

TIPS FOR HAVING A TELEPHONE ASSESSMENT FOR PERSONAL INDEPENDENCE PAYMENT (PIP)

- Ask the assessor their name and their medical background (*This will give you an idea on what they know about your health condition*).
- They will seem nice as pie on the phone but don't be fooled.
- You can have someone with you while you do the assessment over the phone, just remember to put the call on loudspeaker and advise the assessor who is with you.
** They can also take notes on the assessment*
- Don't let the assessor rush you and try not to just answer 'yes' or 'no' to their questions.
- Don't let the assessor guide you towards an answer, if it's not how they are putting something over then tell them.
- Pause between the question and the answer, if you don't understand a question ask them to repeat it in a different way, this will also give you thinking time.
- Always try to explain how doing something would make you feel afterwards and the impact it can have on you if you had to do it repeatedly in a short period of time.
- If they ask you to do something physical, for example can you put your arms above your head or can you clasp your hands at the back of your neck, or any other task, say no it is too painful.
- If they ask do you drive, you can say yes (*if you can*) but tell them how often and how you feel afterwards.
- If they ask do you work, if you do, you may be on reduced hours or your job role has been adjusted because of your health condition, or that you had to give up work because of health.
- They may ask who lives with you, if you are on your own, they will ask how do you manage to feed yourself (*family and friends support you*).



- Family and friends support with *things like Shopping, Dressing, Bathing and Cooking*
- They can only go on what is in your application, have it with you and if you are able to have a read through it the night before.

- If you need any further guidance please email Clive Ward via: clive0950@aol.com

