

To Mr J Newman
C/o request-93607-a5711260@whatdotheyknow.com

DWP Central Freedom of Information Team

e-mail: freedom-of-information-xxxxxxx@xxx.xxx.xx

Our Ref: VTR 2592 - 3472

DATE 15 December 2011

Dear Mr Newman

Thank you for your Freedom of Information request dated 17 November 2011 that was received by the Department for Work and Pensions (DWP) Adelphi and forwarded that day for response by the DWP Commercial Management of Medical Services Freedom of Information Officer.

You asked:-

Dear Department for Work and Pensions,

The list below is from the Atos website under "What to bring to your assessment:"

"Please bring with you your appointment letter and:

- Your passport or three other different types of identification, such as a birth certificate, driving licence, utility bill.
- Any hospital appointment or admission letters.
- Any tablets or other current medication, such as inhalers.
- Any medical aids, such as walking aids, hearing aids, glasses and contact lenses."

1. Do you regard this list as sufficiently comprehensive and as helpful to claimants as it could be?
2. Is this list compatible with the detailed instructions in the WCA manual which refers to other documentation that could be presented?

In answer to **Q 1** these are standard procedures that are used in numerous circumstances where an interview is mandatory, and ensures in this case that claimants are aware of what type of identification they are required to produce when they attend an assessment. Claimants are asked to bring to their medication etc to the assessment so that the HCPs can confirm the medication, and any medical aids of claimants.

In reply to **Q 2** there are a total of 24 types of identification that will be accepted as proof of identity by Atos Healthcare prior to the medical assessment commencing. A comprehensive list can be found in Appendix 5 of the Training & Development Revised WCA Handbook, ESA (LCW/LCWRA) Amendment Regulations 2011 (MED -SAAR2011HB-001 Version: 3 Final), a copy of which can be found at <http://www.dwp.gov.uk/publications/specialist-guides/#other>

This document has been produced as part of a programme for Healthcare Professionals (HCP) to carry out medical assessments as approved HCPs. All HCPs undertaking these medical

assessments must be registered medical or nursing practitioners who in addition, have undergone training in disability assessment medicine and more specific training. The training includes theory training in a classroom setting, supervised practical training, and a demonstration of understanding as assessed by quality audit. This document must be read with the understanding that, as experienced medical or nursing practitioners, the HCPs will have detailed knowledge of the principles and practice of diagnostic techniques and therefore such information is not contained in this document. In addition, this is not a stand-alone document, and forms only a part of the training and written documentation that a HCP receives. As disability assessment is a practical occupation, much of the guidance also involves verbal information and coaching. Thus, although the document may be of interest to non-medical readers, it must be remembered that some of the information may not be readily understood without background medical knowledge and an awareness of the other training and guidance given to HCPs.

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If you have any queries about this letter please contact me quoting the reference number above.

Yours sincerely,

DWP Central Fol Team

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@dwpgsi.gov.uk or by writing to DWP, Central Fol Team, 5th Floor The Adelphi, 1-11, John Adam Street, London WC2N 6HT. 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