

23rd October 2017

Dear Patient,

I thought it important to write personally to you, to inform you of a recent decision in the relationship between Isokinetic Medical Group and AXA PPP Healthcare.

Since we moved into our new International Sports Medicine and Orthopaedic Rehabilitation centre at 11 Harley Street, London, we started to work with AXA PPP Healthcare in order for our patients to utilise their private medical insurance policies to fund our collective goal of 100% recovery after injury: living an active life, enjoying sporting activities and reducing the risk of re-injury.

After four years of a healthy collaboration, AXA PPP Healthcare has now decided to change the relationship by enforcing contractual conditions that we believe will affect patient outcomes. They also have challenged us on the role of our doctor to direct your treatment in the clinic appropriately, even though we proposed this would not be charged where an orthopaedic surgeon referral was in place. We therefore feel that we are unable to align the clinical goals of you, the patient, with the conditions being proposed.

AXA PPP Healthcare want us to work to an average of 5 sessions per patient and a maximum number of around 16 for complex surgical cases such as knee ligament injuries. They argue that these are national averages, although our experience tells us different. We would be unable to match the therapeutic ambition of returning you to your pre-injury state of health and activities, especially as some of their policies create an expectation with patients of unlimited physiotherapy for six months. We do not agree on number of sessions being limited to these numbers arbitrarily, especially as the patient cannot choose to fund further sessions themselves in many cases. The proposed single session pricing was not a topic being addressed.

We, therefore, regret to inform you as our patient that we cannot accept covering treatment for new injuries with AXA PPP policies unless there is clear pre-authorisation for your treatment. Regrettably all such consultations with doctors, osteopaths and physiotherapists will need to be paid for directly with immediate effect from 23rd October 2017.

As the Managing Director, I feel strongly that you should have access to and transparency on all of the facts behind the breakdown in the relationship. I will be available to meet you personally, and find the best solution for you to be treated in our clinic.

Yours sincerely,



Michael Davison

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