

To: A C Smithson
Request no142173-a2a95fb4@whatdotheyknow.com

DWP Business Management Team
Health & Disability Assessments (Operations)

e-mail: DWP.MEDICALSERVICESCORRESPONDENCE@DWP.GSI.GOV.UK

18 January 2013

Dear Mr Smithson

Freedom of Information Act – Request for Information
Our Reference: FOI 4237-4951

Thank you for your Freedom of Information request which we received on 13 December 2012

You asked:

In your response to FOI 4050-4303 (http://www.whatdotheyknow.com/request/details_of_medical_assessment_au#incoming-336825), you wrote that "the quality monitoring of HCPs is carried out by a number of mechanisms within Atos Healthcare. This includes regular audit of reports by accredited auditors using the (IQAS) system and the monitoring of complaints."

The accredited auditors are Atos staff, the IQAS system that is used was developed by Atos and complaints are dealt with by Atos staff. It appears Atos is monitoring itself.

- 1. What measures are in place for independent external audits of the work undertaken by Atos?*
- 2. If no measures are in place, please state the reason(s) why this is not considered to be necessary.*
- 3. If measures are in place, what are the measures? Provide supporting documentation.*

In answer to your questions:

The quality of Atos Healthcare's audit is validated jointly by senior medical auditors from Atos Healthcare and also doctors working for the Chief Medical Adviser to the DWP (Independent Audit Assurance Panel (IAAP)). Each Atos Medical Services Centre (MSC) is visited annually as a minimum.

The audit criteria used for IAAP visits are those contained in the Integrated Quality Audit Desk Aid (attached).

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

Yours sincerely,

DWP Business Management Team
Health & Disability Assessments (Operations)

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