

To: Mr G Jones
C/o request-160482-a13f323f@whatdotheyknow.com

5 June 2013

Dear Mr Jones

Freedom of Information Act – Request for Information
Our Reference: Fol 2123

Thank you for your Freedom of Information request which we received on 7 May 2013.

In DWP Ref Fol 1672 of 7th May 2013 the DWP stated in response to the question “Why are nurses prohibited from completing assessments on paper (see CSHU in minutes)?”: “In response to Q 3 nurses are prohibited from completing paper based assessments because they are not currently routinely trained in this method of conducting medical assessment reports.

- 1. Why are nurses not routinely trained in this method of conducting medical assessment reports?*
- 2. Does this mean that nurses are unable to conduct WCA in claimant’s homes?*
- 3. Are Doctors routinely trained in this method of conducting medical assessment reports?*
- 4. Are Physiotherapists routinely trained in this method of conducting medical assessment reports?*

In DWP Ref Fol 1672 of 7th May 2013 the DWP stated in response to the question “Please tell me what the significant IT issue was that was reported under CSHU (Customers Sent Home Unseen) and which organisation was responsible for it (DWP or Atos)?”:

“In reply to Qs 1 2 & 4 the minutes referenced verbal discussions that were undertaken within the meeting which were not supported by documentation, so therefore it is not possible to provide you with a copy.”

- 5. It is simply not credible that the DWP does not have written information about the “significant IT issue” discussed at the meeting in question. If it really is the case that significant IT issues are able to occur resulting in medical assessments having to be cancelled but nothing is recorded as to the cause, how long it took to rectify and what actions were taken to ensure that the same problem does not occur again, then someone within the DWP is guilty of gross negligence. Please provide the information that answers the question below:*

Please tell me what the significant IT issue was that was reported under CSHU (Customers Sent Home Unseen) and which organisation was responsible for it (DWP or Atos)?

In response to **Qs 1, 2 & 4** Nurses and Physiotherapists are currently trained to complete reports with support from Logic Integrated Medical Assessment and are not trained in the completion of paper based reports. Any change to this would require a successful demonstration that they are able to complete paper based reports to the required standard.

In reply to **Q 3** Doctors employed as Healthcare Professionals are trained to conduct paper based assessments and therefore undertake Domiciliary Visits whereas Nurses and physiotherapists are not.

In answer to **Q 5** following a search of our paper and electronic records, it has been established that the information you requested is not held by either DWP or Atos Healthcare who have been unable to locate any incident reports regarding the cause of the IT incident, however, further discussion with Atos suggests the incident may have related to either the IT systems used for the completion of medical assessment reports or issues with the Atos Healthcare network provider.

Yours sincerely

Business Management Team
Health & Disability Assessments (Operations)

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Your right to complain under the Freedom of Information Act

If you are not happy with this response you may request an internal review by e-mailing freedom-of-information-request@dwp.gsi.gov.uk or by writing to DWP, Central FoI Team, Caxton House, Tothill Street, London SW1H 9NA. Any review request should be submitted within two months of the date of this letter.

If you are not content with the outcome of the internal review you may apply directly to the Information Commissioner's Office for a decision. Generally the Commissioner cannot make a decision unless you have exhausted our own complaints procedure. The Information Commissioner can be contacted at: The Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow Cheshire SK9 5AF www.ico.gov.uk