



**MEDCO BOARD MEETING
TIME:**

**13 March 2018
12:00 – 16:00**

MEETING PLACE

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

PUBLIC MINUTES

ATTENDEES:

Martin Heskins (MH) – Executive Chair
Nigel Teasdale (NT) - Forum of Insurance Lawyers
Susan Brown (SB) – Motor Accident Solicitors Society
Brian Simpson (BS) – Chartered Society of Physiotherapy
Jackie Proctor (JP) – Motor Insurers Bureau
Leigh Evans (LE) – Head of Operations MedCo
Shavaun Glen (SG) – Chief Communications Officer
Nadine Silverton (NS) – DSO MIB

DIALLED IN

David Bott (DB) – Association of Personal Injury Lawyers
Stuart Fielding (SF) – Association of British Insurers

SECRETARIAT – MINUTE TAKER:

Jean Gillett – Motor Insurers Bureau

APOLOGIES:

Robert Khan (RK) – Law Society
Surendra Kumar (SK) – British Medical Association
Scott Tubbritt (ST) – Ministry of Justice
Lizzie Checkley (LC) Ministry of Justice
Simon Margolis (SM) – Association of Medical Reporting Organisation



1. WELCOME

1.1 Declarations of interests/Gifts etc.

Board members declared appropriate interests and gifts and any conflicts of interests.

1.2 Notification of A.O.B

The Chair was asked if the charging policy for next year could be added as AOB – The Chair suggested that this topic would be best discussed at the next workshop

1.3 Minutes of February Board Meeting

Approved subject to corrections to Lizzie Checkley and Natalie Larnder's name.

1.4 Public Minutes February Board Meeting

Approved

2. UPDATES

2.1 MoJ

Sent their apologies.

2.2 Audit

The board was given a comprehensive update by the Audit Committee Chair who went on to discuss the benefits of the mediation process and how it tends to be more productive than the escalation meetings.

2.3 Operations

The Committee continue to review a wide variety of matters frequently including complaints relating to experts refusing to complete instructions for the approved fixed fee, delays from MROs and experts in obtaining reports, disputes over report content/prognosis, and concerns relating to payment/commercial terms and/or arrangements. The issues and enquiries are raised by all users of the system - AUTs, DMEs, IMEs and MROs.

Issues will be flagged or referred to other committees as appropriate. During this reporting period 1 issue has been referred to the Education and Training Committee for review.

The chair of the Operations Committee informed the board that the committee would have time to look at the reforms being issued by the MOJ.



2.4 EAPR

The EAPR DSO is preparing a paper regarding the feasibility and a potential structure for auditing DMEs. Data sharing discussions continue to be ongoing with the IFB, CPL and SRA. IFB Proof of Concept is currently scheduled take place in Q2.

Progress is being made in regards to the Medical Advisory Board, there is potential interest from 6 experts and an introductory meeting is to be arranged shortly. Head of terms for the MAB members are being discussed with legal advisers, this will be presented to the board for approval when complete.

There has been a relationship building meeting with the GMC where they were presented with information to highlight the volume of medico legal work undertaken by their members. It is the EAPR committee intention to develop relationships with medical experts' professional bodies in order to have a collaborative approach to the experts.

GMC were informed of several issues that are of concern to MedCo. In particular, the volume of examinations in a day and the issue of practising without a licence. Regarding the volume of medical examinations the GMC's perspective is to ask whether the expert has put themselves in an appropriate position to make a sensible decision. The issue of practising without a licence was less clear. They publish what you can do with a licence but do not publish a list of what you cannot do. The GMC view expressed was that it was matter of knowledge and consent of the patient. They also would like to be informed where there is a fundamental error in a report or repeated instances of complaints or issues with an expert.

MH also informed the Board that the GMC were open to attending and talking at a MedCo event dedicated to medical experts.

2.5 Education and Training

The contract for the work to deliver the revised Accreditation programme has been reviewed by the supplier. An amended draft is awaited from the supplier for review/sign off with the Committee. The contract with costs will be presented to the board for approval when finalised.

The original accreditation is fit for purpose and will probably only need slight adjustments. The continuous CPD module should be ready for October and will be brought before the board for approval.

2.6 IT

Improvements to the User journey are continuing with agreement to a package of changes which are progressing on budget and time. Comms will be issued shortly. The development of the data warehouse and the Power BI Tool is also progressing well.

The CGI Team is briefed and awaiting developments on reforms from the MOJ



2.7 Statistics

The DME Tally System was explained to the Board and they were walked through an example.

The board agreed that if there are any problems with the tally system it should be raised with the MOJ as the MOJ approved the tally system.

2.8 Comms

The Chief Communications Officer talked through the work intended to be carried out via the workshop. The 3 main areas are

1. Website
What needs to be reviewed, what work needs to be done this year and planning for the following year.
2. Manage our communication with our stake holders, nurture the relationships with the stakeholders. Prioritise and grid stakeholders, what are their feeling?
3. Educate the media about MedCo.

2.9 Accreditation

The report was noted as read.

3. RISK MANAGEMENT

MIB Risk and Compliance Officers joined the Board Meeting and delivered a presentation on Risk Management highlighting the need to ensure there is a risk framework in place not only for good governance but in preparation for GDPR.

The aim is to make sure the Board has a robust Risk Framework at both Corporate Board level and equally at divisional level for all sub committees too.

The proposed draft Mission Statement and objectives was agreed by the board, subject to all sub committees also looking at the presentation and checking the work they do fits into the proposals and whether there is anything that has been missed.

MIB MedCo Team will be responsible for driving forward Risk Management and ensuring that the mission statement and objectives are in line with MedCo Board and Sub Committees.

It was agreed by the board that Risk Management will be added as agenda item to MedCo Board Meetings and also Sub-Committees in order to track progress and show good governance.

Circulate Risk Management presentation to all Board Members and attendees.



4. REVISED QC GUIDANCE &

5. REVISED AUDIT GUIDE

The Audit subcommittee advised they were happy with both guides.

Decision for approval deferred until April Board Meeting. MH to arrange meeting with MROs

6. USER AGREEMENTS

User Agreement, DME Agreement and IME Agreement have been amended as previously discussed and were agreed.

7. AOB

7.1. April Workshop/Board meeting

MH has asked the Board Members to be available for 2 Days to cover

1. Reforms
2. Risk Management Workshop

It is envisaged that one day would be Board Meeting and workshop on Risk Management and the second day would be the awaited Reforms

7.2 CMA Meeting Update

MH provided the Board with details of the meeting with Ben Elsom and David Pearce of the CMA.

MH will have a workshop with MROs running through the new QC and Audit Guide.

THE MEETING CLOSED AT 16:00