



Information Governance Team

Postal Address:
Coventry City Council
PO Box 7097
Coventry
CV6 9SL

www.coventry.gov.uk

E mail: infogov@coventry.gov.uk

Phone: 024 7697 5408

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Dear Sir/Madam

**Freedom of Information Act 2000 (FOIA)
Request ID: FOI860994320**

Thank you for your request for information relating to NowMedical costs Coventry.

You have requested the following information:

**I have read the response to FOI request: FOI631366640 on your website:
<https://www.coventry.gov.uk/directory-record/62042/use-of-nowmedical-ltd>.**

1. Please can you tell me for the case that was overturned, what was the total cost of the claimant's appeal? I'd like figures for the time and money spent responding to that case.

For the case referenced in FOI631366640, the cost of the NowMedical assessment was £40. The review decision was overturned but there was no further action following the s202 review so there were no other costs to the Council.

2. Did the case go to court?

No.

Please can you provide me with a copy of

-The appeal process

-Terms & conditions signed by NowMedical and/or contract provided to them

Not applicable. We do not have a specific contract with NowMedical.

The review decision letters include information about the applicant's right to appeal if they disagree

with the outcome of the review, and where to obtain advice about the process. We do not have information or advice in any separate document or policy as we are not responsible for guiding an applicant through the appeal process. The information on the review decision letter is:

Can I appeal this decision?

Yes. If you disagree with our decision you can appeal to the county court on a 'point of law'. You should seek independent legal advice if you want advice about this option.

Can I get independent advice and help with my appeal?

Yes. You can find a legal aid solicitor and check if you're entitled to legal aid at www.gov.uk/check-legal-aid.

You can also telephone Civil Legal Advice on 0345 345 4 345 (9am to 8pm weekdays and 9 am to 12.30 pm on Saturdays).

You can contact Coventry Citizens Advice on 0800 144 8848.

Is there a time limit for appealing?

Yes. You must appeal within 21 days of receiving this decision (or within any longer period allowed by the county court if you have a good reason for not appealing in time).

What if I have questions?

Please contact us if you have any questions about the contents of this letter.

3. Please can you tell me also how many times NowMedical has been used for the financial years 2024/2025, 2025/2026 and the costs paid to them for each.

For each year please also tell me:

- How many cases they determined there was no priority need**
- How many cases were appealed**
- How many cases where the decision was overturned**

During the year 2024/25, the council used NowMedical on three occasions for three separate cases. Two of these were found to be in priority need, one was found not in priority need. A total of £160 was paid. None of these cases were reviewed or appealed.

The Council did not use NowMedical during the year 2025/26.

4. Whether any other companies were used to provide medical assessments

No other companies have been used to provide medical assessments.

The supply of information in response to a FOI/EIR request does not confer an automatic right to re use the information. You can use any information supplied for the purposes of private study and non-commercial research without requiring further permission. Similarly, information supplied can also be re used for the purposes of news reporting. An exception to this is photographs. Please contact us if you wish to use the information for any other purpose.

For information, we publish a variety of information such as: [FOI/EIR Disclosure Log](#), [Publication Scheme](#), [Facts about Coventry](#) and [Open Data](#) that you may find of useful if you are looking for information in the future.

If you are unhappy with the handling of your request, you can ask us to review our response.

Requests for reviews should be submitted within 40 days of the date of receipt of our response to your original request email: infogov@coventry.gov.uk

If you are unhappy with the outcome of our review, you can write to the Information Commissioner, who can be contacted at: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF or email icocasework@ico.org.uk.

Please remember to quote the reference number above in your response.

Yours faithfully

Information Governance