

ME CONNECT RESOURCES

- This is a resources list containing MEA free literature and signposting to external organisations which may be able to provide suitable support. It contains a paired down list of the signposting used by our ME Connect service
- For quick access to each individual section, you can hover over the section name in the Contents, and 'Ctrl + Click' to be taken to the correct section.
- To return to the top of the documents and contents page, click 'Ctrl' and the 'Home' button on your keyboard.
- Sadly, neither the MEA or ME Connect can give recommendations or accept responsibility for the accuracy or suitability of any services or organisations in this list. Individuals must make their own enquiries about the suitability, professional qualifications and ME experience of providers of any treatments or services. Individuals should also ask about the cost of any treatments or services provided by a person or organisation.

For further information or support please contact **ME Connect**. Our telephone helpline, ME Connect, is available to call for free on **0808 801 0484**. The helpline is open Monday to Friday, 10am-6pm, Thursday late night until 9pm, and Saturday and Sunday, 10am-12pm. Our team can provide a listening ear and help you process your thoughts. Furthermore, you can reach out via email on meconnect@meassociation.org.uk or by social media message on Instagram or Facebook.

External signposting list directory

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Key MEA Literature

Awareness

Explaining ME to other people

Benefits

Claiming benefits Top Tips

Personal independent payments- A guide to applications

Universal Credit-A Guide to Applications

PIP Guide to Reconsideration Appeals

Carers and Social care

Disability, Aids, Adaptations and Social-Care

Diagnosis

Diagnosis of ME CFS-The importance of an early and accurate diagnosis

Education and Awareness

Employment issues

UNIVERSITY AND ME-PIPPA STACEY

Hospital support pack

Management

Ten Key Aspects of Management

PACING Activity and Energy Management for people with ME/CFS

Relapses exacerbations and flare-ups

Advocates

- **Action for ME Adult Advocacy service**
[Link to Adults Advocacy Service](#)
- **Advocate**
[Link to Advocate website](#)
 - Email enquiries@weareadvocate.org.uk
 - *Pro bono work with Advocate
 - Advocate works with barristers who kindly choose to offer their time, skills and expertise to provide pro bono legal advice, drafting, mediation assistance and representation to those who need it most.

Benefits

- **Citizens Advice – Advice & Appeals**

- Citizens Advice provides free, confidential and independent advice about benefits and benefit appeals- [Link to Citizens Advice site.](#)
- Information about benefits is on the website but if people need individual help then an appointment needs to be made. Please note however that the help available varies between each local office.

[Link to find local Citizens Advice - Citizens Advice](#)

- **Turn2us – Online Resource & Telephone Helpline**

[Link to Turn2us site](#)

- Turn2us is a national charity that helps people in financial hardship to gain access to welfare benefits, charitable grants and support services.
- There is a webchat option, but those who cannot access the internet can ring: 0808 802 2000
- Benefits Calculator – [Link to Turn2us Benefits Calculator](#)
- Grants Search – [Link to Turn2us Grants Search](#)
- Email: [**Ask a Question \(custhelp.com\)**](mailto:Ask a Question (custhelp.com))

- **SCOPE**

- [LINK TO SCOPE SITE](#)

- The national charity for equality for the disabled, SCOPE, has a range of services, including free independent support on welfare, benefits and finance.

- **The Disability Law Service**

- [Disability Law Service](#)

The disability law service offers free legal assistance to disabled people in regard to benefits, as well as other help, and can be contacted on 0207 791 9800 or advice@dls.org.uk.

Carers

- **Carers UK**
[Link to Carers UK site](#)
 - Telephone Helpline is available on 0808 808 7777 from Monday to Friday, 9am – 6pm
 - Email: advice@carersuk.org

Children and Young People

- **Action for ME can help parents of children with ME:**
 - [Link to Action for ME Support for Children and Young People](#)
 - Telephone Number: 0117 927 9551
 - Email: questions@actionforme.org.uk
 - A wide range of support available for Under 18s, including counselling, workshops, a young people community, support for parents, support and information regarding education and more
 -
- **IPSEA**
 - [Link to IPSEA](#)
 - IPSEA offers free and independent advice and support to parents of children with special educational needs including, free advice on LEA's legal duties towards children with SEN, free home visits where necessary, free support and possible representation for those parents appealing to the Special Educational Needs Tribunal and free second opinions on a child's needs and the provision required to meet those needs.”
 - IPSEA has a free advice line 0300 222 5899 Tues, Wed and Thurs 9.30 – 2.30 - [Link to Helpline Info](#)

Complaints about the NHS

- **Patient Advice and Liaison Service (PALS)**

Link to NHS PALS

- Can help you advocate for yourself/make a complaint.
- Enter postcode to find local PALS or ask for local GP Surgery or hospital.

- **Patients Association**

Link to Patients Association site

- For health or social care advice
- Helpline: 0800 345 7115 – Monday-Friday – 9.30am-5pm

Doctors

- **Please note that the MEA do not have a list of 'ME friendly' GPs.**
 - Could ask your local group/ask at their local surgery if there is a Doctor who has a good knowledge of ME.
 - Local Support Groups - [Link to MEA Support Group search](#)
- **NHS ME/CFS and Long Covid Specialist Referral Services**
 - [Link to MEA search NHS ME CF Long Covid Services](#) - enter postcode for local service
- **Information for healthcare professionals**
 - [Link to send HCPs Medical Information on ME/CFS](#)

[Employment, Employers and Employees](#)

- **Access to Work**
[Link to Access to Work site](#)
 - Access to Work gives information and funding to help people in work if they have a disability or health condition.

- **Citizens Advice**
[Link to Citizens Advice site](#)

- **SCOPE**
[Link to Scope site](#)
 - Free independent support on: Welfare, benefits and finance, independent living, Community & Social care, Mobility & transport, Equipment, Employment.

Housing

- **Civil Legal Advice (CLA)**
<https://www.gov.uk/civil-legal-advice>
- Phone: 0345 345 4345
- Advice Line: Mon-Fri 9am-8pm and Sat 9am to 12.30pm
- CLA is funded by Legal Aid
- CLA provides free legal advice in England and Wales for people who are eligible for legal aid.
- You can get help from CLA on a range of problems, including: debt if your home is at risk, special educational needs, housing, discrimination, domestic violence and family issues.

- **Shelter**
<https://www.shelter.org.uk/>
- Shelter can provide housing advice and information.
- They have an emergency helpline for if you;
are homeless
have nowhere to stay tonight
are worried about losing your home in the next two months
are at risk of harm or abuse
- England and Scotland: [0808 800 4444](tel:08088004444), Monday to Friday, 8am – 6pm
- Wales: 08000 495 495, Monday to Friday, 9am – 4pm,
- Northern Ireland: 028 9024 7752 – Monday to Friday 9:30am - 4:30pm

[Legal Advice](#)

- **Disability Law Service**
[Link to DLS site](#)
 - DLS can provide advice and information on some areas of law.
- **Support Through Court**
[Link to Support Through Court website](#)
 - National Helpline - Monday to Friday 9:30am to 4:30pm (closed 12:30-1:30pm)
 - Phone: 0300 081 0006
 - “Facing family or civil court without a lawyer? We can help at most stages of the court process. We can sometimes help right away or you may be able to book an appointment. View our locations for your local office's contact and location information.
 - While we aim to support everyone who comes to us as equally as we can, we work with limited resources. We ask clients to make us aware of any disabilities, or extra needs, as early as possible. We will work together to agree reasonable adjustments to address client needs, within the limits of our resources. If we cannot provide the exact adaptations requested, we will discuss how to achieve the best support we can offer in each situation.”
- **Civil Legal Advice (CLA)**
[Link to Civil Legal Advice](#)
 - Phone: 0345 345 4345
 - Advice Line: Mon-Fri 9am-8pm and Sat 9am to 12.30pm
 - CLA is funded by Legal Aid
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 - You can get help from CLA on a range of problems, including: debt if your home is at risk, special educational needs, housing, discrimination, domestic violence and family issues.

Other Health Issues

- **EDS (Ehlers Danlos Syndrome) and HSD (Hypermobility Spectrum Disorders)**
[Link to EDS site](#)
- **Fibromyalgia**
[Link to MEA Leaflet Fibromyalgia](#)
[Link to Fibromyalgia Action UK site](#)
 - Fibromyalgia Action UK Helpline: 0300 999 33333
- **Mental Health**
 - **SAMARITANS**
[Link to Samaritans site](#)
 - Samaritans offer support to people who are suicidal or despairing.
 - Available 24 hours per day, every day of the year.
 - Email: jo@samaritans.org
 - Tel: 116 123
- **Pain**
[Link to MEA Leaflet Pain management](#)
[Link to Pain Concern site](#)
 - Helpline: 0300 123 0789
 - Email: help@painconcern.org.uk
- **POTS (Postural Tachycardia Syndrome)**
[Link to POTS UK Site](#)
[Link to MEA Leaflet POTS](#)
- **Severely affected people with ME**
[Link to MEA Leaflet Severe ME](#)
 - 25% Group
[Link to 25% Group site](#)
 - Telephone: 01292 318611
 - Email: enquiry@25megroup.org

Students

- **Leaflets for Disabled Students**

- [Link to MEA Leaflets](#)

- **Disability Rights UK – Disabled Students Helpline**

- [Link to Disabled Students Helpline](#)
 - Disabled Student's Helpline for over 16s in England
 - Providing advice to Disabled students, apprentices and trainees in England.
 - England: 0330 995 0414 or 0300 995 041 - Tuesdays and Thursdays 11am-1pm
 - Scotland: 0800 999 2568 (Lead Scotland) 2-4pm Mon/Wed/Thurs & 10-12noon on Tues/Fri.
 - Email: students@disabilityrightsuk.org

- **Disabled Students in Scotland**

- Disability Rights UK recommends that disabled students who wish to study in Scotland contact Lead Scotland (0131 228 9441) for more specialised information and advice about education and training in Scotland.
 - [Link to Lead Scotland](#)
 - The telephone helpline can be accessed on Tuesdays from 11.00am – 1.00pm and on Thursdays from 11.00am – 1.00pm. You can also email your enquiry to students@disabilityrightsuk.org