



JULY PUBLIC MINUTES

**MEDCO BOARD MEETING
TIME:**

**19 July 2018
11:00 – 16:00**

MEETING PLACE

**Suite 205
New London House
London Street
London
EC3 7AD**

ATTENDEES:

Martin Heskins (MH) – Executive Chair
Susan Brown (SB) – Motor Accident Solicitors Society
Stuart Fielding (SF) – Association of British Insurers
David Bott (DB) – Association of Personal Injury Lawyers (Dialed in until 13:00 and then 13:30 to 16:00)
Jackie Proctor (JP) – Motor Insurers Bureau
Robert Khan (RK) – Law Society
Nigel Teasdale (NT) - Forum of Insurance Lawyers
(left the room from 11.28 -12.15, 14:05-14:25)
Adam Ballard (AB) DAC Beachcroft (13.30 -14:10)
Leigh Evans (LE) – Head of Operations MedCo
Laura Joslin (LJ) – DSO MIB
Sam Di Pane (SDP) – MIB (Arrived 12.26 left at 13.15)
Helen Jebson (HJ) – MIB (Dialed in at 15:00)

OBSERVERS ATTENDING THE BOARD

Sophie Hicks (SH) - Ministry of Justice (left the meeting at 12.15)
Adam Schapira (AS) – Ministry of Justice (left the meeting at 12:15)

SECRETARIAT – MINUTE TAKER:

Jean Gillett – Motor Insurers Bureau

APOLOGIES:

Surendra Kumar (SK) – British Medical Association
Simon Margolis (SM) – Association of Medical Reporting Organisation



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1. WELCOME

1.1 Declarations of interests/Gifts etc.

There is no change to the existing register of Interests that is held by MedCo. There are no gifts to declare.

1.2 Minutes of June Board Meeting

Approved

1.3 Public Minutes of June Board Meeting

Mark as public minutes and going forward mark all public minutes as such.

1.4 Review of Actions of the last meeting.

Please see updated Action Lists attached

2. UPDATES

2.1 MoJ

Scott Tubbritt and Richard Hutchinson sent their apologies.

The Civil Liability Bill is awaiting its second reading date in The House of Commons.

The Justice Select Committee have pushed back the implementation of reforms until April 2020 which will allow testing from October 2019

Part 2 of the government response is being worked on, the MedCo board advised the MoJ that releasing Part 2 would be helpful for the workshop but the MOJ advised it will not be published until after the summer recess. The MOJ have commissioned analysis and awaiting analysis before MedCo is expanded to cover RTA up to £5,000

The board advised the MoJ that when MedCo receive complaints regarding the offer and how MedCo is perceived as anti-competitive the complainants are referred to the MOJ.

The MOJ advised that ST and RH are doing research on vulnerable users such as pedestrians and cycle users.

2.2 Audit

The reported was noted as read

2.3 Operations

The Committee has reviewed a query from an MRO who is no longer operational relating to what they are permitted to do during their run-off period. In particular the MRO asked if they were allowed to re-arrange DNAs and where they stand with regard to requesting medical records on existing cases.

The committee has asked the board to approve the following decisions so that they can become policy.

- *Non-operational MedCo MROs are not allowed to re book DNA appointments*



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- *MedCo are happy for an non-operational MedCo MROs to obtain Physio/medical records for existing cases where we have already arranged appointments and reports have been completed and sent*

The Board unanimously agreed the above Operations Committee decisions.

2.4 EAPR

The EAPR Committee are currently working on a number of issues.

DMEs using PO Box address,

Training needs analysis for ETC

EAPR Committee is trying to recruit more members and is still awaiting a replacement for HCOP representative.

The board requested that AS to speak to Scott Tubbritt regarding Medics involvement in MedCo, the suggestion was that the MOJ should write to CSP/GMC/BMA, if MedCo are unable to recruit more medics it may mean rewriting the Articles of Association. MH to attend GMC meeting in September to discuss the GMC becoming a member of MedCo.

2.6 Education and Training

The Board was updated that the training needs analysis has been completed and the CPD modules are being created and will be reviewed at future ETC meetings. The next ETC meeting will be at on 26th July.

2.7 Statistics

The report was noted as read.

2.8 Accreditation

The report was noted as read.

3. RISK REGISTER

The Risk Register and the framework used to identify the risks and what to do to mitigate risks was explained to the Board, the following items on the register were discussed.

1. Governance

Determine MedCo's regulatory role and document MedCo's regulatory requirements. (i.e. MoJ)

2. Funding

The funding mechanism is in place, charging policy on future agendas

3. Resource



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Lower the risk by asking MOJ to write to GMC and BMA and HCP to become more involved. Board succession will be discussed with articles.

4. Whiplash reforms

The time period has moved, there is uncertainty, there are risks but they are tolerable.

5. I.T.

Not keeping pace with technical advances, tolerable rating, it could be better, more automation,

Action

Updated risk register for the next meeting and review every month,

4. CHARGING POLICY

This item was deferred to Board Meeting on Tuesday 7th August. MH requested that the directors study the paper before the next meeting and send their feedback by email to MH

Action

Review Charging Policy at next Board Meeting.

5. MANAGEMENT ACCOUNTS

The Management accounts for June were approved. The funding structure of the new portal will likely to be different although this has not been decided. There is a possibility that MedCo may need to pay for setting up the new structure, the Board was asked to consider whether it should consider borrowing this money from the insurers to do this.

6. COMMUNICATIONS PLAN

The board were given a brief update on the progress of the redevelopment of the website, the Board was informed that the website changes are a brand refresh rather than complete rebrand. The Board will be present with initial concepts at the next board meeting, The 3 main streams of work on the website are

1. Structure and organisation of the communications
2. The tone and language we use
3. The information we provide.

Once complete this will be rolled out across all other communications.

The directors unanimously agreed that the website has to be updated to help improve the image of MedCo and that they would like to see an outline Communications Plan for the next board meeting.

7. DATA PROTECTION GDPR UPDATE

This was deferred until the September Board Meeting,



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8. ADMINISTRATION AGENCIES

The report was noted as read

9. SFTP Demonstration

This item has deferred to the next board meeting.

10. REFORMS

There is no reforms update, within the Rehab working party there are governance aspects, it is unlikely that a new company will be set up to deal with Rehab so it will probably be MedCo.

Rehab is waiting for Part 2 of the reforms which will be April 2020.

The papers that MIB are preparing for the MOJ does not cover rehab. It is important that the MOJ is informed that there can be no randomisation for rehab.

11. AOB

MRO Complaint

A complaint has been received from a MRO stating that their instructions are falling and they have made suggestions regarding the offer. A draft reply letter was presented to the Board which it approved, stating MedCo does not guarantee their business and to think MedCo does is a fundamental misunderstanding of what MedCo is.

Complaint from MRO about Commission being paid.

We will look into names that the MRO supplied and investigate.

Meeting Ended at 4pm