

Our standards of service

You are entitled to a polite and efficient service from us.

We aim to complete our enquiries as quickly as possible. The time we take to deal with your particular case depends on the medical condition you have and the information we have to gather.

- If we can make a decision based on the information you originally provided, we aim to make a decision on 97.5% of cases within 15 working days.
- If we need more information about your medical condition, from you, your Doctor, or from other sources, or if you are applying for a lorry and bus licence we aim to make a decision on 80% of cases within 90 working days.

We will keep all the information provided by you or your doctors confidential and use it only for the purposes allowed by law. Under the Data Protection Act if you pay us a small fee we must let you see the personal information we have about you.

Our registration under the Act allows us to withhold certain information.

How you can help us

You can help us improve our service by doing the following:

- complete all forms clearly in black ink and use CAPITAL LETTERS
- make sure you fully complete the forms
- provide as much detail as possible about your medical condition
- provide full details (name and address) of your doctors, this includes both your General Practitioner and any Consultant who may be treating you. You will be asked for these details if we send you a medical questionnaire to complete
- if you need to contact us, quote your medical case number (this will be on any correspondence we have sent you) or your driver number or your full name and date of birth
- inform us if there is a change in your medical condition.

General information

- General information on driver licensing is contained in booklet D100 available from Post Office® branches, DVLA and DVLA Local Offices. The D100 has a section “Your Health” which lists the medical conditions we must be told about. Further information can also be obtained by visiting our web site on www.dvla.gov.uk

How to contact us

You can contact us by:

Writing to: Drivers Medical Group, DVLA,
Swansea SA99 1TU, or

Telephone: Swansea 0870 600 0301 (Between 8.15
and 4.30 Monday to Friday).

Customers with impaired hearing or speech who have access to a Textphone/Minicom facility should phone 01792 766366. This number will not respond to an ordinary telephone.

Fax: Swansea 0845 8500095, or

e-mail: eftd@dvla.gsi.gov.uk

Please quote your medical case number or driver number, or full name and date of birth. This information is needed to help us deal with your enquiry.

If you are following up a letter you have received from us, please telephone the number on the letter or write to the person named on the letter quoting our reference.

If you are dissatisfied with the service you have received you should in the first instance contact the person with whom you have been dealing. If you are not satisfied with the response, please write to:

Mr Colin Bourne
Administrative Head of Drivers Medical Group
DVLA, Swansea SA99 1DA.

If you require further information on the Agency's complaints procedures you can obtain a leaflet (“If things go wrong” INS121) from us.



INF94

Please keep for further reference

www.direct.gov.uk
www.dvla.gov.uk

Customer Service Guide for Drivers with Medical Conditions



CUSTOMER SERVICE EXCELLENCE 3/05

Our role

The role of the Drivers Medical Group in DVLA is to promote road safety by establishing whether drivers who have medical conditions are able to satisfy the medical standards of fitness required for safe driving. To undertake this task DVLA employs its own fully qualified Medical Advisers who are supported by administrative staff.

What we require from you

- If you already hold a driving licence and you develop a medical condition which could affect safe driving, then you are legally required to inform us. You must also let us know if a medical condition you have already told us about gets worse. If you are in any doubt about whether to inform us please consult your General Practitioner who should also be able to advise you about driving whilst medical enquiries are being made.
- If you are applying for a driving licence, the application form has a health section which must be completed. You must declare if you suffer from any of the medical conditions listed on the form. Once we have received your valid application, the law allows you to drive provided that:
 - you have held a licence before
 - you are not disqualified
 - you have not been and would not be refused a licence for medical reasons.

Details of this are on the application form.

What happens next – Stage 1

- In the first instance we will normally ask you to complete a medical questionnaire which enables you to provide more details about your condition. (This may not be needed if you are applying for a lorry/bus licence and you have submitted a Medical Examination Report (D4) with your application).
- We will also ask you to provide your consent for our Medical Adviser to request medical information from your doctor(s), if this is needed.

What happens next – Stage 2

- If at all possible we will make a decision on the information you provide.
- If further information is required then our Medical Adviser may:
 - contact your own doctor and/or consultant
 - arrange for you to be examined by a locally appointed medical officer or local consultant/specialist
 - ask you to undergo a driving assessment, eyesight or driving test.

What happens next – Stage 3

Once the Medical Adviser is satisfied that all relevant medical information is available a decision will be taken about your licence in accordance with the medical standards of fitness to drive.

The decisions that can be taken

- you may be able to retain your licence or be issued with a new driving licence
- you may be issued with a driving licence for a period of 1, 2 or 3 years if the Medical Adviser decides that a review of your medical fitness is required in the future
- you may be issued a driving licence which indicates that special controls need to be fitted to the vehicles you drive to enable you to overcome the effects of a physical disability
- your licence may be revoked or your application refused. We will only do this when our enquiries confirm that as a result of your medical condition you are unable to meet the required medical standards of fitness to drive.

If we have to take this course of action we will:

- a) provide you with a medical explanation of why this decision was taken. Wherever possible we will advise you when you can re-apply for your licence; and
- b) send you a notice which will explain your right of appeal to a Magistrates' Court if you live in England or Wales, or to a Sheriff Court if you live in Scotland.

How are the medical standards set?

- Medical standards required for safe driving are set by the EC Directive 91/439/EEC and are based on the advice of the Secretary of State's Honorary Medical Advisory Panels.
- There are six separate panels covering the major conditions and disorders. The panels are made up of experts from particular medical fields who provide advice on the implications of medical conditions for safe driving.
- The Panels meet on a regular basis and will review the standards in the light of medical research and advancements in medical science.
- There are higher medical standards in place for the driving of lorries and buses because of the size and weight of the vehicle and also the length of time drivers may spend at the wheel in the course of their occupation.
- The medical standards for driving are set out in a booklet "At a glance guide to the current medical standards of fitness to drive" which is available on the website www.dvla.gov.uk for General Practitioners and Consultants to view.

Applying the medical standards

- Responsibility rests with the Medical Advisers at DVLA to apply these standards and decide on whether a person is fit to drive.
- The law governing the issue of driving licences is contained in the Road Traffic Act 1988 and The Motor Vehicles (Driving Licences) Regulations 1999.