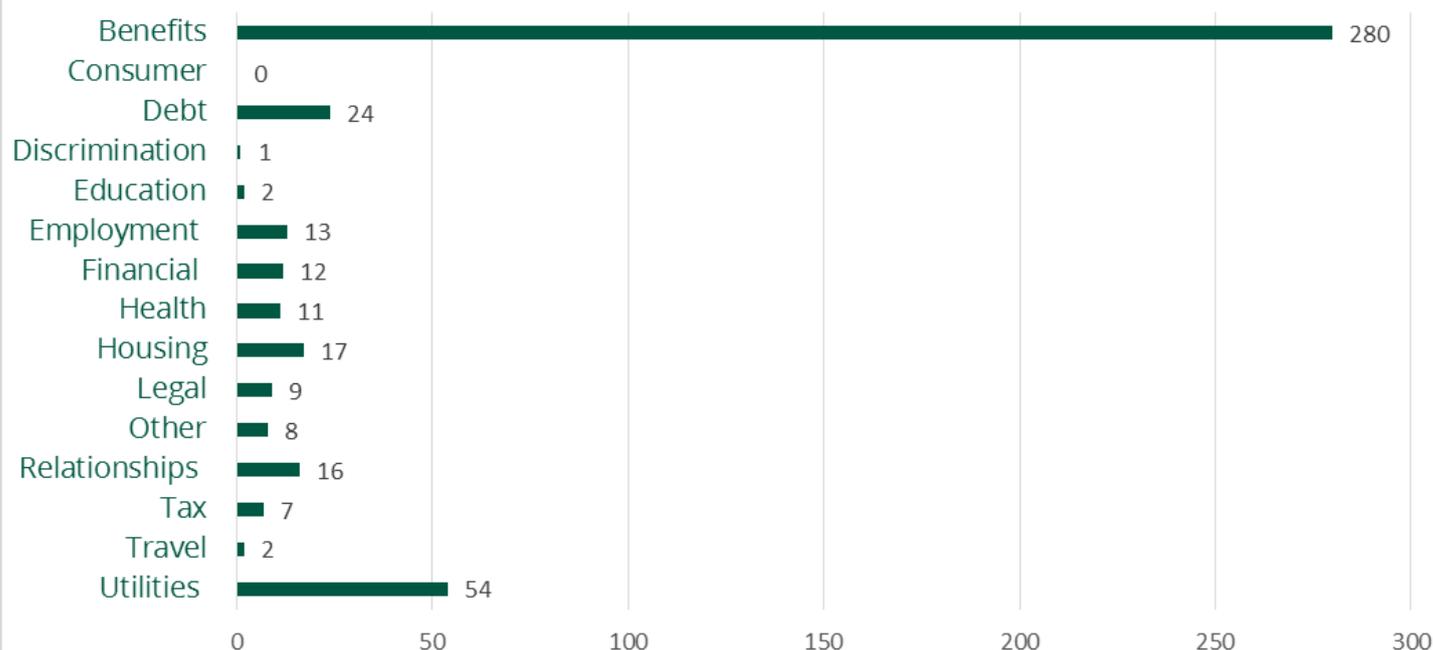
Our advice sessions at the surgery run every week with four appointments of 45 minutes each. The surgery serves the local community in Buxton.

We see a wide age range of clients, however our clients are more likely to live on a low income, be unemployed, rent their home, be disabled or have a long term health condition, and not have access to the internet.

Many require particular support and advice around entitlement and changes to benefits which can impact on their lives resulting in debt and housing issues.

Why we're needed...

Issues tackled in 2016/17



The difference we make...



Like a growing number of our clients, **Rafika has required our support over a period of time** particularly as her **medical condition has worsened** and her **personal circumstances changed**.

When she first came to us she was waiting for a **hip operation**, had **failing eyesight** and **had finished work on ill health grounds**. She was living with a family member.

We first empowered Rafika to initiate a claim for **Employment and Support Allowance (ESA)** and return for help completing the questionnaire. She was **awarded ESA** and we advised that this would also mean she now had other entitlements such as additional premiums and free prescriptions. We also helped Rafika to claim **Personal Independence Payment** which also entitled her to Severe Disability Premium.

As Rafika also had debts we referred her to one of our specialist money advisers.

With her health worsening we supported Rafika to apply for help with **health costs** as the pre-pay certificate she had and her developing disabilities meant she could get **full help with prescription charges**.

Rafika's eye sight was continuing to deteriorate and she was now **registered partially sighted** with a **certificate of visual impairment**. This meant she would have a **50% reduction in her vehicle excise duty** as well. Her certificate of visual impairment meant her **driving licence was permanently revoked** by the DVLA. She now had to **sell her car** and consider how she would travel - we helped her to contact the DVLA to **transfer the 50% VED reduction to another car and driver**.

By carrying out **continual and detailed assessments** of Rafika's needs we were able to advise her of additional support available to her to ease the burden financially and socially. We helped her apply for the Warm Home Discount for her energy and heating needs. A gold card, a **disabled persons' railcard** provided access to transport - which was important as she was unable to drive herself. Rafika also qualified for a **Cinema Exhibitors Association Card**, which ensures a complimentary ticket is given for someone to go with them - helping her to **maintain her independence and contact with friends and family**. Rafika would have been unaware of these benefits and support initiatives had we not researched this for her and empowered her to apply for them.

During our time helping Rafika her life has changed considerably. Whilst she has failing eyesight which means she finds reading and completing paperwork difficult, she knows with help from Citizens Advice she can still maintain levels of independence.

* names changed to protect clients' identities