

# Help with the costs of accessing and receiving health or care services

## Find out if you are entitled to support through the NHS Low Income Scheme.

The NHS Low Income Scheme can help you pay for **prescriptions, dental charges, eye care costs, travel to hospital appointments** and **wigs** and fabric supports.

To qualify, you must receive certain means-tested benefits or fill out a form about your personal situation, income, and savings.

To check eligibility and for further information call **0300 330 1343**.



[www.nhs.uk/nhs-services/help-with-health-costs/nhs-low-income-scheme-lis/](http://www.nhs.uk/nhs-services/help-with-health-costs/nhs-low-income-scheme-lis/)

## NHS Prepayment Certificates (PPC) could save you money if you pay for your NHS prescriptions.

The certificate covers all your NHS prescriptions for a set price. You will save money if you need four or more items in 3 months, or 12 or more items in 12 months. Before buying a PPC, check if you're entitled to free NHS prescriptions.



You can buy online or ask in your local pharmacy.

[www.nhsbsa.nhs.uk/help-nhs-prescription-costs/nhs-prescription-prepayment-certificate-ppc](http://www.nhsbsa.nhs.uk/help-nhs-prescription-costs/nhs-prescription-prepayment-certificate-ppc)

## Cost of Living advice and support

The East Sussex County Council (ESCC) website has comprehensive information on the support available due to the increased cost of living, including benefits, food, transport and help for households:

[www.eastsussex.gov.uk/community/cost-of-living-support](http://www.eastsussex.gov.uk/community/cost-of-living-support)



## Check if you are entitled to free prescriptions, dental treatment or eye care.

A separate NHS scheme also provides free **prescriptions** to specific groups including those under 19, over 60, pregnant or recently given birth, with certain medical conditions, or receiving a war pension. Some of these groups are also entitled to free **dental care** and **sight tests**.

For further information and to check your eligibility call: **0300 330 1343**.



[www.nhsbsa.nhs.uk/check-if-youre-eligible-help](http://www.nhsbsa.nhs.uk/check-if-youre-eligible-help)

## Help with welfare advice or applying for benefits, including Personal Independence Payments (PIP).

Hastings Advice and Representation Centre (HARC) provide a free and independent welfare and benefits information, advice and support service.

Contact them on:

Benefits helpline: **0333 344 0681**

Advice line: **01424 428375**



Email: [benefitseastsussex@harcuk.com](mailto:benefitseastsussex@harcuk.com)

Website: [www.harcuk.com](http://www.harcuk.com)

## Contact Healthwatch East Sussex Information and Signposting team to find out:

- how to access the health or care services you need,
- about support services, advocacy services, safeguarding and patient rights,
- how to raise a concern or complain about your care,
- to leave feedback about your experiences of health and care services.

Phone: **0333 101 4007**

Email: [enquiries@healthwatcheastssussex.co.uk](mailto:enquiries@healthwatcheastssussex.co.uk)

Website: [www.healthwatcheastssussex.co.uk](http://www.healthwatcheastssussex.co.uk)

# How to access health and care services

## How to register with a GP

Anyone can register with a GP and it is free. You do not need proof of address, immigration status, ID or an NHS number.

If you cannot find a local GP who is accepting new patients, please request a GP allocation form from [sxicb.gpallocations@nhs.net](mailto:sxicb.gpallocations@nhs.net)

NHS Sussex will then assign you to a GP practice. You will then need to register as normal.

For information on what to do if a GP practice suspends new registrations visit:

[www.sussex.ics.nhs.uk/you-r-care/local-nhs-services/list-capping/](http://www.sussex.ics.nhs.uk/you-r-care/local-nhs-services/list-capping/)



## How to access NHS dentistry support

### Sussex Dental Helpline

NHS

✓ Free advice

✓ Local dentist finder

0300 123 1663

Open Monday to Friday, 8am to 4pm

Or email us: [kcht.dentalhelpdesk@nhs.net](mailto:kcht.dentalhelpdesk@nhs.net)

Anyone with an emergency dental need outside normal business hours should contact the East Sussex **Emergency Dental Service** (EDS) between 6.30pm and 10.30pm on weekdays, or at weekends and Bank Holidays:

Eastbourne – 1pm to 5.30pm

**01323 449170**

Hastings – 9am to 1.30pm

**01424 850792**

<https://www.esht.nhs.uk/service/emergency-dental-service/>

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- to leave feedback about your experiences of health and care services.

Phone **0333 101 4007**

Email:

[enquiries@healthwatcheastsussex.co.uk](mailto:enquiries@healthwatcheastsussex.co.uk)

Website: [www.healthwatcheastsussex.co.uk](http://www.healthwatcheastsussex.co.uk)

## Getting help with your mental health

If you are worried you may hurt yourself or somebody else, or experiencing suicidal feelings, call **999** or go to A&E for immediate help.

For same or next day help, call **NHS 111** and select the mental health option, or the Samaritans on **116 123** (both available 24/7).

## NHS Talking Therapies for anxiety and depression:

If you are experiencing common mental health problems such as feelings of depression, excessive worry, or social anxiety, you can refer yourself to NHS Talking Therapies East Sussex:

Phone: **0300 0030 130**

Website: [www.healthinmind.org.uk](http://www.healthinmind.org.uk)



# How to access health and care services

## How to make a complaint about health or care services

Healthwatch East Sussex have produced a guide on how to make a complaint about a health or care service in East Sussex. You can find a copy of the guide on our website. Alternatively, contact our Information and Signposting team for a copy, or to receive advice:

[www.healthwatcheastsussex.co.uk/complaints/](http://www.healthwatcheastsussex.co.uk/complaints/)



Email: [enquiries@healthwatcheastsussex.co.uk](mailto:enquiries@healthwatcheastsussex.co.uk)

Phone: **0333 101 4007** Monday – Friday (10am–2pm)

## Support for unpaid carers

If you provide unpaid care for a friend or family member who, due to disability, illness or another problem, cannot cope without your support, you may be entitled to help.

All carers are entitled to a carer's assessment from their local council, which could lead to additional help or support.

To request an assessment or find out more, contact ESCC using the details below:

Phone: **0345 60 80 191**

Email: [hscceastsussex.gov.uk](mailto:hscceastsussex.gov.uk)

Website: [www.eastsussex.gov.uk/social-care/carers](http://www.eastsussex.gov.uk/social-care/carers)



**Care for the Carers** are an independent charity that provide free practical and emotional advice and support to unpaid carers in East Sussex.

To find out more about their support and advice services, please contact them via:

Phone: **01323 738390**

Email: [info@cftc.org.uk](mailto:info@cftc.org.uk)

Website: [www.cftc.org.uk/](http://www.cftc.org.uk/)



## Getting support to make a complaint: Independent Health Complaints Advocacy

If you need help to make a complaint about an NHS service, you can access free advocacy support. In East Sussex this service is provided by The Advocacy People.

**Contact The Advocacy People via:**

Email: [info@theadvocacypeople.org.uk](mailto:info@theadvocacypeople.org.uk)

Website:

[www.theadvocacypeople.org.uk](http://www.theadvocacypeople.org.uk)

Phone: **0330 440 9000**



## Support for social care needs

If you're 18 or over and living with a disability, long-term condition, are an older person, or recovering from hospital treatment, you are entitled to an assessment to see if you require support to help you with daily living tasks.

Unlike healthcare services, social care isn't always free. A **financial assessment** will determine whether you qualify for free social care or need to contribute towards the cost of your care.

To check, contact East Sussex County Council (ESCC) and ask for a **needs assessment**:

Phone: **0345 60 80 191**

Email: [hscceastsussex.gov.uk](mailto:hscceastsussex.gov.uk)

Website:

[www.eastsussex.gov.uk/social-care](http://www.eastsussex.gov.uk/social-care)

