

Supporting information

	We are Capita. We carry out Personal Independence Payment (PIP) consultations for the Department for Communities (DfC).
	Sending information with your claim form can help our health professionals to understand how your health condition or disability affects you.
	Try to send as much information as you can at the start of your claim. This will need to be posted to us.
	Send any information that explains how your health condition or disability affects you.
	The information does not have to be medical.

	Information from the people who know you best is very important.
	You could send information from: • family members • friends • carers • support workers
	Only send information that you already have.
	Do not ask your GP for information if you have to pay for it.
	Do not wait for more information before sending your claim form back.
	Put contact details for everyone who helps you on your claim form. Put these in order of who knows you the best. It doesn't have to be your GP it can be anyone.

	If we need more information, we might contact the people on your form.
---	---

Here are some examples of the information you should send.

	Information we find useful is: • A list of medicine you take
	• A report or care plan from a: ○ GP or consultant ○ Community psychiatric nurse (CPN) ○ Occupational therapist ○ Social worker ○ Learning disability support team
	• Statements from carers or family members, like a carer's diary
	• A letter about your condition or diagnosis from: ○ your consultant(s) ○ the hospital discharging you ○ an outpatient clinic

Here are some examples of the information you should not send.

 	You do not need to send: • Appointment cards or letters
 	• Hospital admission letters
 	• Factsheets about your condition, diagnosis or the medication you are taking
 	• Information about tests you are going to have
 	• Bus or train tickets and directions or maps to appointments you have been to
 	• Information you have sent to DfC before for PIP
 	Remember, do not pay for any medical information.

How to contact us

	If you have any questions about your consultation, please contact us.
	We are open 8am to 8pm, Monday to Friday and 9am to 5pm Saturday.
	Someone else can call for you. They will need to know your National Insurance number.
	Call us free on 0808 178 8116
	If you cannot hear or speak on the phone, you can use NGT or Relay UK: 18001 then 0808 178 8116.
	If you use British Sign Language, you can use the Video Relay Service. Type this link into your internet browser: www.haas.capita.co.uk/en-gb/contact-us

	Scroll down to “Video relay service” and click the link.
	You can also write to us: Capita PO Box 307 Darlington DL98 1AB
	Or email us: contactusNI@capita-pip.co.uk (Please do not send your evidence to this email address, only post it to us)

For more information on PIP, go to www.gov.uk

Search for **Easy Read Personal Independence Payment**.