

10 December 2021

Anthony Jordan

[fyi-request-17587-b4812280@requests.fyi.org.nz](mailto:fyi-request-17587-b4812280@requests.fyi.org.nz)

Tēnā koe Anthony

**Your Official Information Act request, reference: GOV-015396**

Thank you for your two emails of 16/11/2021, asking for the following information under the Official Information Act 1982 (the Act):

1. *Number of Psychiatrists Contracted to Appear on Multi-Discipline Panel from date Established to Date of Demise (Please note: Do not disclose names or any such address that may identify individual)*
2. *Number of Psychiatrists Contracted to Appear on Multi-Discipline Panel from date Established to Date of Demise who were not in Private Practice*
3. *Number of Psychiatrists Contracted to Appear on Multi-Discipline Panel from date Established to Date of Demise that were reported to the ACC with concerns by Claimants for their alleged Conduct and/or Professionalism and/or any such complaint*
4. *Number of Psychiatrists Contracted to Appear on Multi-Discipline Panel from date Established to Date of Demise that were bought to the attention in the Media for any type of questionable conduct or public matters*
5. *Number of Psychiatrists Contracted to Appear on Multi-Discipline Panel from date Established to Date of Demise that were involved in any Legal Proceedings outside of ACC*
6. *Complaints made to the ACC by Claimants of any type of concern to do with the Panel*

On 23 November we emailed you to clarify whether you were referring to the External Medical Panel (the Panel) in your request. You replied on 23 November confirming that you were.

**Number of Psychiatrists on External Medical Panel**

Due to the disestablishment of the Panel in late 2018, and the recent changes in the way that ACC stores information, we have not been able to locate the number of Psychiatrists that were contracted to serve as panel members. Therefore, we are refusing this request under section 18(e) of the Act, as despite reasonable efforts, the information cannot be found.

**Information not held by ACC**

ACC does not hold information on much of which is requested, including:

- Number of Psychiatrists who were not in private practice
- Number of Psychiatrists contracted that were bought to the attention in the media
- Number of Psychiatrists that were involved in any legal proceedings outside of ACC

These parts of the request are being refused under section 18(g) of the Act, as the information is not held by ACC. All clinicians were appropriately selected following endorsements from their professional bodies as an appropriate expert.

**Complaints related to the External Medical Panel**

We were able to track recorded complaints against claims which were, at any stage, reviewed by the panel. In order to identify which complaints are relevant to the panel, a manual search of the feedback case description was undertaken. The feedback description is a small paragraph or a few sentences which offers a description of the feedback/complaint when the complaints are recorded. It should not

be considered as a perfectly accurate data collation method. Of the complaints identified, seven mentioned the panel.

*Notes on the data*

- The data is based on Customer Feedback cases created in Eos. This type of case is used by the Customer Resolutions team to manage customer complaints, including complaints about accredited employers and third-party administrators.
- This search has been included to help give a rough estimate of how many complaint cases are related to the panel. The search isn't comprehensive and should be interpreted only as an indicative estimate.
- Data was extracted on 1 December 2021 and may differ if rerun later.

**Who to contact**

If you have any questions, you can email me at [GovernmentServices@acc.co.nz](mailto:GovernmentServices@acc.co.nz)

If you are not happy with this response, you have the right to make a complaint to the Ombudsman. Information about how to do this is available at [www.ombudsman.parliament.nz](http://www.ombudsman.parliament.nz) or by phoning 0800 802 602.

Nāku iti noa, nā



Sasha Wood  
**Manager Official Information Act Services**  
Government Engagement & Support