

14/08/2017

GUIDE TO THE HEALTH CARE PROFESSIONAL VISIT

WHEN YOU CLAIM:

Disability Living Allowance (DLA), Personal Independence Payment (PIP) Attendance Allowance (AA), Employment & Support Allowance (ESA)

You may be visited by a Health Care Professional who will provide additional information to the Department for Work and Pensions concerning your claim.

Some people who find out that a Health Care Professional will be visiting can become quite nervous. This short guide aims to answer some of your possible queries and help to put you at ease.

Not everyone gets a visit from a Health Care Professional. If you do, you should be notified well in advance.

You are entitled to refuse an unannounced visit.

Always have someone with you during the visit, also throughout any examination.

The Health Care Professional will ask you to explain the difficulties you have with your care needs and your mobility. He/she will also make an assessment of how your condition affects you.

Make a note of the medical checks done and the length of the visit. Do not do anything for the Health Care Professional that you know will cause you pain or damage.

Do not try to show how independent you are. Do not claim to **“manage”** tasks that cause you pain or discomfort.

Do not overplay your problems. **You are likely to be found out!**

Make sure all the facts are recorded by the Health Care Professional, no matter how trivial or unimportant you think they are.

Read the Health Care Professional's report carefully and make sure you agree with what has been said before you sign it.

It's also a good idea to make a note of the **Health Care Professional's name.**

If you want to complain about any aspect of the examination, contact DIAL so that we can give you advice on what to do next.

You are entitled to complain if you are unhappy with the treatment you have received.

What happens if my claim is turned down following the Health Care Professional's visit?

If your claim is turned down, or you get a lower level of benefit than you expected, you can challenge the decision. You only have a month in which to do this, so get in touch with DIAL and we will see if we can help you.

We cannot be held responsible for the level of service provided by the organisations included in this publication.

All details correct at time of publication, if you find that this info is inaccurate please call us.

in WFDC Green Street Depot
Green Street
Kidderminster
DY10 1HA

Helpline & Appointments: 0845 200 1072
Business / Office Line: 01562 60241
Fax: 01562 229083
Email: info@nwdial.org.uk
Website: www.nwdial.org.uk
Website: www.dialinworcestershireshire.org.uk

