



Department
for Work &
Pensions

JOHN SMITH
51 CHURCH STREET
COVENTRY
CV32 5TD

Compensation Recovery Unit
NHS Operations
Post Handling Site B
Wolverhampton
WV99 2FR

Email: cru.nhsops@dwp.gov.uk

Telephone: 0800 151 3189
Textphone: 18001 08001513189

13 December 2024

About your compensation claim

We need some information

Dear John Smith

We need information about your compensation claim for an incident on 14 December 2023.

You can use the reference BCK593 when you talk to us about your claim.

Treatment date: 17 December 2023

Any information you give us will not affect your claim and it may help us to deal with it more quickly.

What you need to do

Please complete and return the form sent with this letter by 22 December 2024. You can return it by email or post. Our contact details are at the top of this letter.

You can use the envelope we have sent you. It does not need a stamp.

Please reply by 22 December 2024.

We have many different ways we can communicate with you.

If you would like braille, British Sign Language, a hearing loop, translations, large print, audio or something else please tell us using the phone number at the top of this letter.

Please turn over

Why we need this information

The date of the NHS treatment is different to the date of the incident.

We need to check if NHS treatment happened because of the incident.

This information is required in accordance with the Road Traffic (NHS Charges) Act 1999 and/or the Health and Social Care (Community Health and Standards) Act 2003.

More information

If you have any questions about this letter please contact us. Our contact details are at the top of this letter.

Yours sincerely,

Office manager

Call charges

Calls to 0800 numbers are free from personal mobiles and landlines.



Compensation Recovery Unit Information about an injured person

We have many ways we can communicate with you

If you would like braille, British Sign Language, a hearing loop, translations, large print, audio or something else please call us on **0800 151 3189** or Relay UK on **18001** and then **0800 151 3189** and tell us which you need.

If you live in Wales and want this form in Welsh call **0800 151 3189**.

Calls to 0800 numbers are free from personal mobiles and landlines.

Treating people fairly

We are committed to the Equality Act 2010 and treating people fairly. To find out more about this law, search 'Equality Act' on www.gov.uk

About this form

We need this information so that we can recover the correct compensation charges for the NHS.

Your details

01 Have we used the correct name on your letter?

No Tell us your correct name below

Yes **Go to question 4**

02 First name

03 Last name

04 Is the date of the incident correct?

No

Yes **Go to question 6**

05 Date of the incident

DD/MM/YYYY

06 Did you attend an NHS hospital or walk-in centre because of the incident?

No You do not need to answer any more questions. Return this form to us using the contact details on the letter

Yes

07 Have you already told us about this?

No Go to **question 8**

Yes You do not have to tell us any information you have already given. Go to **question 9**

08 Which NHS hospitals or walk-in centres did you attend?

Name of hospital or walk-in centre 1

Address

Postcode

Treatment at hospital or walk-in centre 1

For example, A&E, triage, x-rays, physiotherapy, surgery, GP referral

Name of hospital or walk-in centre 2

Address

Postcode

Treatment at hospital or walk-in centre 2

For example, A&E, triage, x-rays, physiotherapy, surgery, GP referral

If you need to give details of more than 2 hospitals or walk-in centres, use the space at **question 13**

09 Were you taken to hospital in an ambulance?

No

Yes

10 What is your NHS number, if known?

11 Is the date of treatment correct?

No Tell us the correct date at **question 12**

Yes **Go to question 13**

12 What is the correct date?

DD/MM/YYYY

13 Additional NHS hospitals or walk-in centres

Use this space to tell us the names and addresses of any additional NHS hospitals or walk-in centres you attended, including details of treatment.

Why DWP needs personal information and how we treat it

When we collect information about you we may use it for any of our purposes.

These include:

- social security benefits and allowances
- child maintenance
- employment and training
- investigating and prosecuting tax credits offences
- private pensions policy and
- retirement planning.

We may get information about you from other parties for any of our purposes as the law allows to check the information you provide and improve our services.

We may give information about you to other organisations as the law allows, for example to protect against crime.

To find out more about our purposes, how we use personal information for those purposes and your information rights, including how to request a copy of your information, please visit [**www.gov.uk/dwp/personal-information-charter**](https://www.gov.uk/dwp/personal-information-charter)