

16th June 2026

To whom it might concern,

PPQ timelines are below and potential delays:

Initial Response – Within two working days of submission

Review to take place – Within four working days of submission. (This includes initial call to employee if needed)

Final call to employee made – If the employee doesn't answer the first call, a second call will be made the day after. This will equate to within five working days from submission. If the employee fails to answer, they will be asked to contact Medigold within ten days or the case will be closed.

If an individual discloses something on their PPQ which would signify the need for a review, it would need to be reviewed by a nurse and sometimes it would be necessary to schedule a further appointment for an assessment. This would be done on the 5th working day from submission and the report would be sent within 2 working days from Assessment. We have a duty of care to ensure the correct support and reasonable adjustments are put into place before that individual can commence their role.

If the case is escalated for a full 45 minute consultation, management OH referral SLA's will apply from the point recruitment authorise the referral. 14/19 working days depending on the type of appointment, recruitment will be notified if a consultation is required.

I have also attached a PPQ process flowchart for clarity.

With kind regards.

Marga