

Royal Edinburgh Hospital (REH) Welfare Department

Information for Patients



What can we help with?

- Welfare Officers provide advice and assistance when dealing with the Department for Work and Pensions
- Our main role is to help patients claim and maintain their main benefit claim, for example, Universal Credit, New Style Employment & Support Allowance and New Style Jobseeker's Allowance
- Advice and notifications for Personal Independence Payment/Adult Disability Payment can also be provided
- Welfare Officers will also provide sick lines for DWP or employers
- For debts or financial issues, we can refer you on to the Citizens Advice Bureau
- If you require our help, please ask ward staff to make an appointment or email Loth.Welfare@nhslothian.scot.nhs.uk

How we protect personal information

We take care to ensure your personal information is only accessible to authorised people. Our staff have a legal and contractual duty to keep personal health information secure and confidential. We do this by:

- Ensuring all staff and subcontractors undertake mandatory training in data protection and IT security
- Ensuring compliance with NHS Scotland Information Security Policy
- Following organisational policy and procedures on the safe handling of personal information
- Having access controls and audits of electronic systems.

Ensuring that organisations that process personal information held by NHS Scotland comply with Cyber Essentials® and work towards information security best practices, such as the ISO 27001 Standard.

