

Helpful contacts for Benefits Advice and Debt Management for Patients in Buckinghamshire

This listing aims to provide details of a selected range of agencies that are able to provide advice on benefits and/or debt management for patients and carers. Listed first are some national services and this is followed by details of agencies operating in those parts of Berkshire covered by the Mount Vernon Cancer Network. Details particularly of local services can change and, therefore, it is advisable to phone or check the web before paying one of them a visit. At the end is a note on help with travel costs.

Please note that if you are a patient with cancer, your illness can be classified as a disability under the Disability Discrimination Act (DDA). The DDA aims to end the discrimination and prejudice which many disabled people and people with long term health conditions face in their everyday lives.

National Services

Agency	Contact Details	Notes
GENERAL ADVICE Citizens Advice	www.adviceguide.org.uk	Online independent advice See area lists for details of local CAB offices
DIRECTGOV	www.directgov.uk	Government guide to all public services including benefits, disability rights, support for carers.
DEBT ADVICE	Payplan Ltd Kempton House Dysart Road Grantham, Lincs NG31 7LE 0800 280 2816 www.payplan.com	Immediate debt advice Mon-Fri: 08.30-21.00 Sat: 09.00-15.00
BENEFIT ENQUIRY LINE	2nd Floor, Red Rose House Lancaster Road, Preston Lancashire, PR1 1HB Benefit enquiry line: Freephone: 0800 882 200 Textphone: 0800 243 355 BEL-Customer-Services@dwp.gsi.gov.uk www.direct.gov.uk/disability-money	Advice and information for ill and disabled people and carers on the range of benefits available. Mon-Fri: 08.30-18.30 Sat: 09.00-13.00
ONLINE BENEFIT CALCULATOR	www.entitledto.co.uk	Anonymous online calculator enabling you to work out what benefits and tax credits you may be entitled to.
JOBCENTRE PLUS	Benefits Tel: 0800 055 6688 www.jobcentreplus.gov.uk	Information about benefits for people of working age. Contact centre to claim: <ul style="list-style-type: none"> • Income Support • Employment & Support Allowance • Bereavement Benefits • Industrial Injuries Disablement Benefit • Jobseekers Allowance Mon- Fri: 08.00-18.00
MACMILLAN CANCER SUPPORT	89 Albert Embankment London SE1 7UQ Tel: 020 7840 7840 Fax: 020 7840 7841 Helpline: 0808 808 0000 www.macmillan.org.uk	Find out what benefits are available to you. Mon-Fri: 09.00-20.00
EMPLOYMENT ADVICE ACAS: Advisory, Conciliation and Arbitration Service	Acas National (Head Office) Euston Tower 286 Euston Road London NW1 3JJ Helpline: 0845 747 4747 www.acas.org.uk	Clear, confidential, independent and impartial advice to assist the caller in resolving issues in the workplace. Mon-Fri: 08.00-20.00 Sat: 09.00-13.00

Contacts for Benefits Advice in the Mount Vernon Areas: Buckinghamshire

AGENCY	CONTACT DETAILS	NOTES																		
AMERSHAM Citizens Advice Bureau	Barn Hall Annexe, Chiltern Avenue, Amersham, Bucks, HP6 5AH Tel: 0845 092 0137; Fax: 01494 431815	Appointments: Mon-Thurs: 09.30-16.30 Phone times: Mon-Thurs 09.30-16.00																		
AYLESBURY Citizens Advice Bureau	2 Pebble Lane, Aylesbury, HP20 2JH Tel: 0844 499 4714; Fax: 01296 338075 Appointments: 01296 338075	<table border="1"> <thead> <tr> <th></th> <th>Drop-in</th> <th>Phone</th> </tr> </thead> <tbody> <tr> <td>Mon</td> <td>10.00-13.30</td> <td>10.00-14.00</td> </tr> <tr> <td>Tue</td> <td>10.00-13.30</td> <td>10.00-14.00</td> </tr> <tr> <td>Wed</td> <td>Appts only</td> <td>-</td> </tr> <tr> <td>Thu</td> <td>10.00-13.30</td> <td>10.00-14.00</td> </tr> <tr> <td>Fri</td> <td>Appts only</td> <td>10.00-12.30</td> </tr> </tbody> </table>		Drop-in	Phone	Mon	10.00-13.30	10.00-14.00	Tue	10.00-13.30	10.00-14.00	Wed	Appts only	-	Thu	10.00-13.30	10.00-14.00	Fri	Appts only	10.00-12.30
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BUCKINGHAMSHIRE Age Concern	145 Meadowcroft, Aylesbury, Bucks, HP19 9HH Tel: 01296 431127; Fax: 01296 330783 ageconcern@ageconcernbucks.org.uk www.ageconcernbucks.org.uk																			
BUCKINGHAMSHIRE County Council	Benefits Advice: Tel: 01296 382309 benefits@buckscc.gov.uk																			
BUCKINGHAMSHIRE Buckinghamshire Local Pension Service	Tel: 0800 917 9149	This service provides a full benefits check in your own home including completion of forms for those who are aged 60 and over or are in a vulnerable position. If phoning please state that the Tel number has been supplied by the hospital or a nurse.																		
BUCKINGHAMSHIRE PRIMARY CARE TRUST AREA Macmillan Benefits Advice Service	Milton Keynes CAB, Acorn House, 361 Midsummer Boulevard, Milton Keynes, MK9 3HP Contact Name: Atif Kaudri Stoke Mandeville appts: Tel: 01296 316089 Wycombe appts: Tel: 01494 426244	Service times: Stoke Mandeville Hospital: Thu: 09.30-16.30 Wycombe Hospital: Fri: 09.00-17.00																		
BUCKINGHAM AND AREA Citizens Advice Bureau	Wheeldon House, Market Hill, Buckingham, MK18 1JX Tel: 01280 816707 www.bacab.org.uk	<table border="1"> <thead> <tr> <th></th> <th>Drop-in</th> </tr> </thead> <tbody> <tr> <td>Mon</td> <td>10.00-13.00</td> </tr> <tr> <td>Tue</td> <td>-</td> </tr> <tr> <td>Wed</td> <td>10.00-13.00</td> </tr> <tr> <td>Thu</td> <td>12.00-17.00</td> </tr> <tr> <td>Fri</td> <td>10.00-13.00</td> </tr> <tr> <td>Sat (1st & 3rd)</td> <td>09.30-12.30</td> </tr> </tbody> </table>		Drop-in	Mon	10.00-13.00	Tue	-	Wed	10.00-13.00	Thu	12.00-17.00	Fri	10.00-13.00	Sat (1st & 3rd)	09.30-12.30				
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CHESHAM Citizens Advice Bureau	5 Market Square, Chesham, HP5 1HG Tel: 0845 092 0137 Fax: 01494 791391	<table border="1"> <thead> <tr> <th></th> <th>Drop-in</th> <th>Phone</th> </tr> </thead> <tbody> <tr> <td>Mon</td> <td>10.00-13.00</td> <td>09.30-16.30</td> </tr> <tr> <td>Tue</td> <td>-</td> <td>09.30-16.30</td> </tr> <tr> <td>Wed</td> <td>-</td> <td>09.30-16.30</td> </tr> <tr> <td>Thu</td> <td>12.00-17.00</td> <td>09.30-16.30</td> </tr> <tr> <td>Fri</td> <td>10.00-13.00</td> <td>09.30-13.00</td> </tr> </tbody> </table>		Drop-in	Phone	Mon	10.00-13.00	09.30-16.30	Tue	-	09.30-16.30	Wed	-	09.30-16.30	Thu	12.00-17.00	09.30-16.30	Fri	10.00-13.00	09.30-13.00
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HIGH WYCOMBE Citizens Advice Bureau	8 Easton Street, High Wycombe, Bucks HP11 1NJ Tel: 0844 4994108 Fax: 01494 536437	<table border="1"> <thead> <tr> <th></th> <th>Advice sessions - phone first</th> <th>Phone</th> </tr> </thead> <tbody> <tr> <td>Mon</td> <td>10.00-12.30 13.30-19.00</td> <td>10.00-16.30</td> </tr> <tr> <td>Tue</td> <td>10.00-12.30 13.30-16.00</td> <td>10.00-16.30</td> </tr> <tr> <td>Wed</td> <td>10.00-12.30</td> <td>10.00-12.30</td> </tr> <tr> <td>Thu</td> <td>10.00-12.30 13.30-16.00</td> <td>10.00-16.30</td> </tr> <tr> <td>Fri</td> <td>10.00-12.30</td> <td>10.00-12.30</td> </tr> </tbody> </table>		Advice sessions - phone first	Phone	Mon	10.00-12.30 13.30-19.00	10.00-16.30	Tue	10.00-12.30 13.30-16.00	10.00-16.30	Wed	10.00-12.30	10.00-12.30	Thu	10.00-12.30 13.30-16.00	10.00-16.30	Fri	10.00-12.30	10.00-12.30
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Help with Travel Costs

MOUNT VERNON HOSPITAL Help with travel costs	<p>If you are on a low income, you may be entitled to reclaim your travel expenses. You will need to show proof that you are receiving benefits, such as income support or tax credits, and proof of your travel costs such as a receipt or ticket. You will need to take this paperwork to Patient Affairs in the Main Building of the hospital.</p> <p>Hospital transport must be authorised by your doctor with at least 48 hours notice.</p>
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Produced by the Lynda Jackson Macmillan Centre for cancer support and information

All information is correct at the time of compilation and may change.

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helpline: 01923 844014 (Mon - Fri - answerphone out of hours) website: www.ljmc.org www.mvcn.nhs.uk