Welfare Benefits and General Practice; A Study at Keppoch Medical Practice, Possilpark Health and Care Centre

Sarah Littler – University of Edinburgh
Which one would you focus on?

Tax avoided, evaded and uncollected

£120 billion

(Tax Justice and PCS estimate)

Tax avoided, evaded and uncollected

£30 billion

(HMRC estimate)

Benefits unclaimed

£16 billion

(HMRC estimate)

Benefits overpayments due to error

£1.4 billion

(DWP estimate)

Benefit fraud

£1.2 billion

(DWP estimate)
Aims of Study

• To map the interface between The Keppoch Practice and local financial inclusion services

• To analyse the GP work-load relating to benefits applications
Benefits Trajectory

- Initial advice
- Application and assessment
- Appeals
Initial Advice

• The consultation
  • Initiating a discussion about benefits

• Knowledge of local financial inclusion services

• Social referring
Application and Assessment

- Providing medical evidence
  - ESA 113
  - PIP factual report
- GPs contractually obliged to complete ESA 113
- PIP factual report - £33.50 per form
- Supporting patients through assessment process
## ESA 113

<table>
<thead>
<tr>
<th>Number of ESA113 forms completed in May 2015</th>
<th>Average time taken to complete form</th>
<th>Range of times taken to complete forms</th>
</tr>
</thead>
<tbody>
<tr>
<td>8</td>
<td>47 minutes</td>
<td>25 minutes - 1 hour 30 minutes</td>
</tr>
</tbody>
</table>

6.27 hours in May
# PIP factual report

<table>
<thead>
<tr>
<th>Number of PIP forms completed in May 2015 (all received within one week)</th>
<th>Average time taken to complete form</th>
<th>Range of times taken to complete forms</th>
</tr>
</thead>
<tbody>
<tr>
<td>4</td>
<td>97 minutes</td>
<td>72 minutes – 110 minutes</td>
</tr>
</tbody>
</table>

6.47 hours in May
Limitations of Study

• Variations in benefits forms month to month

• Welfare reforms affecting work-load

• Time-constraints – my time vs GP time
Completing Benefits Forms

- DWP assumption of applicants malingering
- Subjectivity
  - Personal opinions and experiences
  - Detail required in medical forms open to interpretation - negative clinical findings
  - Historical medical records
- Efficient use of GP time?
Appeals

- Direct and Indirect GP involvement at this stage
- Referral to financial inclusion services crucial
- GP medical reports funded by legal aid directly
Benefits Toolkit for Deep End Practices

• Resource aimed at facilitating the interaction between The Keppoch Practice and local financial inclusion services

• Information all GP practices need to know
1. The Local Money Advice Service

Maryhill and Possilpark Citizen’s Advice Bureau, Possilpark branch
160-162 Saracen Street Possilpark Glasgow G22 5AS.
General enquiries telephone: 0141 336 3405

Drop-in times: **Tuesdays** and **Thursdays 10.00 – 15.30**
Advise patients to attend as early as possible to secure appointment, 09.30 by the latest
**Drop-in sessions** take place at the **Maryhill office**:
25 Avenuepark Street
Glasgow G20 8TS
Telephone: 0141 946 6373

Please note: In the case of financial emergency, direct patient to the CAB drop-in session, or complete money advice referral form (see below) and telephone the CAB administration team to inform them that this patient requires an urgent appointment.
**Admin team telephone: 0141 948 0204**
2. Money Advice Referral Procedure

Money Advice Referral Form is available on DOCMAN in practice documents under ‘money advice.’ Paper form is completed by the GP, and picked up from reception by the local CAB. Patients should be seen in approximately 2 weeks following referral to this service.
3. The Benefits System and GPs, An Overview.

Social Determinants of Health - The Role of Doctors

• GPs have contact with most patients during a year, providing opportunities for health promotion
  ▫ Preventing ill-health and promoting well-being
  ▫ Non-medical early intervention
  ▫ Holistic approach to care - patient’s experience of illness not confined to clinical pathology

• Supporting marginalised patients to access maximum income

(BMA, 2011)
(Boyd, 2000)
5. Templates for Benefits Forms

Name and DOB:

Date last seen by GP:

<table>
<thead>
<tr>
<th>Condition and Date of Diagnosis</th>
<th>Symptoms and Signs</th>
<th>Investigations, management and medication</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
6. Welfare Reforms Notices for Patients

NOTICE FOR ALL PATIENTS CURRENTLY RECEIVING DISABILITY LIVING ALLOWANCE (DLA)

If you are currently receiving Disability Living Allowance (DLA) please note that you will receive an invitation from the Department of Work and Pensions (DWP) to apply for Personal Independence Payment (PIP), which is replacing DLA and is currently being rolled-out across Glasgow. You must reply to this invitation from the DWP within 4 weeks, or you risk being sanctioned and losing your benefit. For money advice, contact the Maryhill and Possilpark Citizen’s Advice Bureau or speak to your GP who can refer you to this service.

CAB Drop-in times: Tuesdays and Thursdays 10.00 – 15.30
Drop-in sessions take place at the Maryhill CAB:
25 Avenuepark Street
Glasgow G20 8TS
Telephone: 0141 946 6373
Review

- Benefits toolkit – transferable resource
- Basis for the development of networks between fragmented services
- Acknowledgements
Questions?