



## PIP Clinical Bulletin

### Atos Healthcare PIP News

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#### Important update on assessments with appointees

Hello everyone,

Here's an important update relating to assessments where claimants have an appointee. This is relevant to HPs, scheduling/contact centre teams, and to centre coordinators in both Atos and Supply Chain.

**Where the appointee is present but the claimant is not**

Following guidance from DWP received today, we are no longer permitted to undertake any face to face assessments where the claimant's appointee is present but the claimant themselves is not. Even though the appointee can speak on behalf of the claimant, the claimant must also be there.

If the claimant has not been present at the assessment, we should not proceed and FTA action should be taken.

Thanks,

Barrie

**Dr Barrie McKillop**  
Clinical Director, PIP

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