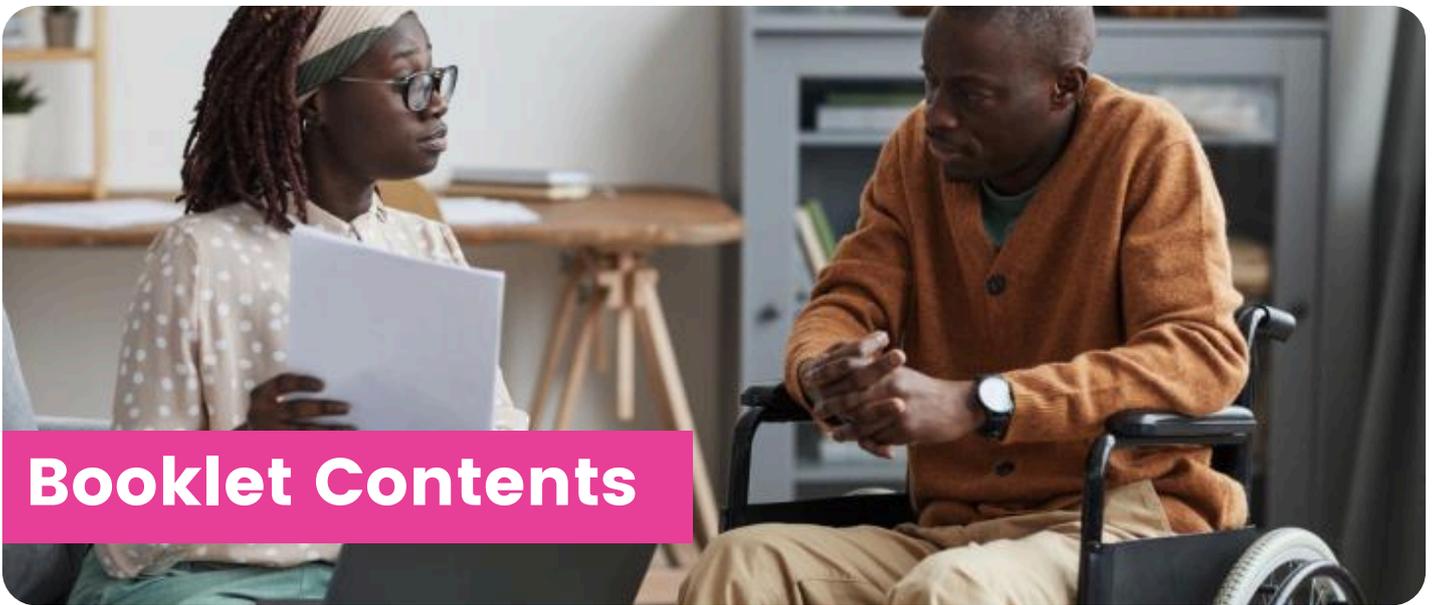


# Information and Advice

**A guide designed to provide essential information and resources for individuals seeking support with health, social care, and wellbeing services in Stockport.**





## **Booklet Contents**

**Page 3 NHS Services for you**

**Page 5 How to Register with an NHS GP**

**Page 6 How to Find an NHS Dentist**

**Page 7 Sharing Feedback and Making a Complaint**

**Page 11 Your Health and Wellbeing**

**Page 12 Accessible Information Standard**

**Page 13 Vaccination Advice**

**Page 14 Cost of Living Help in Stockport**

**Page 16 Key Services in Stockport**

# NHS Services for you

There are various NHS services designed to assist you with your health requirements, offering alternative healthcare options to reduce the strain on GP surgeries and emergency services.

While Accident and Emergency (A&E) is crucial for urgent situations, other services can effectively address your health needs. By choosing the appropriate NHS service, you can receive the right treatment more quickly.

**Use this guide to determine the best option for you and your loved ones.**

## Self-Care

Sometimes you may be able to manage your illness or minor injury at home instead of visiting a health professional.

You can visit the NHS Health A-Z page where you will find advice and information to help you manage your health.

Visit: [www.nhs.uk/health-a-to-z/](http://www.nhs.uk/health-a-to-z/)



## Local Pharmacy

Visiting a pharmacy makes it easier for you to get the healthcare you need. Their team is ready to help with different health issues and can suggest medications that might work for you. Sometimes, they can even provide treatment and prescriptions for certain conditions without you needing to see a doctor first.

Visit: [www.nhs.uk/service-search/pharmacy/find-a-pharmacy](http://www.nhs.uk/service-search/pharmacy/find-a-pharmacy) for your local pharmacy's contact details and opening hours.



## NHS 111

NHS 111 provides quick support for minor ailments and urgent care by connecting you with trained professionals. It schedules out-of-hours GP appointments and offers local service information, whilst easing pressure on emergency services.

If you need help for a mental health crisis or emergency, 111 will tell you the right place to get help.

Visit: [www.111.nhs.uk](http://www.111.nhs.uk) or call: 111 (option 2 for mental health support)



## GP Practice

There are support staff in your GP surgery who can help with ongoing health issues, preventive care, and management of chronic conditions. The guide 'Who's who at your GP practice' can tell you what you need to know.

Visit: [www.gmintegratedcare.org.uk/whoswhoatyourgp](http://www.gmintegratedcare.org.uk/whoswhoatyourgp)



## Accident and Emergency (999)

Emergency situations warranting a 999 call include choking, severe bleeding, chest pain, blacking out, suspected stroke, and serious injuries.

If you are in danger and unable to speak, you can dial '55' to alert the operator of an emergency, connecting you directly to the police.

## Get To Know Where To Go - NHS GM

NHS Greater Manchester has a range of information to help you get the right treatment sooner by knowing which service you should use for your symptoms.

You can find lots of information on their website or you can download the booklets

- 'Primary Care Get To Know Where To Go'
- 'Information for parents and carers of little ones under 5'

Visit: [www.gmintegratedcare.org.uk/gtkwtg/](http://www.gmintegratedcare.org.uk/gtkwtg/)



## Greater Manchester Urgent Dental Service

if you need urgent dental care you can access the Greater Manchester Urgent Dental Care Service to get help or advice.

### How to access the service

- Patients who are not registered with a dentist can access the service between 8am and 10pm, seven-days-a-week;
- Patients who are registered with a dental practice can access the service between 6pm and 10pm, Monday to Friday and 8am to 10pm, Saturday and Sunday. the service operates on an appointment only basis.

For help with your urgent dental need call 0333 332 3800.

# How to Register with a GP

Everyone in England can register with a GP surgery or change to a new one. You can register online through the practice website, visit the surgery to fill out a form, or [download a paper form](#) and hand it in.

If you already have a GP and want to change, you can do this in the NHS App by going to 'Services' and choosing 'Find NHS services near you'.

## What do I need to register with a GP?

### Proof of address:

NHS guidelines state that you don't need proof of address, immigration status, ID or an NHS number to register with a GP. However, some GP surgeries ask for supporting documentation.

They might have a few reasons to do this:

- It can help the surgery find your medical records or transfer them from another practice.
- It confirms that you live in the surgery's practice area if they do not accept patients from outside this area.

If you are homeless or don't have a permanent address, you can still register using a temporary address or the address of the GP surgery. If you have any problems registering with a GP you can call 0300 311 22 33.

### Personal ID:

You do not have to provide a form of ID when registering with a GP, but it does help. Below is a list of documents that you can use as ID:

- Passport
- Biometric residence permit
- HC2 certificate
- Birth certificate
- Travel Document
- Utility bill
- ARC card

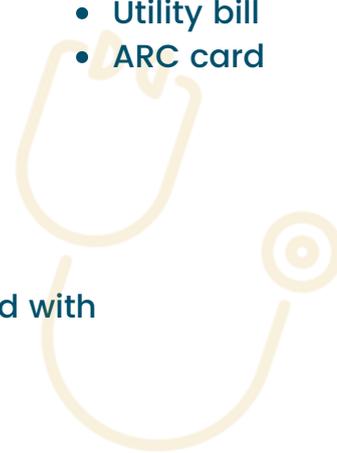
### Other information:

As part of the registration process you will also be asked for:

- The name and address of an emergency contact
- The name of the GP practice you were previously registered with
- The name and address of your carer, if you have one.

### What could stop me getting registered with a GP?

- A GP must explain why they refuse your request to register in writing. The GP has the right to refuse if:
  - The practice isn't currently accepting new patients.
  - The practice only accepts patients living within its practice area.
  - You have been removed from that surgery before



# How to find an NHS Dentist

You can use the NHS website to search for a dentist near you. The site also provides information on which dental practices currently accept new patients, whether they offer urgent appointments, and how others have rated the service.

While this is a good starting point for finding a local dentist, you should also contact the practice directly for more information and to discuss your dental need.

You can also visit a dentist outside your local area if it's more convenient. For example, if you prefer to see a dentist near where you work.

Visit: [www.nhs.uk/service-search/find-a-dentist](http://www.nhs.uk/service-search/find-a-dentist)

## What are the NHS dentistry charges?

Most people pay for dental treatment, but some patients are exempt, you can check if you are exempt on the NHS website:

[www.nhs.uk/nhs-services/dentists/who-can-get-free-nhs-dental-treatment/](http://www.nhs.uk/nhs-services/dentists/who-can-get-free-nhs-dental-treatment/)

If you pay for NHS dental treatment, the cost depends on what treatment the dental healthcare professional thinks you need. The dental professional should tell you how much it will cost before they start any treatment.

Dental treatments are grouped into 3 bands, and each band has a different cost which usually increase in April each year.

If you need a mix of treatments from different bands, you'll pay for the cost of the highest band of treatment you're having. If you need a mix of treatments from the same band, you'll only pay the band charge once.

### Band pricing as of April 2026

- Band 1: £27.90
- Band 2: £76.60
- Band 3: £332.10
- Urgent dental treatment: £27.90

For a breakdown of what treatment is covered in each band you can

visit: [www.nhs.uk/nhs-services/dentists/how-much-nhs-dental-treatment-costs/](http://www.nhs.uk/nhs-services/dentists/how-much-nhs-dental-treatment-costs/)

Dental practices usually offer both NHS and private dental care. Before you begin your treatment, check whether you are paying for NHS, private treatment, or both.

NHS dentists should always:

- Explain which treatments are available on the NHS
- Explain which treatments are only available privately
- Ensure you know how much your NHS and private treatments will cost



# Sharing Feedback and Making a Complaint

If you would like to share feedback whether it is good or bad, or raise a complaint over any aspect of your care or the actions or decisions of any NHS or social care body, you can do this in a number of ways. See below for further details.

## Greater Manchester Integrated Care Board (GMICB)

If you want to share feedback or raise a complaint regarding primary care services, including GPs, dentists, opticians, or pharmacists, as well as secondary care services such as hospital care, mental health services, out-of-hours services, NHS 111, and community services like district nursing, you can contact the the GMICB.

- [nhsgm.patientservices@nhs.net](mailto:nhsgm.patientservices@nhs.net)
- 0161 271 3980
- [www.gmintegratedcare.org.uk/patient-services/](http://www.gmintegratedcare.org.uk/patient-services/)

## Patient Advice and Liaison Service (PALS)

All hospitals have a Patient Advice and Liaison Service (PALS) who you can contact to discuss your concerns, share compliments and make a complaint about the hospital and the care you received.

### Stockport NHS Foundation Trust

- 0161 419 5678
- [pcs@stockport.nhs.uk](mailto:pcs@stockport.nhs.uk)
- [Stockport NHS PCS](#)

### The Christie NHS Foundation Trust

- 0161 446 8217
- [the-christie.pals@nhs.net](mailto:the-christie.pals@nhs.net)
- [The Christie PALS website](#)

### Manchester NHS Foundation Trust (MFT)

- 0161 279 6868
- [pals@mft.nhs.uk](mailto:pals@mft.nhs.uk)
- [MFT PALS website](#)



## Local Mental Health Services

In Stockport, Pennine Care provide a range of mental health and learning disability services, as well as a drug and alcohol service. If you would like to share compliments, raise a concern or make a complaint about the care or service you have received from a Pennine Care service you should contact Pennine Care Patient Advice and Liaison Service.

- 0161 716 3083
- [pals.penninecare@nhs.net](mailto:pals.penninecare@nhs.net)
- [complaints.penninecare@nhs.net](mailto:complaints.penninecare@nhs.net)
- [www.penninecare.nhs.uk/compliments-and-complaints](http://www.penninecare.nhs.uk/compliments-and-complaints)

# Sharing Feedback and Making a Complaint

## Social Care Services

It is important that services know about things that are going well or how they can be improved. You can share your feedback and raise concerns about any aspect of social care, whether the service is provided by a local authority, a private company, or a voluntary organisation. Each social care service will have its own complaints procedure, which should be readily available upon request.

You are entitled to make a complaint if you have been affected by, or are likely to be impacted by, the actions or decisions of the organisation. Additionally, you can file a complaint on behalf of someone else if they have requested your assistance, are unable to make the complaint themselves, or have passed away.

### Adult Social Care

- [ASC.Complaints@stockport.gov.uk](mailto:ASC.Complaints@stockport.gov.uk)
- 0161 474 4599

### Children Social Care

- [talktous@stockport.gov.uk](mailto:talktous@stockport.gov.uk)
- 0161 474 3898/3895

## Raise an issue or concern about a care provider

If you have an issue or concern about a care provider we always recommend that you speak to the care provider first. In most cases they'll be able to resolve the issue or concern directly with you.

If you're still not happy, contact the Quality Team. [asc.qualityteam@stockport.gov.uk](mailto:asc.qualityteam@stockport.gov.uk)

For more information about social care complaints procedure you can visit [www.stockport.gov.uk/topic/compliments-and-complaints](http://www.stockport.gov.uk/topic/compliments-and-complaints)

## Care Quality Commission (CQC)

The CQC is the independent regulator of health and adult social care in England. They regulate health and adult social care services, and work together with the public, systems and providers of care to protect people, and to promote and improve the quality of care.

- 03000 616 161
- [www.cqc.org.uk/contact-us](http://www.cqc.org.uk/contact-us)



## Care Opinion

Care Opinion is a website where you can share your experience of health or care services, and help make them better for everyone.

Care Opinion is designed to be a safe and simple way to share your story online and see other people's stories too. You can see how stories are leading to change.

Share your story at [www.careopinion.org.uk/tellyourstory](http://www.careopinion.org.uk/tellyourstory)

# Sharing Feedback and Making a Complaint

## What can I achieve through a complaint?

Before you make a complaint, it is helpful to think about what you want to achieve. These can include:

- Getting access to the care you need
- To improve the service, so other people don't have the same experience you had
- To get an explanation of what went wrong and an apology

Complaints should be made within 12 months of the incident or of the matter coming to your attention.

Everyone who provides an NHS service in England must have their own complaints procedure. You should be able to find information in the waiting room, at reception, on their website or by asking a staff member

## Can I get support with making an NHS complaint?

### NHS Complaints Advocacy Stockport (NHSCAS)

NHSCAS are independent from the NHS and offer free, independent, confidential support with a complaint about the NHS. For more information about how they can support you and to download an information pack visit their website.

- [www.stockportadvocacy.org.uk/nhs-complaints-advocate-role/](http://www.stockportadvocacy.org.uk/nhs-complaints-advocate-role/)
- 0161 989 0029 (this is a voicemail service please leave a message and your call will be returned by an advocate)
- [nhscas@stockportadvocacy.co.uk](mailto:nhscas@stockportadvocacy.co.uk)

## What if I am not happy with the response to my complaint?

If you remain unhappy following the response to your complaint, you can ask the Ombudsman to look in to your complaint to make sure it has been handled appropriately.

For NHS services contact  
The Parliamentary and Health  
Service Ombudsman (PHSO)

0345 015 4033

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

For social care, and private care  
providers in England contact  
The Local Government and Social Care  
Ombudsman (LGSCO)

0300 061 0614

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

## Health and Social Care Networks

Stockport has a range of health and social care partnerships where individuals who use services work alongside professionals to shape strategies that enhance the lives of local people.

Through these partnerships and networks, Stockport is building a future where everyone—regardless of age, ability, or background—has a say in the services that impact their lives. Working together, we can create a borough that truly reflects the needs of its people. For more information get in touch with the coordinators directly.

### Age Friendly Network

A network of local people, individuals and representatives from local groups or organisations, working for positive wellbeing in later life.

Facilitated by Age UK Stockport

Key Contact: Hazel Batty  
[hazel.batty@ageukstockport.org.uk](mailto:hazel.batty@ageukstockport.org.uk)  
0161 480 1211

### Carers Network

The network strengthens the voice of carers and enhances support networks to improve their well-being. For organisations working with and supporting carers and for carers to share their experiences

Key contact: Katy Frankland  
[katy@signpostforcarers.org.uk](mailto:katy@signpostforcarers.org.uk)  
0161 442 0442

### Disability Rights Network

Working together for a fairer and more inclusive borough for Stockport's community with disabilities.

Key Contact: Michelle Conway at Keira's Kingdom.

[DRNStockport@outlook.com](mailto:DRNStockport@outlook.com)  
07540 556115

### Mental Health Networks

Embeds lived experience into mental health service improvements and decision-making

Facilitated by Pure Innovations  
Key Contact: Kimberley Cairns

[kimberley.cairns@pureinnovations.co.uk](mailto:kimberley.cairns@pureinnovations.co.uk)  
0161 804 4400

### Making it Real Board

For people using adult social care, focuses on improving adult social care by prioritising real-life experiences and advocating for "Gloriously Ordinary Lives".

Key Contact: Richard Currie  
[richard.currie@stockport.gov.uk](mailto:richard.currie@stockport.gov.uk)

### Speaking Out Group

A group for adults with learning disabilities to talk about issues that are important to them and help make Stockport more inclusive and accessible for people with learning disabilities

Key Contact: Mary Edwards/  
Philippa Wilson  
[info@stockportadvocacy.co.uk](mailto:info@stockportadvocacy.co.uk)

# Your Health and Wellbeing

The Stockport Live Well directory is part of the neighbourhoods and prevention ambitions which aim to create happy and healthy lives for everyone living in Stockport.

**STOCKPORT  
LIVE WELL**

It brings together local support and things to do in the community to make it easier for people to help themselves, their families, and those they care for.

## Support for adults directory

Support for adults on a range of topics and issues

## Children and families directory

Support available for children, young people, parents and carers

## Health and wellbeing directory

Support for your physical and mental health

## SEND local offer directory

Groups, organisations and services for children and young people with SEND

## Communities directory

Social groups and community led organisations

## Financial support

Support services for people who are struggling financially

## Awaiting Treatment?

If you're awaiting hospital treatment, you may well have concerns or questions. Greater Manchester Health and Social Care Partnership have a dedicated website that provides information and advice along with handy resources, to help you manage your physical and mental wellbeing while waiting for hospital care.

Visit: [www.gmintegratedcare.org.uk/keep-well/while-you-wait](http://www.gmintegratedcare.org.uk/keep-well/while-you-wait).



Hospital wait times



Frequently Asked Questions



British Sign Language



Physical and mental health



Orthopaedics

## My Planned Care

You can look up your hospital and specialty and see an average waiting time for the specialty you are under. Whilst you can see an average waiting time for the specialty, please note that the waiting times for different procedures within that specialty will differ.

Visit: [www.myplannedcare.nhs.uk/nwest/](http://www.myplannedcare.nhs.uk/nwest/)



Children and young people

# Accessible Information Standard

## What is the Accessible Information Standard (AIS)?

The AIS was first published in 2016 to ensure people with a disability, impairment or sensory loss could get information about their health in a way they can access and understand. On the 30 June 2025 NHS England published an updated version on the AIS.

This includes making sure that people get information in accessible formats if they need it, for example in large print, braille, easy read or via email. It also includes appropriate support to help individuals communicate, for example, support from a British Sign Language (BSL) interpreter, deafblind manual interpreter or an advocate.

All organisations that provide NHS or publicly funded adult social care services, including hospitals and GPs, must have 'due regard' to the standard.

## What should I expect from organisations?

Six things that you should expect from organisations that provide NHS or social care services.

You should be asked if you have any communication needs, and asked how these needs can be met

Your needs should be recorded in a clear and set way

Your file or notes should highlight these communication needs so people are aware and know how to meet them

Information should be delivered to you in a way you can access and understand, with the option for communication support if needed

Information about your communication needs should be shared with other providers of NHS and adult social care, when they have consent or permission to do so.

All organisations must have a senior AIS lead and must review how they are meeting the Accessible Information Standard. They should use the Self Assessment Frameworks to monitor how well they are implementing the AIS

You can find more information about the AIS on the NHS website:  
[www.england.nhs.uk/accessible-information-standard/](http://www.england.nhs.uk/accessible-information-standard/)

# Vaccine Advice

There are several important steps you can take to help protect yourself and your family from children to adults. These NHS vaccines give the most effective protection against common viruses that cause serious illness for those at higher risk. See the next couple of pages for information.



It's important that vaccines are given on time for the best protection, but if you or your child missed a vaccine, contact your GP to catch up.

## Vaccines for adults

Key Vaccinations for Adults in the UK

- **Flu vaccine:** Offered annually to adults aged 65+, pregnant women, those with underlying health conditions, carers, and residents of care homes.
- **COVID-19 booster:** Offered to adults aged 75+, residents in care homes, and those with weakened immune systems, typically in spring and autumn/winter.
- **Shingles vaccine:** Available for anyone turning 65 on or after September 1 each year, and those aged 70-79 (or with a severely weakened immune system).
- **RSV vaccine:** Recommended for adults aged 75 to 79 to protect against respiratory syncytial virus.
- **Pneumococcal vaccine:** Recommended for adults aged 65 and over and those with certain health conditions.
- **MMR vaccine:** Adults born on or before 31 December 2019 who missed this in childhood should ensure they're vaccinated against measles, mumps, and rubella.

## Vaccines for pregnant women

- **Flu vaccine in pregnancy:** Usually offered during flu season
- **Whooping cough (pertussis) vaccine:** Offered around 20 weeks pregnant
- **RSV vaccine:** From 28 weeks pregnant

## Vaccines for Children

There are a number of vaccinations available to your child from 8 weeks old until they are 14 years old. For full information on what vaccinations are offered and when your child should have them visit the NHS website below.

To find out more about each vaccination and when to have them please visit the NHS Vaccinations website [www.nhs.uk/vaccinations/](http://www.nhs.uk/vaccinations/)

# Cost of Living Help in Stockport

If you or someone you know are having financial difficulties there are a number of organisations in Stockport who can provide support and offer advice and information.

## What You're Entitled to

**Citizens Advice:** For advice on finances, benefits and 1-2-1 support, call 0808 223 1133 or attend a drop in session (Monday-Friday, 9:30am-4pm), Fred Perry House, Edward Street, Stockport, SK1 3UR.

**Pension Credit:** If you're over state pension age, you could be eligible for extra income support. You can get advice from Stockport Support Hub by calling 0161 474 1042.

**Disability Stockport:** Offer information on benefit entitlement for people with disabilities.  
Call 0161 480 7248 for find out more.

### Cost of Living Helpline

If you're struggling with the cost of living and need a helping hand to navigate all of the support available  
Call 0161 474 2140 (Monday to Friday 9:30am-4:30pm).

The Cost of Living team can help you with welfare rights, benefits and debt support and more. Examples include financial support for rent and other essential items, help with debt and council bills and to become more digital savvy; get online and stay safe online



## Money Advice Team

The Money Advice Team supports Stockport Homes Group customers by carrying out a full financial assessment. This includes: looking at affordability, income maximisation, benefit checks and advice, benefit applications, benefit decision challenges, including representation at Tribunal and onward referrals for ongoing support with debt, employment, housing support and energy advice.

Call the Money Advice Team on 0161 217 6016.  
Email: [moneyadvice@stockporthomes.org](mailto:moneyadvice@stockporthomes.org)



# Cost of Living Help in Stockport

## Food Support Banks

### Stockport Foodbank



If you need an emergency food parcel, there are several food banks across Stockport. This service is by referral only. To access a food bank, you require a voucher.

To find out about eligibility and locations contact:

07483 115349 (Mon-Fri 9am -5pm)  
[www.stockport.foodbank.org.uk](http://www.stockport.foodbank.org.uk)

### Your Local Pantry



'Your Local Pantry' provides members with access to affordable food including fresh fruit and vegetables, meat, fridge, and store cupboard items.

For £5.50 a week members can choose 10 items saving an average of £21 a week. Email: [pantry@stockporthomes.org](mailto:pantry@stockporthomes.org) or visit [www.yourlocalpantry.co.uk](http://www.yourlocalpantry.co.uk)



## Help with Heating Costs

### Winter Fuel Payment

The Winter Fuel Payment is to help you pay your heating bills during Winter. Most people get the Winter Fuel Payment automatically if they're eligible.

If you're eligible, you'll get a letter in October or November saying how much you'll get. Visit [www.gov.uk/winter-fuel-payment](http://www.gov.uk/winter-fuel-payment) for more information.

Winter fuel payments are automatic so you don't need to do anything. If you receive a text, email or call asking for personal and financial details to receive the fuel payment, do not click links or provide bank details. If you receive a suspicious text, forward it to 7726 and delete it immediately.



### Cold Weather Payment

Helps with heating bills if you receive certain benefits and if the average temperature in your area is recorded as, or forecast to be, zero degrees C or below over seven consecutive days. Visit [www.gov.uk/cold-weather-payment](http://www.gov.uk/cold-weather-payment) for details.

### Energy Advice

Energy Saving Trust provides online advice on saving energy: [www.energysavingtrust.org.uk](http://www.energysavingtrust.org.uk) or call the Take Charge helpline on 0808 169 9924 Mon-Fri 9am to 5pm

# Stockport Key Services

There are lots of amazing services in Stockport that are there to support you and your family when you need it.

## One Stockport Family Hubs

**ONESTOCKPORT**  
**Family Hubs**

Family Hubs support families from pregnancy through to young people aged up to 19, or aged up to 25 with special educational needs and disabilities (SEND). You and your family can find information, help and support:

- at [your local Family Hub](#)
- online at [www.stockport.gov.uk/topic/help-and-support-family-hubs](http://www.stockport.gov.uk/topic/help-and-support-family-hubs)
- Call the Health Visiting and School Nursing Advice Line on 0161 835 6789 from Monday to Friday between 9am and 4:30pm

## Age UK Stockport



Age UK Stockport offers a variety of services to help people live independently and safely at home and in their communities.

Visit their drop in sessions to find out more about what support and services Age UK Stockport offer, Thursdays 10am to 1 pm at The Hub, 2 Castle Street, Edgeley, SK3 9AB

0161 480 1211  
[info@ageukstockport.org.uk](mailto:info@ageukstockport.org.uk)  
[www.ageuk.org.uk/stockport](http://www.ageuk.org.uk/stockport)

## Disability Stockport



Disability Stockport prides itself on being able to continue to make a difference to disabled people, specialising in Autism and mental health in the Stockport and Cheshire Area

They provide services such as daytime support at its Day Centre, social activities, advocacy, and information.

0161 480 7248 - Mon-Fri 9am-4:30pm  
[email@disabilitystockport.org.uk](mailto:email@disabilitystockport.org.uk)  
[www.disabilitystockport.org.uk](http://www.disabilitystockport.org.uk)

## Forward Stockport LGBTQ+ Centre

Forward The logo for Forward Stockport, featuring the word 'Forward' followed by a graphic of three overlapping arrows in red, yellow, and blue.

Providing a dedicated safe space for local LGBT+ folks, family and friends, to meet, participate and share with the wider community.

Find out more on their Facebook page [www.facebook.com/ForwardLGBT](https://www.facebook.com/ForwardLGBT)

# Stockport Key Services

## Greater Manchester Bereavement Service



This service is for anyone living in Greater Manchester who has been bereaved or affected by a death. You can find support in your area as well as advice for practical issues that losing a loved one may bring.

0161 983 0902 weekdays 9am-5pm  
[gmicb-sal.gm.bs@nhs.net](mailto:gmicb-sal.gm.bs@nhs.net)  
[www.greater-manchester-bereavement-service.org.uk/](http://www.greater-manchester-bereavement-service.org.uk/)

## Keira's Kingdom



Keira's Kingdom provides bespoke holistic support to anyone currently living with a life-limiting, mental or chronic illness.

They run activities on a regular basis including coffee and chat, yoga, mindfulness and support groups.

07540 556115  
[keiraskingdom@outlook.com](mailto:keiraskingdom@outlook.com)  
[www.keiraskingdom.com](http://www.keiraskingdom.com)

## MASSH / Stockport Family



The Multi-Agency Safeguarding and Support Hub (MASSH) for children and families and is the single point of contact to report concerns, for advice and to share details about a child and/or family.

0161 217 6028  
[MASSH@stockport.gov.uk](mailto:MASSH@stockport.gov.uk)  
[www.stockport.gov.uk/contacting-the-massh](http://www.stockport.gov.uk/contacting-the-massh)

## Open Door



Open Door provides adults in Stockport with access to fast mental health and wellbeing support tailored to your needs.

You don't need an appointment, just pop in: weekdays 10am-5:30pm or weekends 12pm-5pm.

[opendoorstockport@makingspace.co.uk](mailto:opendoorstockport@makingspace.co.uk)  
[www.makingspace.co.uk/open-door](http://www.makingspace.co.uk/open-door)

## Signpost for Carers



Supporting young and adult carers who live in the Stockport area with free, confidential information and a range of services.

0161 442 0442 (Adults Team) or 0161 947 4690 (Young Carers Team)  
[info@signpostforcarers.org.uk](mailto:info@signpostforcarers.org.uk)  
[www.signpostforcarers.org.uk](http://www.signpostforcarers.org.uk)

# Stockport Key Services

## Social Care Services

Support for adults in need. Offering assistance with daily living, mental health, dementia care, child protection, and family support.

0161 217 6029 8am-4:30pm Weekdays  
0161 718 2118 (Out of Hours)  
[www.stockport.gov.uk/topic/adult-social-care](http://www.stockport.gov.uk/topic/adult-social-care)



## START

START (Stockport Triage Assessment Referral Team) is a free and confidential service for anyone aged 26 or over who wants information or to access drug and/or alcohol treatment in Stockport.

0161 474 3141  
[START@stockport.gov.uk](mailto:START@stockport.gov.uk)  
[www.healthystockport.co.uk](http://www.healthystockport.co.uk) for lifestyle advice



## Stockport Advocacy

Delivering advocacy and information services to empower and support those who may be marginalised or vulnerable and help them to be heard.

Visit the website for their services and full contact details.  
0161 480 8979  
[info@stockportadvocacy.co.uk](mailto:info@stockportadvocacy.co.uk)  
Visit: [www.stockportadvocacy.co.uk](http://www.stockportadvocacy.co.uk)



## Stockport Mind

Offering accessible support and information to promote mental health and wellbeing across Stockport, Tameside and Glossop.

Visit the website for services, e.g. 1-2-1 or group support and creative activities.

0161 480 7393 (see web for times)  
[info@stockportmind.org.uk](mailto:info@stockportmind.org.uk)  
[www.stockportmind.org.uk](http://www.stockportmind.org.uk)



## Stockport Support Hub

Providing support to adults, families and professionals in Stockport. If you're not sure what support is right for you, they can guide you in the right direction.

0161 474 1042  
07539 468 560 text only (for deaf community)  
[info@stockportsupport.com](mailto:info@stockportsupport.com)  
[www.stockportsupport.com](http://www.stockportsupport.com)



# Stockport Key Services

## Stockport Mental Health Carers



Helping with emotional support, information and guidance, this group is made up of people living across Stockport who care for or support loved ones (of working age) living with a serious mental health condition.

07977 606 543  
[ireneharris76@gmail.com](mailto:ireneharris76@gmail.com)  
[www.mhcarersgroupstockport.co.uk](http://www.mhcarersgroupstockport.co.uk)

## Stockport Without Abuse



Everyone has the right to live their life free from fear, violence and abuse. SWA provide a range of targeted services to support adults and their children at any stage in their journey to lifelong independence.

0161 477 4294  
Monday-Thursday, 9am-5pm and Friday 9am-4:30pm (voicemail outside these hours)  
[www.stockportwithoutabuse.org.uk](http://www.stockportwithoutabuse.org.uk)

## Stockport Women's Centre



Providing a range of wellbeing and mental health support services to women and girls in Stockport, including counselling, domestic abuse support, and activities for women and children.

0161 355 4455 week days, 9am-5pm  
[www.stockportwomenscentre.co.uk](http://www.stockportwomenscentre.co.uk)

## Walthew House

Walthew House

Providing practical and emotional support for people in Stockport living with sight or hearing loss. This includes advocacy, activities, technology, support aids, and more.

0161 480 2612  
[admin@walthewhouse.org.uk](mailto:admin@walthewhouse.org.uk)  
[www.walthewhouse.org.uk](http://www.walthewhouse.org.uk)

## The Wellspring



Supporting adults in Stockport who are homeless or at risk of losing their home. Open 365 days a year, they offer food and hygiene services, and practical support (clothing, sleeping bags).

0161 477 6344  
0161 474 2818 for an emergency response.  
[info@thewellspring.co.uk](mailto:info@thewellspring.co.uk)  
[www.thewellspring.co.uk](http://www.thewellspring.co.uk)



**It has been a privilege to work alongside residents, volunteers, voluntary organisations and partners across Stockport's health and care system. We are proud of what has been achieved together and grateful for the relationships built and your support over the years.**

**Proudly supporting the residents of Stockport  
from 2012 to 2026**