



# Public Board Minutes

**MEDCO BOARD MEETING  
TIME:**

**TUESDAY 23 MARCH  
10:00– 12:00**

**MEETING PLACE:**

**Microsoft Teams Meeting**

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**ATTENDEES:**

Martin Heskins (MH) – Executive Chair  
Brian Simpson (BS) – Chartered Society of Physiotherapists  
David Bott (DB) – Association of Personal Injury Lawyers  
Jackie Proctor (JP) – Motor Insurers Bureau  
Kate Fox (KF) – The Law Society  
Nigel Teasdale (NT) – Forum of Insurance Lawyers  
Simon Margolis (SM) – Association of Medical Reporting Organisation  
Susan Brown (SB) – Motor Accident Solicitors Society

**OBSERVERS ATTENDING THE BOARD**

Adam Ballard (AB) – ABI Representative.  
Leigh Evans (LE) – Head of Operations MedCo  
Nadine Silverton (NS) – Data Services Officer  
Mark Waughman (MW) – Data Services Officer  
Scott Tubbritt (ST) – Ministry of Justice

**SECRETARIAT – MINUTE TAKER:**

Jean Gillett - MIB

**APOLOGIES:**

Ben Fletcher (BF) – CC0 MIB  
Surendra Kumar (SK) – British Medical Association

## **1.0 WELCOME**

MH welcomed everyone to the meeting.

### **1.1 Declarations of Interests/Gifts**

No new declarations

### **1.2 Announcements**

There will be a minute's silence at 12 for Covid 19 victims

## **2. MoJ UPDATE**

Webinars have taken place and the MoJ is dealing with correspondence from them. The Government has enabled the FCA to act as regulator and will also be expecting the Insurance Industry to report on savings due to reforms.

The offer for unrepresented claimants will be issued this week.

## **3. MEDCO USER AGREEMENTS**

There are two new supplementary agreements for Opting-In for Unrepresented Claimant work, if the supplementary agreements are rejected AUT and DMEs will revert to the original agreement.

These User Agreements will be circulated in April

## **4. MANAGEMENT ACCOUNTS**

The report was noted as read.

## **5. MONTHLY UPDATES**

### **5.1 Audit**

In view of the current pandemic, all audit visits have been suspended from 23 March 2020 per MedCo website announcement. New MRO applications are being accepted again with associated audits being conducted remotely.

Audits of DMEs and MROs that apply to undertake work for Unrepresented Claimants will commence from week commencing 22 March 2021.

The Audit Committee continue to monitor use of the system, taking appropriate actions where misuse is identified.

The Committee are continuing to work with the MedCo Board to prepare for changes needed for the PI reforms that take effect in May 2021.

## **5.2 Operations**

The Operations Committee meet on a weekly basis to review feedback, queries and complaints from all users of MedCo.

Each case is considered on its own merit, and the Committee agree the appropriate action to resolve each issue. The Committee also review and monitor experts who are subject to regulatory action and work with the regulator to support their investigations as required

## **5.3 EAPR**

EAPR continue to monitor experts and their data and apply sanctions, where appropriate. The EAPR are also preparing for the Whiplash Reforms.

## **5.4 IT**

The MOJ announced that the Whiplash Reforms will go live on 31 May 2021.

Phase 1 of the whiplash reform development was successfully implemented on 17 March 2021 allowing MRO and DME users to apply to Opt-in to do unrepresented work with.

Phase 2 implementing the full functionality to allow AUTs to conduct soft tissue and non-soft tissue injury and the integration with OICL will now be tested.

## **5.5 Education and Training**

The Committee continue to prepare for the whiplash reforms and are currently working on a new training module alongside their training supplier to support the changes.

The Committee continue to meet on a regular basis to ensure the accreditation and CPD framework is maintained and to address any associated day to day issues.

## **5.6 Statistics**

The report was noted as read.

## 5.7 Communication Report

The publication of new supplementary Qualifying Criteria for MROs and Rules for DMEs has instigated the following various comms and engagement activities, Customer E-shots and Events.

In the following weeks Comms will provide support for next set of MedCo e-shots to users about the reforms including; new user agreements, accreditation training, enabling video content to be available on the MedCo web site as part of preparing DME and MRO users for use of the Official injury Claims and educating what the reforms mean for medical experts and MROs not opting-in.

## 5.8 Risk Register

The report was noted as read.

## 6. Face to Face Examinations

The current policy for examinations stands and is available on the MedCo website. The next significant date in the Road Map set out by the government is the 12 April, but as the government has said these dates are subject to review, depending on the level of infections in the community and risk of NHS being overwhelmed.

### Action

MH will issue a new comms statement regarding face to face examinations which will reiterate that the current guidance on remote examinations will remain in force until further notice.

**Next Board Meeting Tuesday 20 April 2021**