



Driver & Vehicle
Licensing
Agency

INF94

Customer service guide for **drivers** with a **medical condition**

For more information go to www.gov.uk/driving-medical-conditions



CUSTOMER
SERVICE
EXCELLENCE



The role of our Drivers Medical Group

Drivers Medical Group promotes road safety by deciding whether drivers who have medical conditions are fit to drive safely. To do this, DVLA employs specialist doctors to support the application of the medical standards and they are supported by administrative staff.

What we need from you

If you already hold a driving licence and you develop a medical condition

- By law you must tell us about any condition that may affect your ability to drive safely.
- If you are involved in an accident and it is found that your health condition was a contributing factor, you may be prosecuted and your insurance may not be valid.
- You must let us know if a medical condition you have already told us about gets worse.
- Your GP will be able to give you advice on whether you should drive while medical enquiries are being made.

To check what conditions you need to tell us of and to download a medical questionnaire you can visit www.gov.uk/health-conditions-and-driving

If you are applying for a driving licence

- The application form has a health section which you must fill in.
- You **must** tell us if you suffer from any of the medical conditions listed on the form.

Once we have received your application, the law allows you to drive as long as

- you have held a licence before
- you are not disqualified, and
- you have not been, and would not be, refused a licence for medical reasons.

Details of this are on the application form.

- You must be confident that your application will not be refused due to any medical condition you declared (if you are not sure, please seek advice from your doctor).

- You must have held a valid driving licence* and only drive vehicles you are qualified to drive.
- You sent your fully completed application to DVLA within the last 12 months.
- Your last licence must not have been revoked or refused for medical reasons.
- You must not currently be disqualified by a court.
- You must not have been disqualified as a high risk offender on or after 1 June 2013.

*this licence can be: a full GB licence, a GB provisional licence, a community licence, a Northern Ireland licence, a British external/British Forces licence or an exchangeable licence.

What happens next – stage 1

- Firstly, we will normally ask you to fill in a medical questionnaire to give us more details about your condition. To save time you can get this from **www.gov.uk/driving-medical-conditions** (This may not be needed if you are applying for a lorry or bus licence and you have provided a 'Medical examination report' (D4) with your application.)
- We will also ask you to give permission to obtain details of your medical condition from your doctor. You can provide your consent by signing the consent and declaration page attached to the questionnaire. This can be returned to us by post to:
Drivers Medical Group, DVLA, Swansea, SA99 1TU.

What happens next – stage 2

- If possible, we will make a decision based on the information you provide.
- If we need more information, our doctor may:
 - contact your doctor or consultant (or both)
 - arrange for you to be examined by a local medical officer or specialist
 - ask you to take a driving assessment, eye test or driving appraisal;
 - if you need to attend an examination or an assessment we will write to you explaining who you need to contact. If you have any special requirements that need to be taken into consideration, you should inform DVLA of your requirements and how we can assist you before arranging an appointment.

What happens next – stage 3

Once the doctor has all the information they need, a decision about your licence will be made.

The decisions we make

- You may be able to keep your licence or get a new one.
- We may give you a driving licence for a period of one, two or three years if the doctor decides that your medical fitness to drive needs to be reviewed in the future.
- You may get a driving licence which states that special controls need to be fitted to the vehicles you drive so you can overcome the effects of a physical disability.
- We may withdraw your licence or refuse your application. We will only do this if our enquiries confirm that, as a result of your medical condition, you are not fit to drive.

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

- explain why we made this decision and, if possible, tell you when you can reapply for your licence
- send you a notice which will explain your right to 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 on fitness to drive set?

- Standards for safe driving are set out in British law and based on the advice provided by 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. These experts provide advice on how the particular medical conditions affects safe driving.
- The panels meet regularly and will review the standards in the light of medical research and advancements in medical science.
- There are higher standards in place for driving lorries and buses (because of the size and weight of the vehicle and also the length of time drivers may spend at the wheel).

Applying the medical standards

- Our doctors apply these standards and decide on whether a person is fit to drive.
- The law on issuing driving licences is contained in the Road Traffic Act 1988 and The Motor Vehicles (Driving Licences) Regulations 1999.

Our standards of service

We aim to provide a polite and efficient service.

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

You will usually get a decision within 6 weeks.

You will get a letter from us if it takes longer.

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, you are entitled to see the personal information held on record. However, our registration under the act allows us to withhold certain information.

General information

- You can get more information at www.gov.uk/driving-medical-conditions

Further information and how to contact us

Visit

www.gov.uk/driving-medical-conditions

By phone

0300 790 6806 between 8am and 7pm Monday to Friday, and between 8am and 2pm on Saturdays. If you have hearing or speech difficulties, contact us by textphone on 0300 123 1278. This number will not respond to an ordinary phone.

By post

Drivers Medical Group
DVLA
Swansea
SA99 1TU.

By email

Go to: www.gov.uk/contact-the-dvla

Please quote your medical case number, driver number or full name and date of birth.

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

**Keep up to date
with our latest
news and services.**

gov.uk/dvla