



Department of Work and Pensions appeals Emergency Guidance

Appeals against Department of Work and Pensions (DWP) decisions, including PIP (Personal Independent Payments), are becoming more common. This work falls outside GP contracted work. It can be very time consuming and patients often book appointments to discuss this. This guidance will help you to stop patients coming to the practice with DWP appeals.

Why have a 'DWP appeals' policy?

Patients appealing against DWP decisions are asked to respond stating what evidence in the original decision they disagree with. They are also advised to provide medical evidence to support their comments. This work falls outside GP contracted work.

A key aspect of the GP State of Emergency campaign is to help manage demand for patient appointments. Practices need a clear policy on how they process these requests and this policy needs to be publicised to patients.



Ensure your practice has a clear policy on appeals and make sure everyone in the practice team adheres to this policy.

A generic policy is included in appendix A and an example letter is included in appendix B. A poster to advertise this policy to patients is available to download from our GP State of Emergency website and can be found at the end of this guidance.



Use the template letters in this guidance to make sure patients are fully aware of the practice's policy.

Appendix A: Generic practice policy on 'DWP appeals'

<<Practice Name>> Policy on requests for assistance with DWP appeals.

The practice, whilst wishing to support patients with social and financial problems, has a primary duty to provide services for patients who are ill (with conditions from which recovery is generally expected), terminally ill or suffering with chronic disease (GMS Contract Regulations 2015 Part 5 Section 17(4)). Writing letters to support appeals for the purpose of DWP benefits falls outside contract regulations and is therefore chargeable work. Recognising that this cohort of patients may have significant financial difficulties, the practice is able to offer two levels of support for DWP appeals:

1. Provide the patient with a summary of their medical record including key diagnosis and current medications as previously recorded and read coded. There is no charge/a minimal charge for printing costs for this level of support.
2. Provide a specific letter to patients, commenting on the grounds on which the patient is appealing the DWP decision. **There is a charge of £XX for this service.** The patient will need to provide a copy to the practice of both the grounds on which the original DWP decision was made and the basis of their appeal.

Patients should be advised not to book a GP appointment for the purpose of DWP appeals. Any patient seeking assistance with paperwork for a DWP appeal should be asked to confirm to the practice in writing that they request support for their DWP appeal and to identify the level of support they require (appendix B: template DWP appeal request form).

Should the patient request a summary of their medical records, a practice receptionist/administrator will print this out from the clinical records and provide it to the patient **within XX working days.**

Should the patient request a specific letter commenting on the appeal, the letter will be passed to their usual GP and be made available for collection **within XX days.**

You can download an editable version of Appendix A [here](#).

Appendix B – generic practice letter on DWP appeals

Date:

Dear Dr <<Surname>>,

Patient Name:

DOB:

I am appealing a decision by DWP and request medical information to support my appeal.

Could you please supply:

- A basic summary of my medical record to include all coded significant diagnosis as held within the system and my current medications. I understand that this will be provided free of charge.
- A letter commenting on my grounds for appeal. I enclose a copy of the original DWP decision and my appeal letter. I understand of charge of £XX will be payable by myself on receipt of this letter.

Yours sincerely,

Patient signature

Print name

You can download an editable version of Appendix B [here](#).



DWP APPEALS

Please don't book a GP appointment if you need support for your DWP appeal.

The practice can provide you with a basic summary of your medical record.

If you need a more detailed report there is a practice charge for this service.

Please ask at reception for details.