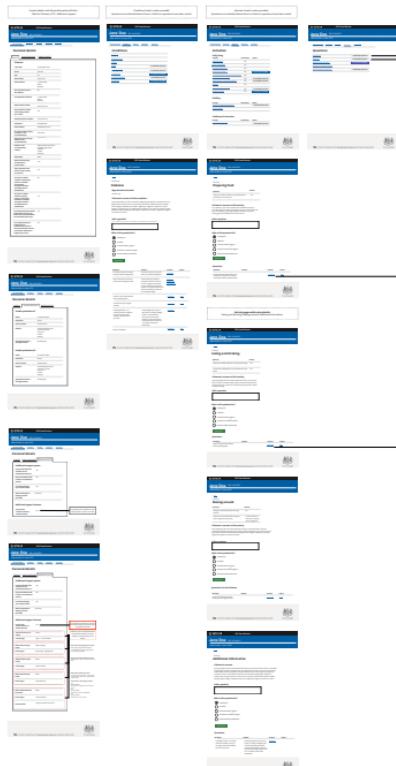


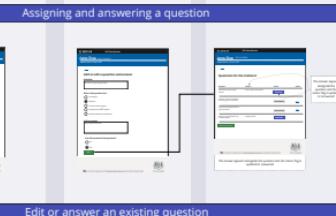
MVP Design

Sitemap



Question journeys

If a question has been answered and flagged as 'answered' it is not re-asked.
An unanswerable question can be answered.



Add a new question and assigning to claimant (including answer)



Add a new question (and not assigning it)



Endpoint choice of next steps



Jane Doe QQ 12 34 56 C

Date of birth: 4 June 1972

< Back

Questions for the claimant

Question	Answer	Status	Action
How often are your angina attacks?		UNANSWERED	Edit
Bad day - further info needed, how many good or bad days?		UNANSWERED	Edit
Do you have any upper limb or grip restrictions?		UNANSWERED	Edit
Were you prescribed the long handled sponge?	Bought himself	ANSWERED	

Add a question



Jane Doe

QQ 12 34 56 C

Date of birth: 4 June 1972

[Personal details](#) [Conditions](#) [Activities](#) [Questions](#) [Summary](#)

Activities

Daily living

Activity	Claimed for	Status
Preparing food	No	
Eating and drinking	No	
Managing treatments	Yes	
Washing and bathing	No	ALL QUESTIONS ANSWERED
Using the toilet and managing incontinence	Yes	
Dressing and undressing	Yes	2 UNANSWERED QUESTIONS
Talking, listening and understanding	Yes	3 UNANSWERED QUESTIONS
Reading	Yes	
Mixing with other people	Yes	1 UNANSWERED QUESTIONS
Managing money	Yes	ALL QUESTIONS ANSWERED

Mobility

Activity	Claimed for	Status
Planning and following journeys		1 UNANSWERED QUESTIONS
Moving around		

Additional information

Activity	Claimed for	Status
Additional information		1 UNANSWERED QUESTIONS



Jane Doe

QQ 12 34 56 C

Date of birth: 4 June 1972

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Activity

Preparing food

Question	Answer
Does your condition affect you preparing food, or prevent you from doing so?	Yes

Claimant's account of this activity

On a good day I can use a microwave, but have difficult using an oven. Bending and standing too long gives me pain in lower back and hips. On a bad day, if i get angina attack, hot flushes, dizzy spell, nothing gets done. Bad days more often than not.

Add a question

Who is this question for?

- Unassigned
- Claimant
- Internal medical support
- Internal non medical support
- External health professional

[Add question](#)

Questions

Question	Answer	Contact	Action
Do you have any upper limb or grip restrictions? If you were sat down would you be able to prepare food?		Claimant	Edit



Jane Doe

QQ 12 34 56 C

Date of birth: 4 June 1972

[Personal details](#) [Conditions](#) [Activities](#) [Questions](#) [Summary](#)

Conditions

[Diabetes](#)[Prostate cancer](#)[Angina](#)[COPD](#)

2 UNANSWERED QUESTIONS

[Blood pressure](#)

3 UNANSWERED QUESTIONS

[Incontinence](#)

ALL QUESTIONS ANSWERED

[Irregular heartbeat](#)

1 UNANSWERED QUESTION

[Hot flushes](#)

ALL QUESTIONS ANSWERED



Jane Doe

QQ 12 34 56 C

Date of birth: 4 June 1972

[← Back](#)

Activity

Additional information

Claimant's account

Short paragraph from the claimant about this activity. Lorem ipsum dolor sit amet, consectetur adipiscing elit. Aliquam at tristique ante, nec dignissim lacus. Donec nec est ut ipsum posuere mattis. Nullam tincidunt eget dictum feugiat. Vestibulum justo diam, sagittis quis sagittis id, maximus ac metus. Lorem ipsum dolor sit amet, consectetur adipiscing elit. Aliquam at tristique ante, nec dignissim lacus. Donec nec est ut ipsum posuere mattis. Nullam tincidunt velit eget dictum feugiat. Vestibulum justo diam, sagittis quis sagittis id, maximus ac metus.

Add a question

Who is this question for?

- Unassigned
- Claimant
- Internal medical support
- Internal non medical support
- External health professional

[Add question](#)

Questions

Question	Answer	Contact	Action
Investigate further - no anxiety noted on conditions. Are you currently under mental health services or your GP?	Anxiety diagnosed 10 years ago by GP, currently managed by GP, no mental health input. Never had suicidal thoughts, never self-harmed. This has got worse in the last 12 months. No hospital admissions.	Claimant	



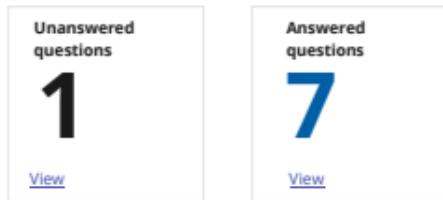
Jane Doe

QQ 12 34 56 C

Date of birth: 4 June 1972

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Case summary



Unanswered questions about this case (1 question)

Questions	Answers	Contact
Need to clarify some evidence about preparing food		Unassigned

Answered questions about this case (7 questions)

Questions	Answers	Contact
Do you have any upper limb or grip restrictions? If you were sat down would you be able to prepare food?	He can peel and chop vegetables if he was sat down.	Claimant
Were you prescribed the long handled sponge?	Bought himself.	Internal non medical support
Bad day - further info needed, how many good or bad days?	Prostate cancer and COPD impacts preparing food. With COPD majority of days are bad days.	External health professional
Do you have any aids, raised toilet seat, rails fitted?	He has a raised toilet. He holds onto the sink to sit and stand from the toilet.	Claimant
How often do you have urinary incontinence?	This does not fluctuate, every day is a bad day. This has got worse in the last 12 months. He has had no hospital admissions.	Internal medical support
How long ago were the mini strokes?	Need to clarify some evidence about preparing food	Claimant
Do you have aids from the GP or that you've bought yourself?	I didn't know you could get things like handrails from your GP. No, I bought them myself. I use the handrail to help me get upstairs. I have fallen twice in the last year, thankfully I didn't end up in hospital though.	Claimant

[Make a recommendation](#)

Jane Doe

QQ 12 34 56 C

Date of birth: 4 June 1972

[Personal details](#) [Conditions](#) [Activities](#) [Questions](#) [Summary](#)

Questions

[Unassigned](#)

1 UNANSWERED QUESTIONS

[Claimant](#)

3 UNANSWERED QUESTION

[Internal medical support](#)

ALL QUESTIONS ANSWERED

[Internal non medical support](#)[External health professional](#)

1 UNANSWERED QUESTIONS



Jane Doe

QQ 12 34 56 C

Date of birth: 4 June 1972

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Activity

Eating and drinking

Question	Answer
Does your condition affect your eating and drinking?	Yes
Do you use a feeding tube or similar device to eat or drink?	No

Claimant's account of this activity

Short paragraph from the claimant about this activity. Lorem ipsum dolor sit amet, consectetur adipiscing elit. Aliquam at tristique ante, nec dignissim lacus. Donec nec est ut ipsum posuere mattis. Nullam tincidunt velit eget

Add a question

Who is this question for?

- Unassigned
- Claimant
- Internal medical support
- Internal non medical support
- External health professional

[Add question](#)

Questions

Question	Answer	Contact	Action
Need to clarify some evidence about preparing food		Claimant	Edit



Jane Doe

QQ 12 34 56 C

Date of birth: 4 June 1972

[← Back](#)

Activity

Moving around

Question	Answer
Does your condition affect you moving around?	Yes
How far can the claimant walk using any aids or appliances they need?	I cannot stand and move even using my aids or appliances

Claimant's account of this activity

Short paragraph from the claimant about this activity. Lorem ipsum dolor sit amet, consectetur adipiscing elit. Aliquam at tristique ante, nec dignissim lacus. Donec nec est ut ipsum posuere mattis. Nullam tincidunt velit eget dictum feugiat. Vestibulum justo diam, sagittis quis sagittis id, maximus ac metus.

Add a question

Who is this question for?

- Unassigned
- Claimant
- Internal medical support
- Internal non medical support
- External health professional

[Add question](#)

Questions for the Claimant

Question	Answer	Contact	Action
Do you have aids from the GP or that you've bought yourself?		Claimant	Edit



Jane Doe

QQ 12 34 56 C

Date of birth: 4 June 1972

< Back

Unassigned questions

Question	Answer	Status	Action
How often are your angina attacks?		UNANSWERED	Edit

Add a question



Jane Doe

QQ 12 34 56 C

Date of birth: 4 June 1972

< Back

What recommendation are you making for this case?

Send case for a decision

Refer case for an assessment

Continue



Jane Doe

QQ 12 34 56 C

Date of birth: 4 June 1972

[Personal details](#) [Conditions](#) [Activities](#) [Questions](#) [Summary](#)

Personal details

[Claimant](#)[Health professionals](#)[Additional support](#)

Health professional 1

Name	Dr Camilla Stasiak
Profession	Doctor
Phone number	020 8291 7007
Address	The Vale Medical Centre 195-197 Perry Vale Forest Hill London SE23 2JF
Approximate date of last appointment	No date given

Health professional 2

Name	Dr Camilla Stasiak
Profession	Doctor
Phone number	020 8291 7007
Address	The Vale Medical Centre 195-197 Perry Vale Forest Hill London SE23 2JF
Approximate date of last appointment	No date given



Jane Doe

QQ 12 34 56 C

Date of birth: 4 June 1972

[Personal details](#)[Conditions](#)[Activities](#)[Questions](#)[Summary](#)

Personal details

[Claimant](#)[Health professionals](#)[Additional support](#)

Additional support person

Do you need help from someone else to communicate with us?

Yes

Do you need help to fill in forms or understand letters?

Yes

Is someone helping you with this claim?

Yes

Name of the person helping you with this claim

John Doe

Additional support formats

Do you need communications in another format?

No

If the applicant has selected 'No' then nothing further is listed in the table



Jane Doe

QQ 12 34 56 C

Date of birth: 4 June 1972

[« Back](#)

Condition

Diabetes

Approximate start date

14 weeks ago

Claimant's account of their condition

Lorem ipsum dolor sit amet, consectetur adipiscing elit. Aliquam at tristique ante, nec dignissim lacus. Donec nec est ut ipsum posuere mattis. Nullam tincidunt velit eget dictum feugiat. Vestibulum justo diam, sagittis quis sagittis id, maximus ac metus. Aliquam at tristique ante, nec dignissim lacus. Donec nec est ut ipsum posuere mattis. Nullam tincidunt velit eget dictum feugiat. Vestibulum justo diam, sagittis quis sagittis id, maximus ac metus.

Add a question

This includes the claimant's medications, treatments and side effects.

Who is this question for?

- Unassigned
- Claimant
- Internal medical support
- Internal non medical support
- External health professional

[Add question](#)

Question	Answer	Contact	Action
Is he able to dress his top and lower part whilst sitting down?	Is he able to dress his top and lower part whilst sitting down?	Claimant	
Do you have aids from the GP or that you've bought yourself?	I didn't know you could get things like handrails from your GP. No, I bought them myself. I use the handrail to help me get upstairs. I have fallen twice in the last year, thankfully I didn't end up in hospital though.	External healthcare professional	
Need to clarify some evidence about preparing food		Claimant	Edit
How often are your Angina attacks?		Claimant	Edit
Investigate further - no anxiety noted on conditions. Are you currently under mental health services or your GP?	Anxiety diagnosed 10 years ago by GP, currently managed by GP, no mental health input. Never had suicidal thoughts, never self-harmed. This has got worse in the last 12 months. No hospital admissions.	Claimant	
Dates of treatment?		Claimant	Edit

Jane Doe QQ 12 34 56 C

Date of birth: 4 June 1972

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You are about to send this case for a decision

Once you make this recommendation you cannot go back and change it.

Time of recommendation: 12:05pm

Date of recommendation: 2 June 2021

Send case for a decision



Jane Doe

QQ 12 34 56 C

Date of birth: 4 June 1972

< Back

Why are you referring this case for an assessment?

- No medical evidence
- Insufficient evidence
- Missing information in PIP2
- Long Covid
- Complex
- Other

Tell us the reason you are referring this case for an assessment.

→

Refer for assessment



Jane Doe

QQ 12 34 56 C

Date of birth: 4 June 1972

[Personal details](#) [Conditions](#) [Activities](#) [Questions](#) [Summary](#)

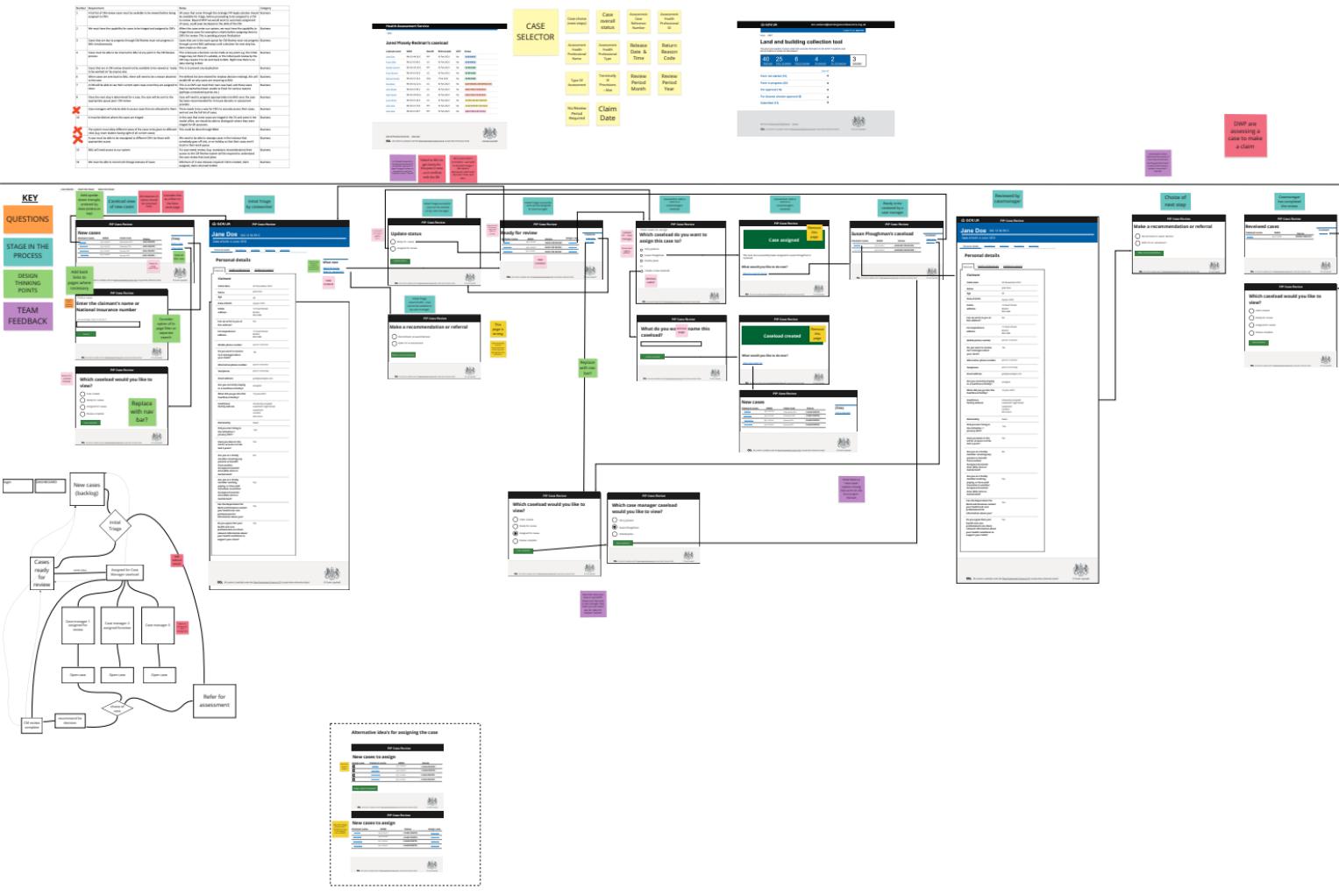
Personal details

[Claimant](#) [Health professionals](#) [Additional support](#)

Claimant

Claim date	20 November 2021
Name	Jane Doe
Age	49
Date of birth	4 June 1972
Home address	12 Pearl Street Bristol BS3 4AB
Can we write to you at this address?	No
Correspondence address	11 Pearl Street Bristol BS3 4AB
Mobile phone number	07777 777777
Do you want to receive text messages about your claim?	No
Alternative phone number	01777 777777
Textphone	Not applicable
Email address	jane@example.com
Are you currently staying in health or care accommodation?	Care Home
When did you go into this health or care accommodation?	12 June 2021
Health or care accommodation address	Helping Hands Care Home Lewisham High Street Lewisham London SE13 6LH
Nationality	Swiss
Did you start living in the UK before 1 January 2021?	Yes
Have you been in the UK for at least 2 of the last 3 years?	Yes
Are you or a family member receiving any pension or benefit from another European Economic Area (EEA) state or Switzerland?	No
Are you or a family member working, paying, or have paid insurance to another European Economic Area (EEA) state or Switzerland?	Yes
Can the Department for Work and Pensions contact your health and care professionals for information about you?	Yes
Do you agree that your health and care professionals can share relevant information about your health conditions to support your claim?	Yes





Jane Doe

QQ 12 34 56 C

Date of birth: 4 June 1972

[Personal details](#) [Conditions](#) [Activities](#) [Questions](#) [Summary](#)

Personal details

[Claimant](#) [Health professionals](#) [Additional support](#)[Select an entry 'for review' or 'Refer for assessment' and its name will be displayed](#)

What next

[Select for review](#)
[Refer for assessment](#)[new content](#)

Claimant

Claim date	20 November 2021
Name	Jane Doe
Age	49
Date of birth	4 June 1972
Home address	12 Pearl Street Bristol BS3 4AB
Can we write to you at this address?	No
Correspondence address	11 Pearl Street Bristol BS3 4AB
Mobile phone number	01777 777777
Do you want to receive text messages about your claim?	No
Alternative phone number	07777 777777
Textphone	07777 777778
Email address	jane@example.com
Are you currently staying in a healthcare facility?	Hospital
When did you go into this healthcare facility?	12 June 2021
Healthcare facility address	University Hospital Lewisham High Street Lewisham London SE13 6LH
Nationality	Swiss
Did you start living in the UK before 1 January 2021?	Yes
Have you been in the UK for at least 2 of the last 3 years?	Yes
Are you or a family member receiving any pension or benefit from another European Economic Area (EEA) state or Switzerland?	No
Are you or a family member working, paying, or have paid insurance to another European Economic Area (EEA) state or Switzerland?	Yes
Can the Department for Work and Pensions contact your health and care professionals for information about you?	Yes
Do you agree that your health and care professionals can share relevant information about your health conditions to support your claim?	Yes



Jane Doe

QQ 12 34 56 C

Date of birth: 4 June 1972

[Personal details](#) [Conditions](#) [Activities](#) [Questions](#) [Summary](#)

Personal details

[Claimant](#) [Health professionals](#) [Additional support](#)

Claimant

Claim date	20 November 2021
Name	Jane Doe
Age	49
Date of birth	4 June 1972
Home address	12 Pearl Street Bristol BS3 4AB
Can we write to you at this address?	No
Correspondence address	11 Pearl Street Bristol BS3 4AB
Mobile phone number	01777 777777
Do you want to receive text messages about your claim?	No
Alternative phone number	07777 777777
Textphone	0777 7777778
Email address	jane@example.com
Are you currently staying in a healthcare facility?	Hospital
When did you go into this healthcare facility?	12 June 2021
Healthcare facility address	University Hospital Lewisham High Street Lewisham London SE13 6LH
Nationality	Swiss
Did you start living in the UK before 1 January 2021?	Yes
Have you been in the UK for at least 2 of the last 3 years?	Yes
Are you or a family member receiving any pension or benefit from another European Economic Area (EEA) state or Switzerland?	No
Are you or a family member working, paying, or have paid insurance to another European Economic Area (EEA) state or Switzerland?	Yes
Can the Department for Work and Pensions contact your health and care professionals for information about you?	Yes
Do you agree that your health and care professionals can share relevant information about your health conditions to support your claim?	Yes



GOV.UK PP Case Review

Jane Doe OQ123456C
Date of birth: 4 June 1972

Personal details

Condition: Health professional

Approximate start date: 14 weeks ago

Claimant's account of their condition: *Some time after I started working full-time, I began to experience some stiffness in my joints. This was most at清晨 (early morning) and again at night. I also noticed some pain in my back and neck. I consulted my GP, who advised me to take some over-the-counter pain relief and to keep active. I found that stretching and gentle exercise helped to relieve the pain.*

Add a question about the claimant's account:

Who is this question for? Unassigned Claimant Internal medical support Internal non-medical support External health professional

Questions: No questions have been added to this condition yet.

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GOV.UK PP Case Review

Jane Doe OQ123456C
Date of birth: 4 June 1972

Condition: Diabetes

Approximate start date: 14 weeks ago

Claimant's account of their condition: *I have been diagnosed with diabetes. I eat a healthy diet and exercise regularly, but I still need to take medication to manage my blood sugar levels. I feel tired andizzy (dizzy) more often than usual.*

Add a question about the claimant's account:

Who is this question for? Unassigned Claimant Internal medical support Internal non-medical support External health professional

Questions: No questions have been added to this condition yet.

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GOV.UK PP Case Review

Jane Doe OQ123456C
Date of birth: 4 June 1972

Condition: Preparing food

Approximate start date: 14 weeks ago

Claimant's account of this activity: *On a good day I can prepare a meal, but I have difficulty using my hands and fingers. I find it hard to hold utensils and cutlery. I also have trouble getting things done around the house, like cleaning and doing laundry. On a bad day, I get angry easily. I feel fatigued, sleepy and worn out.*

Add a question about the claimant's account:

Who is this question for? Unassigned Claimant Internal medical support Internal non-medical support External health professional

Questions: No questions have been added to this activity yet.

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GOV.UK PP Case Review

Jane Doe OQ123456C
Date of birth: 4 June 1972

Condition: Questions

Approximate start date: 14 weeks ago

Claimant's account of this activity: *On a good day I can prepare a meal, but I have difficulty using my hands and fingers. I find it hard to hold utensils and cutlery. I also have trouble getting things done around the house, like cleaning and doing laundry. On a bad day, I get angry easily. I feel fatigued, sleepy and worn out.*

When there are new questions, the table is updated with new entries.

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GOV.UK PP Case Review

Jane Doe OQ123456C
Date of birth: 4 June 1972

Condition: Questions for the claimant

Approximate start date: 14 weeks ago

Claimant's account of this activity: *On a good day I can prepare a meal, but I have difficulty using my hands and fingers. I find it hard to hold utensils and cutlery. I also have trouble getting things done around the house, like cleaning and doing laundry. On a bad day, I get angry easily. I feel fatigued, sleepy and worn out.*

When there are new questions, the table is updated with new entries.

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GOV.UK PP Case Review

Jane Doe OQ123456C
Date of birth: 4 June 1972

Condition: Case summary

Approximate start date: 14 weeks ago

Claimant's account of this activity: *On a good day I can prepare a meal, but I have difficulty using my hands and fingers. I find it hard to hold utensils and cutlery. I also have trouble getting things done around the house, like cleaning and doing laundry. On a bad day, I get angry easily. I feel fatigued, sleepy and worn out.*

When there are new questions, the table is updated with new entries.

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Jane Doe

QQ 12 34 56 C

Date of birth: 4 June 1972

[< Back](#)

Condition

Diabetes

Approximate start date

14 weeks ago

Claimant's account of their condition

Lorem ipsum dolor sit amet, consectetur adipiscing elit. Aliquam at tristique ante, nec dignissim lacus. Donec nec est ut ipsum posuere mattis. Nullam tincidunt velit eget dictum feugiat. Vestibulum justo diam, sagittis quis sagittis id, maximus ac metus. Aliquam at tristique ante, nec dignissim lacus. Donec nec est ut ipsum posuere mattis. Nullam tincidunt velit eget dictum feugiat. Vestibulum justo diam, sagittis quis sagittis id, maximus ac metus.

Add a question about the claimant's account

This includes the claimant's medications, treatments and side effects.

Who is this question for?

- Unassigned
- Claimant
- Internal medical support
- Internal non medical support
- External health professional

[Add question](#)

Questions

No questions have been added to this condition yet.

When there are zero questions, the table is replaced with one sentence.



Jane Doe

QQ 12 34 56 C

Date of birth: 4 June 1972

[Personal details](#) [Conditions](#) [Activities](#) [Questions](#) [Summary](#)

Questions

[Unassigned](#)[Claimant](#)[Internal medical support](#)[Internal non medical support](#)[External health professional](#)

When there are zero questions, there are no status flags displayed

Jane Doe

QQ 12 34 56 C

Date of birth: 4 June 1972

[Personal details](#) [Conditions](#) [Activities](#) [Questions](#) [Summary](#)

Personal details

[Claimant](#)[Health professionals](#)[Additional support](#)

Can the Department for Work and Pensions contact your health and care professionals for information about you?

No

Do you agree that your health and care professionals can share relevant information about your health conditions to support your claim?

No

The claimant has indicated that their health care professionals cannot share relevant information about their health conditions to support their claim.

including the responses above negates the need for this content

Jane Doe

QQ 12 34 56 C

Date of birth: 4 June 1972

[← Back](#)

Activity

Preparing food

Question	Answer
Does your condition affect you preparing food, or prevent you from doing so?	Yes

Claimant's account of this activity

On a good day I can use a microwave, but have difficult using an oven. Bending and standing too long gives me pain in lower back and hips. On a bad day, if I get angina attack, hot flushes, dizzy spell, nothing gets done. Bad days more often than not.

Add a question about the claimant's account

Who is this question for?

- Unassigned
- Claimant
- Internal medical support
- Internal non medical support
- External health professional

[Add question](#)

Questions

No questions have been added to this activity yet.

When there are zero questions, the table is replaced with one sentence.



Jane Doe QQ 12 34 56 C

Date of birth: 4 June 1972

< Back

Questions for the claimant

There are currently no questions for the claimant.

Add a question

When there are zero questions, the table is replaced with one sentence.



Jane Doe

QQ 12 34 56 C

Date of birth: 4 June 1972

[Personal details](#)[Conditions](#)[Activities](#)[Questions](#)[Summary](#)

Case summary

Unanswered questions

0

[View](#)

Answered questions

0

[View](#)

Unanswered questions about this case (0 questions)

There are currently no unanswered questions.

When there are zero answered questions, the table is replaced with one sentence.

Answered questions about this case (0 questions)

There are currently no answered questions.

When there are zero answered questions, the table is replaced with one sentence.

[Make a recommendation](#)

New table

	EPIC	TECH STUFF	Gaps	Case management	Personal Details	
FLOW			?			
Story						
Tasks		Front-end setup API setup				
		CI set-up Skeleton agent application application security defaults				
Task blocked		Auth		data model Get that data into our space API: string layer explains the data and separated in shorts Front-end thing API call to get data		
POC						
Question s		Auth - what is the strategy across the teams? infrastructure stuff Test Strategy cloud view		Where does the data come from and how? How does the data map from the ppi assembly to the data model? What is the design for pulling across the data? How final is design Is there caching layers for data? PPI information		
Action				Review with PPI assembly team		

Unassigned Questions

There are currently no unassigned questions.

Questions for the Internal medical support

There are currently no questions for the internal medical support.

Questions for the Internal non-medical support

There are currently no questions for the internal non-medical support.

Questions for the external health professional

There are currently no questions for the external health professional

Jane Doe QQ 12 34 56 C

Date of birth: 4 June 1972

[Personal details](#) [Conditions](#) [Activities](#) [Questions](#) [Summary](#)

Personal details

[Claimant](#) [Health professionals](#) [Additional support](#)

Additional support person

- Do you need help from someone else to communicate with us?** Yes
- Do you need help to fill in forms or understand letters?** Yes
- Is someone helping you with this claim?** Yes

Name of the person helping you with this claim John Doe

If the applicant has selected 'Yes' then the format category and format type is displayed underneath.

Additional support formats

Do you need communications in another format? Yes

5 different options displayed based on the applicants answers to format category, format type and format details.

Which format do you need? Braille

Format type Type 1 – Uncontracted

Which type of sign language do you need?

(British Sign Language DVD / British Sign Language MPEG / Irish Sign Language DVD / Irish Sign Language MPEG)

Which format do you need? Sign Language

Format type British Sign Language DVD

Which type of audio format do you need?
(Audio cassette / Audio CD / Audio DVD / Audio MP3)

Which format do you need? Audio

Format type Audio cassette

Which other format do you need?
(Coloured paper / Large print – 16 point font / Large print with custom font / Accessible PDF / Email / Other)

Which format do you need? Other

Format type Accessible PDF

Other format - Coloured paper - details
yes
yes (if provided)
Other format - Large print with custom font - details
yes
yes (if provided)
Other format - Email - email address
yes
yes (if provided)
Other format - Other - details

Which other format do you need? Other

Format type Coloured Paper

Format details Large print with custom font



GOV.UK PIP Case Review

Jane Doe QQ 12 34 56 C

Date of birth: 4 June 1972

[Add](#)

Activity

Preparing food

Question	Answer
Does your condition affect you preparing food, or prevent you from doing so?	No

Claimant's account of this activity

The claimant is not claiming for this activity.

Add a question

Add an activity 2 with 2 questions and 12 with 3 questions.
Plus additional information page to activities

- Who is this question for?
- Unassigned
 - Claimant
 - Internal medical support
 - Internal non medical support
 - External health professional

[Add question](#)

Questions

No questions have been added to this activity yet.



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GOV.UK PIP Case Review

Jane Doe QQ 12 34 56 C

Date of birth: 4 June 1972

[Add](#)

Activity

Eating and drinking

Question	Answer
Does your condition affect your eating and drinking? No	The second question is N/A because it was not asked to claimant to calculate the first question was answered No.

Claimant's account of this activity

The claimant is not claiming for this activity.

Add a question about the claimant's account

Add a question

Who is this question for?

- Unassigned
- Claimant
- Internal medical support
- Internal non medical support
- External health professional

[Add question](#)

Questions

No questions have been added to this activity yet.



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Jane Doe

QQ 12 34 56 C

Date of birth: 4 June 1972

[< Back](#)

Activity

Preparing food

Question	Answer
Does your condition affect you preparing food, or prevent you from doing so?	No

Claimant's account of this activity

The claimant is not claiming for this activity.

Add an activity 2 with 2 questions and 12 with 3 questions.

Plus additional information page

Add a question

Who is this question for?

- Unassigned
- Claimant
- Internal medical support
- Internal non medical support
- External health professional

Does this need to appear if the claimant is not claiming?

[Add question](#)

Questions

No questions have been added to this activity yet.



Jane Doe

QQ 12 34 56 C

Date of birth: 4 June 1972

[← Back](#)

Activity

Eating and drinking

Question	Answer	
Does your condition affect your eating and drinking?	No	
Do you use a feeding tube or similar device to eat or drink?	N/A	The second question is N/A because it was not asked to candidate because the first question was answered No.

Claimant's account of this activity

The claimant is not claiming for this activity.

Add a question about the claimant's account

Who is this question for?

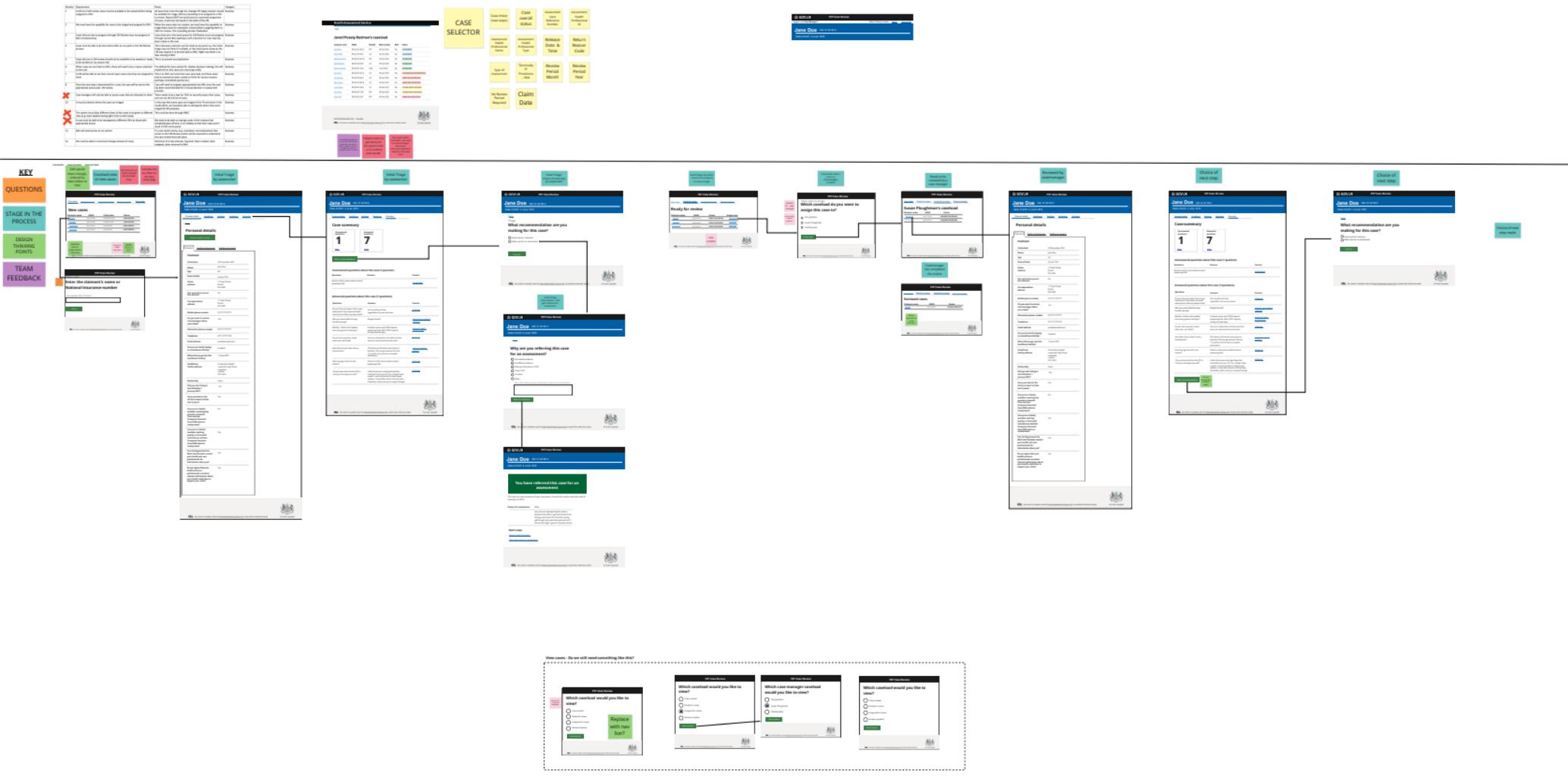
- Unassigned
- Claimant
- Internal medical support
- Internal non medical support
- External health professional

[Add question](#)

Questions

No questions have been added to this activity yet.





Jane Doe

QQ 12 34 56 C

Date of birth: 4 June 1972

Personal details

Conditions

Activities

Questions

Summary

< Back

Personal details

Move to ready for review

[Claimant](#) [Health professionals](#) [Additional support](#)

Claimant

Claim date	20 November 2021
Name	Jane Doe
Age	49
Date of birth	4 June 1972
Home address	12 Pearl Street Bristol BS3 4AB
Can we write to you at this address?	No
Correspondence address	11 Pearl Street Bristol BS3 4AB
Mobile phone number	01777 777777
Do you want to receive text messages about your claim?	No
Alternative phone number	07777 777777
Textphone	0777 7777778
Email address	jane@example.com
Are you currently staying in a healthcare facility?	Hospital
When did you go into this healthcare facility?	12 June 2021
Healthcare facility address	University Hospital Lewisham High Street Lewisham London SE13 6LH
Nationality	Swiss
Did you start living in the UK before 1 January 2021?	Yes
Have you been in the UK for at least 2 of the last 3 years?	Yes
Are you or a family member receiving any pension or benefit from another European Economic Area (EEA) state or Switzerland?	No
Are you or a family member working, paying, or have paid insurance to another European Economic Area (EEA) state or Switzerland?	Yes
Can the Department for Work and Pensions contact your health and care professionals for information about you?	Yes
Do you agree that your health and care professionals can share relevant information about your health conditions to support your claim?	Yes



Jane Doe

QQ 12 34 56 C

Date of birth: 4 June 1972

[Personal details](#) [Conditions](#) [Activities](#) [Questions](#) [Summary](#)

Personal details

[Claimant](#) [Health professionals](#) [Additional support](#)

Claimant

Claim date	20 November 2021
Name	Jane Doe
Age	49
Date of birth	4 June 1972
Home address	12 Pearl Street Bristol BS3 4AB
Can we write to you at this address?	No
Correspondence address	11 Pearl Street Bristol BS3 4AB
Mobile phone number	01777 777777
Do you want to receive text messages about your claim?	No
Alternative phone number	07777 777777
Textphone	0777 7777778
Email address	jane@example.com
Are you currently staying in a healthcare facility?	Hospital
When did you go into this healthcare facility?	12 June 2021
Healthcare facility address	University Hospital Lewisham High Street Lewisham London SE13 6LH
Nationality	Swiss
Did you start living in the UK before 1 January 2021?	Yes
Have you been in the UK for at least 2 of the last 3 years?	Yes
Are you or a family member receiving any pension or benefit from another European Economic Area (EEA) state or Switzerland?	No
Are you or a family member working, paying, or have paid insurance to another European Economic Area (EEA) state or Switzerland?	Yes
Can the Department for Work and Pensions contact your health and care professionals for information about you?	Yes
Do you agree that your health and care professionals can share relevant information about your health conditions to support your claim?	Yes



Jane Doe

QQ 12 34 56 C

Date of birth: 4 June 1972

[Personal details](#) [Conditions](#) [Activities](#) [Questions](#) [Summary](#)

Case summary

Unanswered questions

1

[View](#)

Answered questions

7

[View](#)[Make a recommendation](#)

Unanswered questions about this case (1 question)

Questions	Answers	Contact
Need to clarify some evidence about preparing food		Unassigned

Answered questions about this case (7 questions)

Questions	Answers	Contact
Do you have any upper limb or grip restrictions? If you were sat down would you be able to prepare food?	He can peel and chop vegetables if he was sat down.	Claimant
Were you prescribed the long handled sponge?	Bought himself.	Internal non medical support
Bad day - further info needed, how many good or bad days?	Prostate cancer and COPD impacts preparing food. With COPD majority of days are bad days.	External health professional
Do you have any aids, raised toilet seat, rails fitted?	He has a raised toilet. He holds onto the sink to sit and stand from the toilet.	Claimant
How often do you have urinary incontinence?	This does not fluctuate, every day is a bad day. This has got worse in the last 12 months. He has had no hospital admissions.	Internal medical support
How long ago were the mini strokes?	Need to clarify some evidence about preparing food	Claimant
Do you have aids from the GP or that you've bought yourself?	I didn't know you could get things like handrails from your GP. No, I bought them myself. I use the handrail to help me get upstairs. I have fallen twice in the last year, thankfully I didn't end up in hospital though.	Claimant



Jane Doe

QQ 12 34 56 C

Date of birth: 4 June 1972

< Back

Triage

What recommendation are you making for this case?

- Send case for a decision
- Refer case for an assessment

Continue



Jane Doe

QQ 12 34 56 C

Date of birth: 4 June 1972

< Back

Why are you referring this case for an assessment?

- No medical evidence
- Insufficient evidence
- Missing information in PIP2
- Long Covid
- Complex
- Other

Tell us the reason you are referring this case for an assessment.

Refer for assessment



Jane Doe

QQ 12 34 56 C

Date of birth: 4 June 1972

You have referred this case for an assessment

This case has now moved out of your case queue. You will still need to make this referral manually on PIPCS.

Reason for assessment: Other

Um, he's sick. My best friend's sister's boyfriend's brother's girlfriend heard from this guy who knows this kid who's going with the girl who saw Ferris pass out at 31 Flavors last night. I guess it's pretty serious.

Next steps

[View my case list queue](#)

[View cases ready for assessment](#)



Jane Doe

QQ 12 34 56 C

Date of birth: 4 June 1972

< Back

What recommendation are you making for this case?

- Send case for a decision
- Refer case for an assessment

Continue



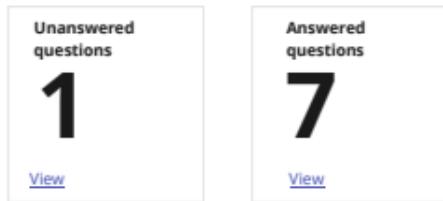
Jane Doe

QQ 12 34 56 C

Date of birth: 4 June 1972

[Personal details](#) [Conditions](#) [Activities](#) [Questions](#) [Summary](#)

Case summary



Unanswered questions about this case (1 question)

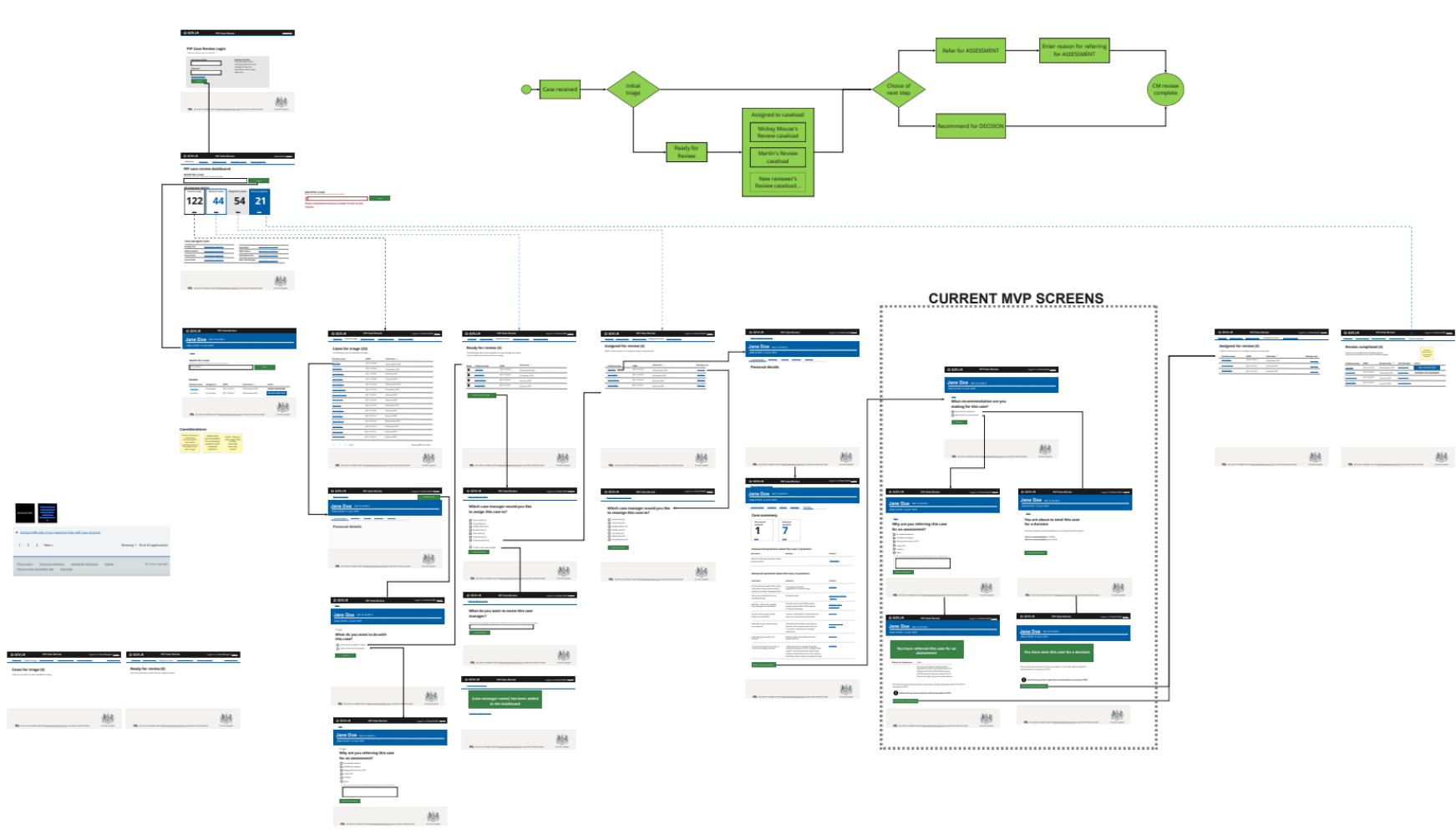
Questions	Answers	Contact
Need to clarify some evidence about preparing food		Unassigned

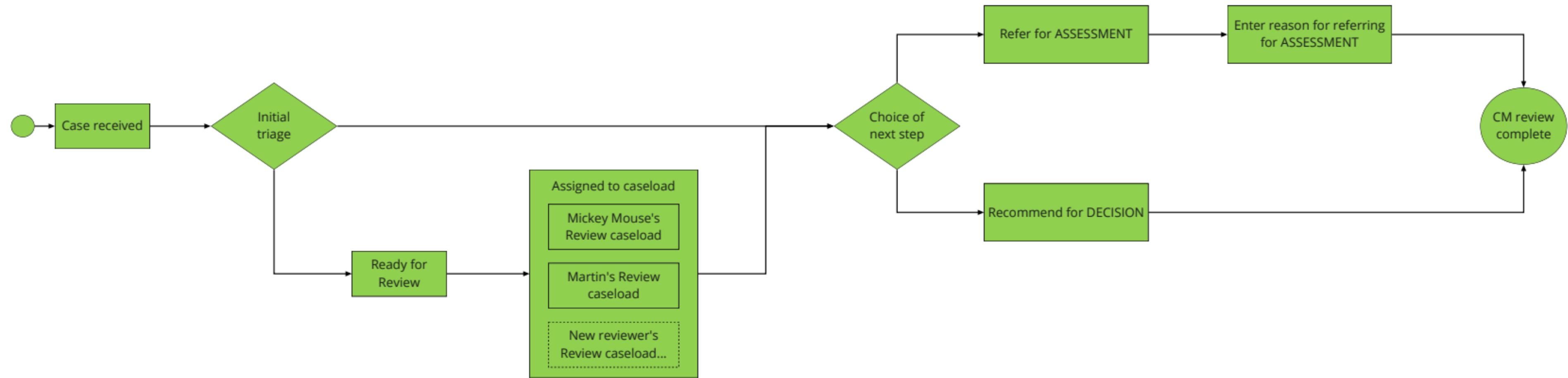
Answered questions about this case (7 questions)

Questions	Answers	Contact
Do you have any upper limb or grip restrictions? If you were sat down would you be able to prepare food?	He can peel and chop vegetables if he was sat down.	Claimant
Were you prescribed the long handled sponge?	Bought himself.	Internal non medical support
Bad day - further info needed, how many good or bad days?	Prostate cancer and COPD impacts preparing food. With COPD majority of days are bad days.	External health professional
Do you have any aids, raised toilet seat, rails fitted?	He has a raised toilet. He holds onto the sink to sit and stand from the toilet.	Claimant
How often do you have urinary incontinence?	This does not fluctuate, every day is a bad day. This has got worse in the last 12 months. He has had no hospital admissions.	Internal medical support
How long ago were the mini strokes?	Need to clarify some evidence about preparing food	Claimant
Do you have aids from the GP or that you've bought yourself?	I didn't know you could get things like handrails from your GP. No, I bought them myself. I use the handrail to help me get upstairs. I have fallen twice in the last year, thankfully I didn't end up in hospital though.	Claimant

[Make a recommendation](#)

Are we moving this to top of page?





[<> Back to new cases](#)[Triage this case](#)

Jane Doe

QQ 12 34 56 C

Date of birth: 4 June 1972

[Personal details](#)[Conditions](#)[Activities](#)[Questions](#)[Summary](#)

Personal details



[Dashboard](#)[Cases for triage](#)[Ready for review](#)[Assigned for review](#)[Review completed](#)

Cases for triage (22)

The following cases are available for triage.

Claimant name	NINO	Claim date ▼
Jane Doe	QQ 12 34 56 C	20 November 2021
John Smith	QQ 12 34 56 C	2 December 2021
Susan Morris	QQ 12 34 56 C	2 January 2022
Patrick Mills	QQ 12 34 56 C	5 January 2022
Kelly Williams	QQ 12 34 56 C	20 November 2021
Sophie Edwards	QQ 12 34 56 C	2 December 2021
Kieran McDonald	QQ 12 34 56 C	2 January 2022
Tamsin Scott	QQ 12 34 56 C	5 January 2022
Bob Smith	QQ 12 34 56 C	2 December 2021
Simon Morris	QQ 12 34 56 C	2 January 2022
Patrick Mills	QQ 12 34 56 C	5 January 2022
Claire Warren	QQ 12 34 56 C	20 November 2021
Anita Bacon	QQ 12 34 56 C	2 December 2021
Arthur Davis	QQ 12 34 56 C	2 January 2022
Stephen Smith	QQ 12 34 56 C	5 January 2022

[1](#) [2](#) [3](#) [Next >](#)

Showing 15 of 34 cases



[Dashboard](#)[New cases](#)[Ready for review](#)[Assigned for review](#)[Review completed](#)

PIP case review dashboard

Search for a case

Enter the claimant's National Insurance number.

 Search

All cases past 30 days



Case managers cases

Bradley Tate	Assigned for review (3)
Debbie Roberts	Assigned for review (4)
Harry Potter	Assigned for review (6)
Susan Smith	Assigned for review (9)

Tom Smith	Assigned for review (3)
Robert Jones	Assigned for review (4)
Emily Macintosh	Assigned for review (6)
New Case Manager	Assigned for review (4)



[Dashboard](#)[Cases for triage](#)[Ready for review](#)[Assigned for review](#)[Review completed](#)

Ready for review (4)

The following cases can be assigned to a case manager for review.

You can select more than one case to assign.

Select	Claimant name	NINO	Claim date ▼
<input type="checkbox"/>	Jane Doe	QQ 12 34 56 C	20 November 2021
<input type="checkbox"/>	John Smith	QQ 12 34 56 C	2 December 2021
<input type="checkbox"/>	Susan Morris	QQ 12 34 56 C	2 January 2022
<input type="checkbox"/>	Patrick Mills	QQ 12 34 56 C	5 January 2022

[Assign to case manager](#)

[< Back to ready for review](#)

Which case manager would you like to assign this case to?

- Susan Smith (4)
 - Harry Potter (6)
 - Debbie Roberts (4)
 - Bradley Tate (3)
 - Tom Smith (4)
 - Robert Jones (6)
 - Emily Macintosh (4)
-
- or
 - Create a new case manager

[Save and continue](#)

[Dashboard](#)[Cases for triage](#)[Ready for review](#)[Assigned for review](#)[Review completed](#)

Assigned for review (4)

Select a case to work on or reassign a case to someone else.

Claimant name	NINO	Claim date ▼	Reassign case
Jane Doe	QQ 12 34 56 C	20 November 2021	Reassign
John Smith	QQ 12 34 56 C	2 December 2021	Reassign
Susan Morris	QQ 12 34 56 C	2 January 2022	Reassign
Patrick Mills	QQ 12 34 56 C	5 January 2022	Reassign



[< Back to Assigned for review](#)

Jane Doe

 QQ 12 34 56 C

Date of birth: 4 June 1972

[Personal details](#)[Conditions](#)[Activities](#)[Questions](#)[Summary](#)

Personal details



[Dashboard](#)[Cases for triage](#)[Ready for review](#)[Assigned for review](#)[Review completed](#)

Assigned for review (3)

Select a case to work on or reassign a case to someone else.

Claimant name	NINO	Claim date ▼	Reassign case
John Smith	QQ 12 34 56 C	2 December 2021	Reassign
Susan Morris	QQ 12 34 56 C	2 January 2022	Reassign
Patrick Mills	QQ 12 34 56 C	5 January 2022	Reassign



[< Back to cases ready for review](#)

Which case manager would you like to reassign this case to?



- Susan Smith (4)
- Harry Potter (6)
- Debbie Roberts (4)
- Bradley Tate (3)
- Tom Smith (4)
- Robert Jones (6)
- Emily Macintosh (4)

[Save and continue](#)

Date of birth: 4 June 1972

[Personal details](#) [Conditions](#) [Activities](#) [Questions](#) [Summary](#)

Case summary

Unanswered questions

1

[View](#)

Answered questions

7

[View](#)

Unanswered questions about this case (1 question)

Questions	Answers	Contact
Need to clarify some evidence about preparing food		Unassigned

Answered questions about this case (7 questions)

Questions	Answers	Contact
Do you have any upper limb or grip restrictions? If you were sat down would you be able to prepare food?	He can peel and chop vegetables if he was sat down.	Claimant
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How long ago were the mini strokes?	Need to clarify some evidence about preparing food	Claimant
Do you have aids from the GP or that you've bought yourself?	I didn't know you could get things like handrails from your GP. No, I bought them myself. I use the handrail to help me get upstairs. I have fallen twice in the last year, thankfully I didn't end up in hospital though.	Claimant

[Make a recommendation](#)

Jane Doe

QQ 12 34 56 C

Date of birth: 4 June 1972

[< Back](#)

What recommendation are you making for this case?

- Send case for a decision
- Refer case for an assessment

[Continue](#)



Jane Doe

QQ 12 34 56 C

Date of birth: 4 June 1972

[< Back](#)

You are about to send this case for a decision

Once you make this recommendation you cannot go back and change it.

Time of recommendation: 12:05pm

Date of recommendation: 2 June 2021

[Send case for a decision](#)



Jane Doe QQ 12 34 56 C

Date of birth: 4 June 1972

[<> Back](#)

Why are you referring this case for an assessment?

- No medical evidence
- Insufficient evidence
- Missing information in PIP2
- Long Covid
- Complex
- Other

Tell us the reason you are referring this case for an assessment.

[Refer for assessment](#)



Jane Doe

QQ 12 34 56 C

Date of birth: 4 June 1972

You have referred this case for an assessment

Reason for assessment: Other

Um, he's sick. My best friend's sister's boyfriend's brother's girlfriend heard from this guy who knows this kid who's going with the girl who saw Ferris pass out at 31 Flavors last night. I guess it's pretty serious.

This case has now moved out of your case queue. You will still need to make this referral manually on PIPCS.

! Confirm that you have made this referral manually in PIPCS

Confirm and go to assigned cases



Jane Doe

QQ 12 34 56 C

Date of birth: 4 June 1972

You have sent this case for a decision

This case has now moved out of your case queue. You will still need to make this recommendation manually on PIPCS.



Confirm that you have made this recommendation manually in PIPCS

[Confirm and go to assigned cases](#)



PIP Case Review Login

Welcome please login to continue

Username (email)

Password

[Forgot password](#)

Continue

Dummy text title

Short description here -
something about the case
manager review tool
legal stuff or who to get a
login from.



[View](#)

[Dashboard](#)[Cases for triage](#)[Ready for review](#)[Assigned for review](#)[Review completed](#)

Review completed (4)

Reviews are completed for the following case.

Here you can see their status and the case manager

consider
'choice of next
step' instead
of status

Claimant name	NINO	Decision date ▾	Case Manager ▾	Status
Jane Doe	QQ 12 34 56 C	20 November 2021	Susan Smith	SENT FOR DECISION
John Smith	QQ 12 34 56 C	2 December 2021	Harry Potter	REFERRED FOR ASSESSMENT
Susan Morris	QQ 12 34 56 C	2 January 2022	Susan Smith	
Patrick Mills	QQ 12 34 56 C	5 January 2022	Debbie Roberts	



Jane Doe

QQ 12 34 56 C

Date of birth: 4 June 1972

[<> Back](#)

Search for a case

Enter the claimant's National Insurance number.

QQ 12 34 56 C

Search

Results:

Claimant name	Assigned to	NINO	Claim date ▼	Status
Jane Doe	Unassigned	QQ 12 34 56 C	20 November 2021	READY FOR REVIEW
Jane Doe	Harry Potter	QQ 12 34 56 C	20 November 2011	REVIEW COMPLETED



[Dashboard](#)[Cases for triage](#)[Ready for review](#)[Assigned for review](#)[Review completed](#)[Search for a case](#)

Cases for triage (0)

There are currently no cases available for triage.



[Dashboard](#)[Cases for triage](#)[Ready for review](#)[Assigned for review](#)[Review completed](#)[Search for a case](#)

Ready for review (0)

There are currently no cases that are ready for review.



The image shows a web browser window with a light gray header bar containing standard navigation icons like back, forward, and search. Below the header is a dark gray navigation bar with tabs labeled "Content", "Story", and "Story details". The main content area features four green rectangular cards arranged in a 2x2 grid. Each card contains a large white number, a small icon, and some descriptive text. The top-left card has the number 178 and the word "Replies". The top-right card has the number 8,000 and the word "Followers". The bottom-left card has the number 78 and the word "Comments". The bottom-right card has the number 8 and the word "Shares". Below these cards is a horizontal line with three colored dots (blue, red, green) followed by the text "View more". The main content area also includes a "Recent activity" section with a blue header and a "Recent comments" section with a green header. At the bottom of the page, there is a footer bar with several links and a "Logout" button.

Project	Phase	Progress	Completion
Deployment to production	Planning	95%	2023-09-15
Feature A Dev	Development	80%	2023-09-15
Feature B Dev	Development	70%	2023-09-15
Feature C Dev	Development	60%	2023-09-15
Feature D Dev	Development	50%	2023-09-15
Feature E Dev	Development	40%	2023-09-15
Feature F Dev	Development	30%	2023-09-15
Feature G Dev	Development	20%	2023-09-15
Feature H Dev	Development	10%	2023-09-15
Feature I Dev	Development	0%	2023-09-15

GOV.UK Notify Issues | Pending | New | Open

Important notifications sent in the last 7 days (red) View all notifications

in the last 7 days

60,500 Emails sent	0 Text messages sent	0 SMS sent
100,000,000	No numbers	No numbers

Total notifications sent: 100,000,000

My notifications

- [Alert Service Template \(CC: B...\)](#) 90,000
- [Published notification - new users...](#) 10
- [Published notification - newsletter...](#) 10
- [Published notification - invite to contribute...](#) 10
- [Published notification - newsletter...](#) 10
- [Published notification - other users...](#) 10

[< Back](#)

Jane Doe QQ 12 34 56 C

Date of birth: 4 June 1972

Triage

Why are you referring this case for an assessment?

- No medical evidence
- Insufficient evidence
- Missing information in PIP2
- Long Covid
- Complex
- Other

Tell us the reason you are referring this case for an assessment.

[Refer for assessment](#)



[< Back](#)

Jane Doe QQ 12 34 56 C

Date of birth: 4 June 1972

Triage

What do you want to do with this case?

- Move case to ready for review
- Refer case for an assessment

[Continue](#)

[<> Back to ready for review](#)

What do you want to name this case manager?

The new case manager should have a different name to any existing case manager.

[Create caseload](#)

[<> Back to ready for review](#)

[case manager name] has been added
to the dashboard

[Go back to ready for review](#)



Jane Doe

QQ 12 34 56 C

Date of birth: 4 June 1972

You have referred this case for an assessment

Reason for assessment: Other

Um, he's sick. My best friend's sister's boyfriend's brother's girlfriend heard from this guy who knows this kid who's going with the girl who saw Ferris pass out at 31 Flavors last night. I guess it's pretty serious.

This case has now moved out of your case queue. You will still need to make this referral manually on PIPCS.

! Confirm that you have made this referral manually in PIPCS

Confirm and go to assigned cases



Jane Doe

QQ 12 34 56 C

Date of birth: 4 June 1972

You have sent this case for a decision

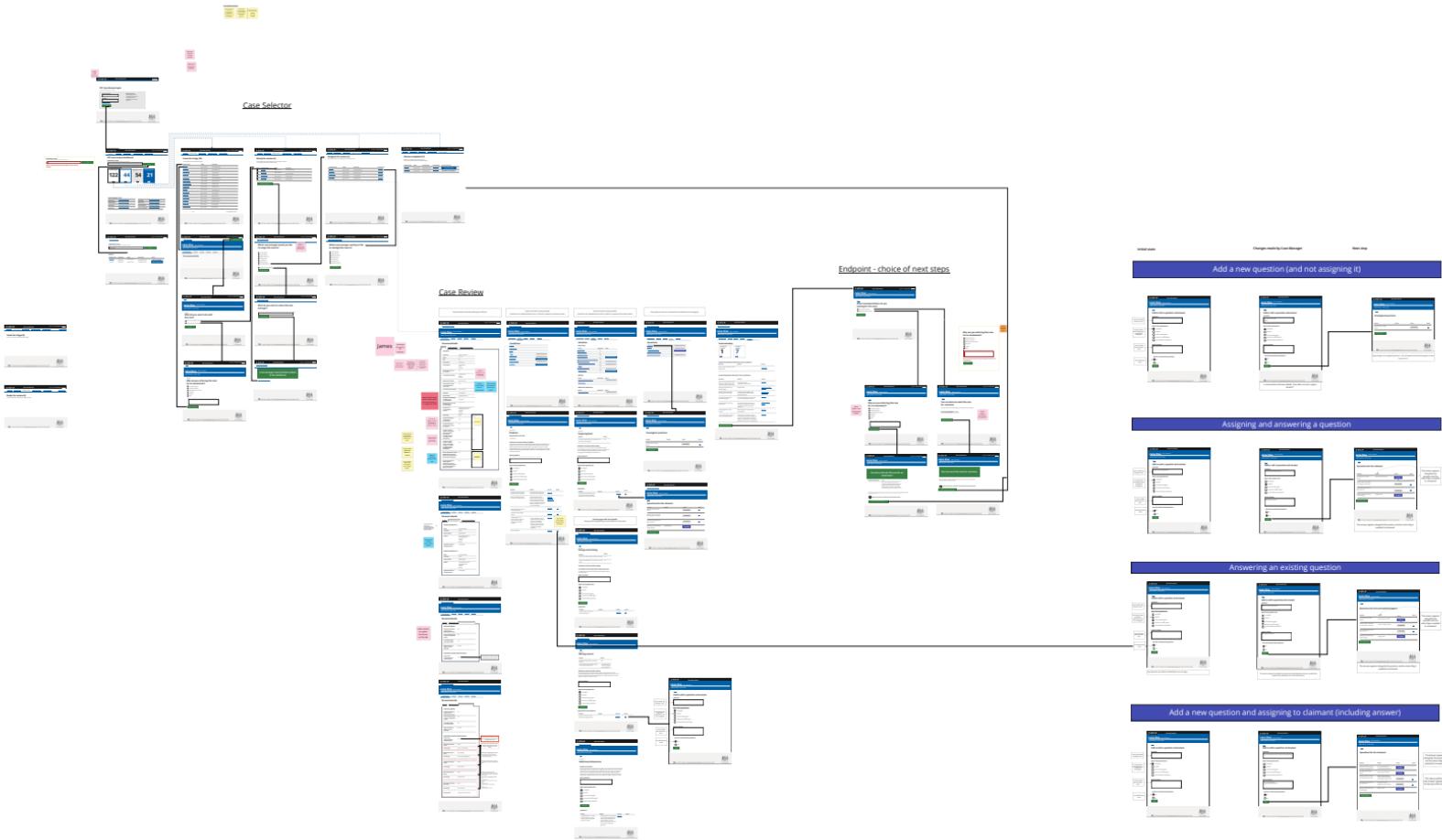
This case has now moved out of your case queue. You will still need to make this recommendation manually on PIPCS.



Confirm that you have made this recommendation manually in PIPCS

Confirm and go to assigned cases





[< Back to new cases](#)[Triage this case](#)

Jane Doe

 QQ 12 34 56 C

Date of birth: 4 June 1972

[Personal details](#)[Conditions](#)[Activities](#)[Questions](#)[Summary](#)

Personal details



[Dashboard](#)[Cases for triage](#)[Ready for review](#)[Assigned for review](#)[Review completed](#)

Cases for triage (22)

The following cases are available for triage.

Claimant name	NINO	Claim date ▼
Jane Doe	QQ 12 34 56 C	20 November 2021
John Smith	QQ 12 34 56 C	2 December 2021
Susan Morris	QQ 12 34 56 C	2 January 2022
Patrick Mills	QQ 12 34 56 C	5 January 2022
Kelly Williams	QQ 12 34 56 C	20 November 2021
Sophie Edwards	QQ 12 34 56 C	2 December 2021
Kieran McDonald	QQ 12 34 56 C	2 January 2022
Tamsin Scott	QQ 12 34 56 C	5 January 2022
Bob Smith	QQ 12 34 56 C	2 December 2021
Simon Morris	QQ 12 34 56 C	2 January 2022
Patrick Mills	QQ 12 34 56 C	5 January 2022
Claire Warren	QQ 12 34 56 C	20 November 2021
Anita Bacon	QQ 12 34 56 C	2 December 2021
Arthur Davis	QQ 12 34 56 C	2 January 2022
Stephen Smith	QQ 12 34 56 C	5 January 2022

[1](#) [2](#) [3](#) [Next >](#)

Showing 15 of 34 cases



[Dashboard](#)[New cases](#)[Ready for review](#)[Assigned for review](#)[Review completed](#)

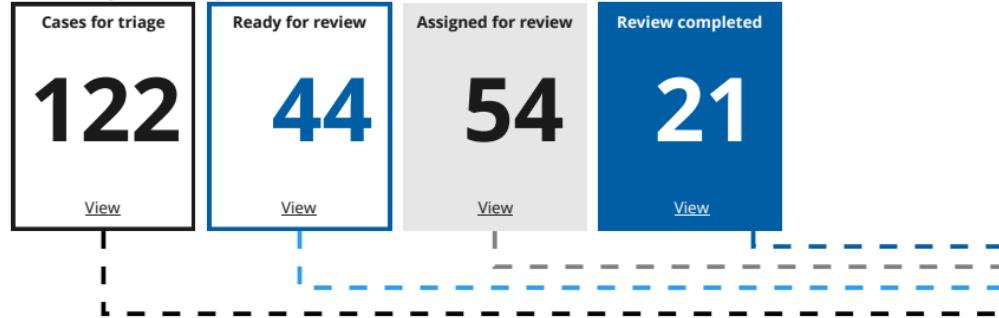
PIP case review dashboard

Search for a case

Enter the claimant's National Insurance number.

[Search](#)

All cases past 30 days



Case managers cases

Bradley Tate	Assigned for review (3)
Debbie Roberts	Assigned for review (4)
Harry Potter	Assigned for review (6)
Susan Smith	Assigned for review (9)

Tom Smith	Assigned for review (3)
Robert Jones	Assigned for review (4)
Emily Macintosh	Assigned for review (6)
New Case Manager	Assigned for review (4)



[Dashboard](#)[Cases for triage](#)[Ready for review](#)[Assigned for review](#)[Review completed](#)

Ready for review (4)

The following cases can be assigned to a case manager for review.

You can select more than one case to assign.

Select	Claimant name	NINO	Claim date ▼
<input type="checkbox"/>	Jane Doe	QQ 12 34 56 C	20 November 2021
<input type="checkbox"/>	John Smith	QQ 12 34 56 C	2 December 2021
<input type="checkbox"/>	Susan Morris	QQ 12 34 56 C	2 January 2022
<input type="checkbox"/>	Patrick Mills	QQ 12 34 56 C	5 January 2022

[Assign to case manager](#)

[< Back to ready for review](#)

Which case manager would you like to assign this case to?

dynamic -
Which case
manager would
you like to assign
these cases to?

- Susan Smith (4)
 - Harry Potter (6)
 - Debbie Roberts (4)
 - Bradley Tate (3)
 - Tom Smith (4)
 - Robert Jones (6)
 - Emily Macintosh (4) _____
- or
- Create a new case manager _____

[Save and continue](#)

[Dashboard](#)[Cases for triage](#)[Ready for review](#)[Assigned for review](#)[Review completed](#)

Assigned for review (4)

Select a case to work on or reassign a case to someone else.

Claimant name	NINO	Claim date ▼	Reassign case
Jane Doe	QQ 12 34 56 C	20 November 2021	Reassign
John Smith	QQ 12 34 56 C	2 December 2021	Reassign
Susan Morris	QQ 12 34 56 C	2 January 2022	Reassign
Patrick Mills	QQ 12 34 56 C	5 January 2022	Reassign



[<> Back to cases ready for review](#)

Which case manager would you like to reassign this case to?



- Susan Smith (4)
- Harry Potter (6)
- Debbie Roberts (4)
- Bradley Tate (3)
- Tom Smith (4)
- Robert Jones (6)
- Emily Macintosh (4)

[Save and continue](#)



Jane Doe

QQ 12 34 56 C

Date of birth: 4 June 1972

< Back

What recommendation are you making for this case?

- Send case for a decision
- Refer case for an assessment

[Continue](#)



Jane Doe

QQ 12 34 56 C

Date of birth: 4 June 1972

[< Back](#)

You are about to send this case for a decision

Once you make this recommendation you cannot go back and change it.

Time of recommendation: 12:05pm

Date of recommendation: 2 June 2022

check
correct
format for
time pattern

[Send case for a decision](#)



Jane Doe

QQ 12 34 56 C

Date of birth: 4 June 1972

[<> Back](#)

Why are you referring this case for an assessment?

- No medical evidence
- Insufficient evidence
- Missing information in PIP2
- Long Covid
- Complex
- Other

Tell us the reason you are referring this case for an assessment.

[Refer for assessment](#)



Jane Doe

QQ 12 34 56 C

Date of birth: 4 June 1972

You have referred this case for an assessment

Reason for assessment: Other

Um, he's sick. My best friend's sister's boyfriend's brother's girlfriend heard from this guy who knows this kid who's going with the girl who saw Ferris pass out at 31 Flavors last night. I guess it's pretty serious.

This case has now moved out of your case queue. You will still need to make this referral manually on PIPCS.

! Confirm that you have made this referral manually in PIPCS

[Confirm and go to assigned cases](#)



Jane Doe

QQ 12 34 56 C

Date of birth: 4 June 1972

You have sent this case for a decision

This case has now moved out of your case queue. You will still need to make this recommendation manually on PIPCS.



Confirm that you have made this recommendation manually in PIPCS

[Confirm and go to assigned cases](#)



gin

Dummy text title

Short description here -
something about the case
manager review tool
legal stuff or who to get a
login from.

[View](#)

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[Dashboard](#) [Cases for triage](#) [Ready for review](#) [Assigned for review](#) [Review completed](#)

Review completed (2)

Reviews are completed for the following case.

Here you can see their status and the case manager

Claimant name	NINO	Decision date ▾	Case Manager ▾	Choice of next step
Jane Doe	QQ 12 34 56 C	20 November 2021	Susan Smith	SENT FOR DECISION
John Smith	QQ 12 34 56 C	2 December 2021	Harry Potter	REFERRED FOR ASSESSMENT



[< Back to dashboard](#)

Search for a case

Enter the claimant's National Insurance number.

Search

Results:

Claimant name	Assigned to	NINO	Claim date ▼	Status
Jane Doe	Unassigned	QQ 12 34 56 C	20 November 2021	READY FOR REVIEW
Jane Doe	Harry Potter	QQ 12 34 56 C	20 November 2011	REVIEW COMPLETED



[Dashboard](#)[Cases for triage](#)[Ready for review](#)[Assigned for review](#)[Review completed](#)[Search for a case](#)

Cases for triage (0)

There are currently no cases available for triage.



[Dashboard](#)[Cases for triage](#)[Ready for review](#)[Assigned for review](#)[Review completed](#)[Search for a case](#)

Ready for review (0)

There are currently no cases that are ready for review.



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Jane Doe

QQ 12 34 56 C

Date of birth: 4 June 1972

Triage

Why are you referring this case for an assessment?

- No medical evidence
- Insufficient evidence
- Missing information in PIP2
- Long Covid
- Complex
- Other

Tell us the reason you are referring this case for an assessment.

[Refer for assessment](#)



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Jane Doe

QQ 12 34 56 C

Date of birth: 4 June 1972

Triage

What do you want to do with this case?

- Move case to ready for review _____
- Refer case for an assessment _____

[Continue](#)



[<> Back to ready for review](#)

What do you want to name this case manager?

The new case manager should have a different name to any existing case manager.

[Create caseload](#)

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[case manager name] has been added
to the dashboard

[Go back to ready for review](#)



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Jane Doe

QQ 12 34 56 C

Date of birth: 4 June 1972

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Questions for the claimant

Question	Answer	Status	Action
How often are your angina attacks?		UNANSWERED	Edit
Bad day - further info needed, how many good or bad days?		UNANSWERED	Edit
Do you have any upper limb or grip restrictions?		UNANSWERED	Edit
Were you prescribed the long handled sponge?	Bought himself	ANSWERED	
Add a question			

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Jane Doe

QQ 12 34 56 C

Date of birth: 4 June 1972

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Activities

Daily living

Activity	Claimed for	Status
Preparing food	No	
Eating and drinking	No	
Managing treatments	Yes	
Washing and bathing	No	ALL QUESTIONS ANSWERED
Using the toilet and managing incontinence	Yes	
Dressing and undressing	Yes	2 UNANSWERED QUESTIONS
Talking, listening and understanding	Yes	3 UNANSWERED QUESTIONS
Reading	Yes	
Mixing with other people	Yes	1 UNANSWERED QUESTIONS
Managing money	Yes	ALL QUESTIONS ANSWERED

Mobility

Activity	Claimed for	Status
Planning and following journeys		1 UNANSWERED QUESTIONS
Moving around		

Additional information

Activity	Claimed for	Status
Additional information		1 UNANSWERED QUESTIONS



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Jane Doe

QQ 12 34 56 C

Date of birth: 4 June 1972

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Activity

Preparing food

Question	Answer
Does your condition affect you preparing food, or prevent you from doing so?	Yes

Claimant's account of this activity

On a good day I can use a microwave, but have difficult using an oven. Bending and standing too long gives me pain in lower back and hips. On a bad day, if i get angina attack, hot flushes, dizzy spell, nothing gets done. Bad days more often than not.

Add a question

Who is this question for?

- Unassigned
- Claimant
- Internal medical support
- Internal non medical support
- External health professional

[Add question](#)

Questions

Question	Answer	Contact	Action
Do you have any upper limb or grip restrictions? If you were sat down would you be able to prepare food?		Claimant	Edit



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Jane Doe

QQ 12 34 56 C

Date of birth: 4 June 1972

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Conditions

[Diabetes](#)[Prostate cancer](#)[Angina](#)[COPD](#)

2 UNANSWERED QUESTIONS

[Blood pressure](#)

3 UNANSWERED QUESTIONS

[Incontinence](#)

ALL QUESTIONS ANSWERED

[Irregular heartbeat](#)

1 UNANSWERED QUESTION

[Hot flushes](#)

ALL QUESTIONS ANSWERED



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Jane Doe

QQ 12 34 56 C

Date of birth: 4 June 1972

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Activity

Additional information

Claimant's account

Short paragraph from the claimant about this activity. Lorem ipsum dolor sit amet, consectetur adipiscing elit. Aliquam at tristique ante, nec dignissim lacus. Donec nec est ut ipsum posuere mattis. Nullam tincidunt eget dictum feugiat. Vestibulum justo diam, sagittis quis sagittis id, maximus ac metus. Lorem ipsum dolor sit amet, consectetur adipiscing elit. Aliquam at tristique ante, nec dignissim lacus. Donec nec est ut ipsum posuere mattis. Nullam tincidunt velit eget dictum feugiat. Vestibulum justo diam, sagittis quis sagittis id, maximus ac metus.

Add a question

Who is this question for?

- Unassigned
- Claimant
- Internal medical support
- Internal non medical support
- External health professional

[Add question](#)

Questions

Question	Answer	Contact	Action
Investigate further - no anxiety noted on conditions. Are you currently under mental health services or your GP?	Anxiety diagnosed 10 years ago by GP, currently managed by GP, no mental health input. Never had suicidal thoughts, never self-harmed. This has got worse in the last 12 months. No hospital admissions.	Claimant	



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Jane Doe

QQ 12 34 56 C

Date of birth: 4 June 1972

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Case summary

Unanswered questions

1

[View](#)

Answered questions

7

[View](#)

Unanswered questions about this case (1 question)

Questions	Answers	Contact
Need to clarify some evidence about preparing food		Unassigned

Answered questions about this case (7 questions)

Questions	Answers	Contact
Do you have any upper limb or grip restrictions? If you were sat down would you be able to prepare food?	He can peel and chop vegetables if he was sat down.	Claimant
Were you prescribed the long handled sponge?	Bought himself.	Internal non medical support
Bad day - further info needed, how many good or bad days?	Prostate cancer and COPD impacts preparing food. With COPD majority of days are bad days.	External health professional
Do you have any aids, raised toilet seat, rails fitted?	He has a raised toilet. He holds onto the sink to sit and stand from the toilet.	Claimant
How often do you have urinary incontinence?	This does not fluctuate, every day is a bad day. This has got worse in the last 12 months. He has had no hospital admissions.	Internal medical support
How long ago were the mini strokes?	Need to clarify some evidence about preparing food	Claimant
Do you have aids from the GP or that you've bought yourself?	I didn't know you could get things like handrails from your GP. No, I bought them myself. I use the handrail to help me get upstairs. I have fallen twice in the last year, thankfully I didn't end up in hospital though.	Claimant

[Make a recommendation](#)

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Jane Doe

QQ 12 34 56 C

Date of birth: 4 June 1972

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Questions

[Unassigned](#)

1 UNANSWERED QUESTIONS

[Claimant](#)

3 UNANSWERED QUESTION

[Internal medical support](#)

ALL QUESTIONS ANSWERED

[Internal non medical support](#)

1 UNANSWERED QUESTIONS

[External health professional](#)



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Jane Doe

QQ 12 34 56 C

Date of birth: 4 June 1972

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Activity

Eating and drinking

Question	Answer
Does your condition affect your eating and drinking?	Yes
Do you use a feeding tube or similar device to eat or drink?	No

Claimant's account of this activity

Short paragraph from the claimant about this activity. Lorem ipsum dolor sit amet, consectetur adipiscing elit. Aliquam at tristique ante, nec dignissim lacus. Donec nec est ut ipsum posuere mattis. Nullam tincidunt velit eget

Add a question

Who is this question for?

- Unassigned
- Claimant
- Internal medical support
- Internal non medical support
- External health professional

[Add question](#)

Questions

Question	Answer	Contact	Action
Need to clarify some evidence about preparing food		Claimant	Edit



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Jane Doe

QQ 12 34 56 C

Date of birth: 4 June 1972

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Activity

Moving around

Question	Answer
Does your condition affect you moving around?	Yes
How far can the claimant walk using any aids or appliances they need?	I cannot stand and move even using my aids or appliances

Claimant's account of this activity

Short paragraph from the claimant about this activity. Lorem ipsum dolor sit amet, consectetur adipiscing elit. Aliquam at tristique ante, nec dignissim lacus. Donec nec est ut ipsum posuere mattis. Nullam tincidunt velit eget dictum feugiat. Vestibulum justo diam, sagittis quis sagittis id, maximus ac metus.

Add a question

Who is this question for?

- Unassigned
- Claimant
- Internal medical support
- Internal non medical support
- External health professional

[Add question](#)

Questions for the Claimant

Question	Answer	Contact	Action
Do you have aids from the GP or that you've bought yourself?		Claimant	Edit



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Jane Doe QQ 12 34 56 C

Date of birth: 4 June 1972

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Unassigned questions

Question	Answer	Status	Action
How often are your angina attacks?		UNANSWERED	Edit
Add a question			



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Jane Doe

QQ 12 34 56 C

Date of birth: 4 June 1972

[Personal details](#)[Conditions](#)[Activities](#)[Questions](#)[Summary](#)

Personal details

[Claimant](#)[Health professionals](#)[Support and communication](#)

Health professional 1

Name	Dr Camilla Stasiak
Profession	Doctor
Phone number	020 8291 7007
Address	The Vale Medical Centre 195-197 Perry Vale Forest Hill London SE23 2JF
Approximate date of last appointment	No date given

Health professional 2

Name	Dr Camilla Stasiak
Profession	Doctor
Phone number	020 8291 7007
Address	The Vale Medical Centre 195-197 Perry Vale Forest Hill London SE23 2JF
Approximate date of last appointment	No date given



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Jane Doe

QQ 12 34 56 C

Date of birth: 4 June 1972

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Personal details

[Claimant](#)[Health professionals](#)

Support and communication

Help and support

Do you need help from someone else to communicate with us?

Yes

Do you need help to fill in forms or understand letters?

Yes

Is someone helping you with this claim?

Yes

Name of the person helping you with this claim

John Doe

Alternative communication format

Do you need communications in another format?

No

If the applicant has selected 'No' then nothing further is listed in the table



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Jane Doe

QQ 12 34 56 C

Date of birth: 4 June 1972

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Condition

Diabetes

Approximate start date

14 weeks ago

Claimant's account of their condition

Lore ipsum dolor sit amet, consectetur adipiscing elit. Aliquam at tristique ante, nec dignissim lacus. Donec nec est ut ipsum posuere mattis. Nullam tincidunt velit eget dictum feugiat. Vestibulum justo diam, sagittis quis sagittis id, maximus ac metus. Aliquam at tristique ante, nec dignissim lacus. Donec nec est ut ipsum posuere mattis. Nullam tincidunt velit eget dictum feugiat. Vestibulum justo diam, sagittis quis sagittis id, maximus ac metus.

Add a question

This includes the claimant's medications, treatments and side effects.

Who is this question for?

- Unassigned
- Claimant
- Internal medical support
- Internal non medical support
- External health professional

[Add question](#)

Question	Answer	Contact	Action
Is he able to dress his top and lower part whilst sitting down?	Is he able to dress his top and lower part whilst sitting down?	Claimant	
Do you have aids from the GP or that you've bought yourself?	I didn't know you could get things like handrails from your GP. No, I bought them myself. I use the handrail to help me get upstairs. I have fallen twice in the last year, thankfully I didn't end up in hospital though.	External healthcare professional	
Need to clarify some evidence about preparing food		Claimant	Edit
How often are your Angina attacks?		Claimant	Edit
Investigate further - no anxiety noted on conditions. Are you currently under mental health services or your GP?	Anxiety diagnosed 10 years ago by GP, currently managed by GP, no mental health input. Never had suicidal thoughts, never self-harmed. This has got worse in the last 12 months. No hospital admissions.	Claimant	If you edit this where do you finish. Journey?
Dates of treatment?		Claimant	Edit



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Jane Doe

QQ 12 34 56 C

Date of birth: 4 June 1972

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Personal details

[Claimant](#) [Health professionals](#) [Support and communication](#)

Claimant

Claim date 20 November 2021

Name Jane Doe

Age 49

Date of birth 4 June 1972

Home address 12 Pearl Street
Bristol
BS3 4AB

Can we write to you at
this address? No

content/
Goldcrest - not
immediately
understood

Correspondence address 11 Pearl Street
Bristol
BS3 4AB

Mobile phone number 07777 777777

wasn't
immediately
seen or
understood

Do you want to receive
text messages about
your claim? No

Can we text
you updates
about your
claim?

Alternative phone number 01777 777777

Textphone Not applicable

Email address jane@example.com

Are you currently staying
in health or care
accommodation? Care Home

When did you go into this
health or care
accommodation? 12 June 2021

Health or care
accommodation
address Helping Hands Care Home
Lewisham High Street
Lewisham
London
SE13 6LH

Nationality Swiss

Nationality

Did you start living in
the UK before 1
January 2021? Yes

Have you been in the
UK for at least 2 of the
last 3 years? Yes

Are you or a family
member receiving any
pension or benefit
from another
European Economic
Area (EEA) state or
Switzerland?

Are you or a family
member working,
paying, or have paid
insurance to another
European Economic
Area (EEA) state or
Switzerland?

Can the Department for Work
and Pensions contact your
health and care professionals
for information about you? Yes

Health

Do you agree that your
health and care
professionals can share
relevant information about
your health conditions to
support your claim? Yes

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Jane Doe

QQ 12 34 56 C

Date of birth: 4 June 1972

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Personal details

[Claimant](#) [Health professionals](#)
[Support and communication](#)

Help and support

- Do you need help from someone else to communicate with us?** Yes
- Do you need help to fill in forms or understand letters?** Yes
- Is someone helping you with this claim?** Yes

Name of the person helping you with this claim John Doe

Alternative communication format

Do you need communications in another format? Yes

If the applicant has selected 'Yes' then the format category and format type is displayed underneath.

Which format do you need? Braille

Format type Type 1 – Uncontracted

5 different options displayed based on the applicants answers to format category, format type and format details.

Which format do you need? Sign Language

Which type of sign language do you need?

(British Sign Language DVD / British Sign Language MPEG / Irish Sign Language DVD / Irish Sign Language MPEG)

Format type British Sign Language DVD

Which format do you need? Audio

Which type of audio format do you need? (Audio cassette / Audio CD / Audio DVD / Audio MP3)

Format type Audio cassette

Which format do you need? Other

Which other format do you need? (Coloured paper / Large print - 16 point font / Large print with custom font / Accessible PDF / Email / Other)

Format type Accessible PDF

Other format - Coloured paper - details
 yes
 yes (if provided)
 Other format - Large print with custom font - details
 yes
 yes (if provided)
 Other format - Email - email address
 yes
 yes (if provided)
 Other format - Other - details

Which other format do you need? Other

Format type Coloured Paper

Format details Large print with custom font

