

Claimant permission to inform their doctor of the WCA outcome

1. When a claimant makes a new claim to ESA or completes an ESA50, they are asked to give their permission for the Department to inform their doctor of the outcome of their WCA.
2. If the claimant does not give their permission, or at any time during their claim withdraws it, the claim **must** be maintained clerically. This is to ensure that the claimant's doctor does not receive the automated notification of the WCA outcome. See [Clerical Process](#).
3. Volumes of these clerical claims will be monitored. When a claim has to be maintained clerically solely because a claimant withholds or withdraws permission, email details of the clerical claim to [DWP ESA Portfolio Team \(link sends e-mail\)](#).