What is a Medical Board?

If you have applied for one of the Social Security Incapacity Benefits or you are still receiving one of the old benefits, then you may have been asked to attend a Medical Board.

What is a Medical Board?

A medical board is a panel of 1 or 2 doctors who are employed by us at the Social Security to review medical information from people who are claiming certain benefits.

Why do I have to attend a Medical Board?

The medical board will review information provided about your illness or disability and report back to us to show whether you qualify for benefit or not and allow us to process your claim correctly.

Who will I see?

Depending on which benefit you have applied for, or are receiving, you will see a panel of 1 or 2 doctors. We use a number of doctors to do medical boards. These doctors have special experience in assessing the effect of illness and disability due to your loss of faculty on your everyday life. They will also take into account any ups and downs in your condition from day to day. It is important to remember that most illnesses change over time, some may get worse, but others will improve, for example after an operation, and this may affect the amount of benefit you receive.

What are they assessing?

If you are applying for Short Term Incapacity, Incapacity Pension or Invalidity Benefit

The medical board will decide if you are fit or unfit to work. The board will consider whether you would be able to do any work even if you are not fit enough to go back to your own job or the same type of work. So, if you are able to do any work, this may affect your benefit payment.

If you are applying for Long Term Incapacity Allowance or Disablement Benefit

The medical board will find out to what extent your illness or disability affects your life. The board will do this by comparing you to a person of the same age and sex as you who does not have your illness or disability. A percentage award will be given and a higher percentage means that your illness has a greater effect on you. This percentage will be used to calculate the rate of benefit you will be paid.
What questions will I be asked?

The medical board will ask you questions about any treatment you are getting or are waiting to have and any medicines you take. You will also be asked about how your illness or injury affects your day to day life, including hobbies, work, housework and exercise.

Do I have to bring anything?

We will write to you before a medical board to tell you the date and time of the board with a form that your own doctor can complete. It is helpful for the medical board doctors to have as much information about your condition before they see you, so you should take this letter to your own doctor and ask that it is completed and sent back to us before the date of your appointment. Your doctor needs your permission to send information. If you have information from another health professional, for example a physiotherapist or chiropractor, then you can give this to the medical board as well. All information is treated in the strictest confidence.

Can I bring someone with me?

Yes. You can bring someone such as a friend or a care worker who may also be able to tell the doctors how they have seen your illness / disability affect you. You may also bring someone with you if you need help to translate, or if you tell us beforehand, we may be able to arrange an independent translator.

What if I am too ill to attend?

If you are too ill to attend, then please complete the details on the back of the appointment letter, stating the reason, and another appoint will be scheduled. If you are unable to attend at the last minute please inform us directly on 445505 as this time may be used for someone else.

Will my benefit be stopped if I do not attend the medical board?

If you have informed us why you cannot attend the medical board then your benefit payments will carry on. However, if you simply do not turn up, fail to contact us in advance explaining why you were unable to attend or repeatedly call to cancel a board, this may affect your rights to receive the benefits and payments may stop.

When will I be told the result?

After the medical board you will receive a letter to inform you of the results if you are in receipt of Long Term Incapacity Allowance. The letter will tell you whether you will receive benefit and how much.
What if I do not agree with the result?

If you do not think that the medical board has made the correct decision then you can ask for your claim to be reviewed. You will be asked to provide additional information from your doctor and may have to attend another medical board. If you are required to attend another medical board it will be different doctors from the first board.

If you want your claim reviewed you should write to the Health Zone at the Social Security Department, PO Box 55, JE4 8PE and enclose the new information. A leaflet providing Information on formal Appeals through the Social Security Tribunal and the Medical Appeal Tribunal can also be obtained from the Social Security Department.