

# *Disability Living Allowance*

## *The Visiting Doctor*

### What to expect

The Disability Living Allowance Unit may send out a Doctor to obtain a medical opinion of your mobility and care needs.

These Doctors are referred to as Examining Medical Practitioners.

They are supposed to give you seven days written notice of their appointment, however, many do not. If the appointment is inconvenient you can cancel and rearrange the appointment.

If the Doctor does not give you any notice of the visit and just turns up unannounced, you can refuse entry, but will have to arrange a mutual convenient appointment.

These examinations are conducted in your home. It is advisable to have someone with you during the examination. It is a good idea to have a copy of your claim form. Before the visit make sure you have read over your form to remind yourself of all the issues that might come up.

These Doctors have been sent from the Benefits Agency so don't be under any illusion that they are visiting you in order to help you gain benefit.

Do not assume that they have access to your medical records or have seen your completed claim form for Disability Living Allowance generally they haven't.

You will be observed during the interview, and will be asked to give a brief statement of the problems and difficulties you experience with carrying out the daily tasks as outlined in Section 2 of the Disability Living Allowance claim form. The Doctor should be recording your statement.

The examination should take in the region of 45 minutes and generally includes a medical examination.

- You should receive 7 days notice of a medical examination
- You can cancel the appointment if it is not convenient
- It is advisable to have someone with you during the examination.

### Your Statement

As stated above, the Doctor generally asks what sort of day you are having health-wise, and asks about your general activities and what you do during the day and night. They should then ask you questions that relate to the claim form; about what difficulties you have getting up, dressing, washing etc.,

The Doctor **must** either read your

statement back to you or allow you to read it yourself. If you can't understand the writing, tell the Doctor to decipher it for you.

If you do not feel that the Doctor has accurately recorded your statement, or you wish to add any further information, tell them. Do not sign the form if you are unhappy with your statement.

This leaflet is produced by:

**Swansea Welfare  
Rights Unit  
Social Services  
Department**

City & County of Swansea

Dinas A Sir Abertawe

## The Examination

The Examining Doctors conduct their examinations in different ways, depending on which doctor you have.

Most reports contain the results of a Snellens vision test; your blood pressure reading; your reflexes’;

They will also make comments on your limb movements, whether they are slightly impaired, substantially impaired or you have full movement.

They will also provide their opinion on what personal daily activities you are able to do; Whether, you can prepare and cook a main meal etc; Try not to be pressured into giving the answers the Doctor is suggesting – a common approach is “Yes” but you can do

## Not happy with the examination?

The report should contain the above information. However, you will not know until you receive a copy of the report. The report is not sent to you, until you have requested it. Many claimants find that the Doctors’ are very sympathetic and appears to understand their difficulties and problems, and have been shocked when they have seen the medical report, which in their opinion does not reflect the examination.

A brief description of what should take place has been outlined above. So, if you do not think that a full examination was carried out or that the Doctor insisted that you attempt to do something that you do not think was reasonable, or that you were left in pain after the visit, you should make a complaint. You should do this as soon as possible to :

Medical Services  
Grove House  
3 Grove Place  
Swansea SA1 5DF

that, can’t you? You will not be given an opportunity to see this part of the report at this time.

You should also tell the Doctor if it is a better than average day health-wise for you.

The Doctor will also make comments on his observations of you, how you sit in the chair, whether you answered the door, how you managed to raise from the chair etc. They will also base their opinion on the activities that you do to estimate the distance you can walk, your balance and gait.

They will observe whether you use any aids or adaptations and whether they look used or not. For example: “the rubber on the walking stick looked brand new, despite Mr X stating that he uses it on a daily basis. In this instance the rubber was brand new, Mr X had just replaced it!

*If you are not happy you should complain as soon as possible – even if you have not seen the medical report.*



Some sort of physical examination will be undertaken

**Benefit Information Line is open on Mondays, Wednesdays & Friday mornings between 10.30 a.m. – 12.30 p.m.  
Telephone (01792) 533533**