

QuestionNo	Questiontext
a	Who helped you with contacting Capita for help or more information?
a2	Why did you need help with that?
b	Who helped you with understanding information we sent you?
b2	Why did you need help with that?
c	Who helped you with getting to the assessment centre?
c2	Why did you need help with that?
d	Who helped you during the assessment?
d2	Why did you need help with that?
e	Who helped you by explaining things to you before/during/after the assessment?
e2	Why did you need help with that?
1	How satisfied were you that the letters Capita sent you were clear to understand and explained the PIP Claim process?
2	How satisfied were you with any contact you may have had with Capita's Enquiry Centre?
3	How satisfied were you with the venue chosen for the consultation?
4	How satisfied were you with the directions you received detailing the journey from your home to the assessment centre?
5	How satisfied were you with the facilities at the assessment centre?
6	How satisfied were you that the reception staff at the assessment centre were helpful and courteous?
7	How satisfied were you with the way in which the disability assessor conducted the assessment?
8	How satisfied were you with the way in which the disability assessor explained what would happen during the assessment?
9	How satisfied were you that the disability assessor behaved in a polite and professional manner?
10	How satisfied were you with the time you had to explain your conditions and the impact on your abilities to carry out daily tasks?
11	How satisfied were you that the disability assessor listened to you throughout the assessment and allowed you to explain how your disability affects your daily life?
12	How satisfied were you with the overall service provided by Capita?
13	Have you received your award decision from DWP regarding your PIP claim?
14	Are you currently in receipt of a Disability Living Allowance (DLA)?