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TO: Mr David Goddard QC
FAX NO: 04 976 8361
ATTENTION: Diane Salter
FROM: Malcolm Hood
DATE: 27 April 2007
PAGES: 2

FAXED

Reference: ACC / Physiotherapy Enquiry - Mr Mark Plummer - Physiotherapist

Dear Diane

Please find enclosed a brief outline for Mr David Goddard QC from Mark Plummer Physiotherapist. In my opinion, Mark on a personal level may be prepared to speak privately with David Goddard, if required. He feels his case is not as severe as some, but it did impact considerably.

Keep fit.



Malcolm

The information contained in this fax may be legally or medically confidential. If you are the unintended recipient, please destroy and contact the above address. Thank you M Hood.

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20 April , 2007

To Whom It May Concern ,

This letter acts as confirmation that as a practice , my clinic was investigated by ACC in the late 1990s. At this point in time I was physiotherapist for the NZ Cricket team, and had only recently entered into owning my own clinic. Whilst I fully understood ACCs right to ensure good service was being provided , I did feel somewhat threatened by the process. I was requested to send 10 "randomly selected" patient files immediately to Wellington , for assessment. This caused quite a bit of anxiety to myself and the staff. Following this it was suggested that my clinical notes may not have been up to scratch , and that I would need to send a further 20 patient files to Wellington . This time I had a week to get these ready. There was certainly inference that if my notes were not of a sufficient high standard , that it could be considered fraudulent . I duly submitted these further notes , and nothing further came back from ACC. At this time , it was learned that several other physiotherapists had been put through the same requests. The general consensus amongst us was that whilst ACC had the right to check up on what services they were paying for , the " heavy-handed " nature in which this was undertaken was most unpleasant for all concerned , and we questioned the method undertaken to extract the information they desired.

Yours Sincerely,

Mark Plummer.