

**MEDCO BOARD MEETING
TIME:**

**TUESDAY 7 SEPTEMBER 2021
10:00– 12:00**

MEETING PLACE:

Microsoft Teams Meeting

DIRECTORS:

Martin Heskins (MH) – Executive Chair
Brian Simpson (BS) – Chartered Society of Physiotherapists
David Bott (DB) – Association of Personal Injury Lawyers
Ian Mackie (IM) N.E.D
Jackie Proctor (JP) – Motor Insurers Bureau
John Howells (JH) – N.E.D
Kate Fox (KF) – The Law Society
Nigel Teasdale (NT) – Forum of Insurance Lawyers
Surendra Kumar (SK) – British Medical Association
Susan Brown (SB) – Motor Accident Solicitors Society

OBSERVERS ATTENDING THE BOARD:

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

INVITED GUESTS:

Julie Mutton (JM) Smith Williamson

SECRETARIAT:

Jean Gillett - MIB

APOLOGIES:

Ben Fletcher (BF) – CC0 MIB
Simon Margolis (SM) – Association of Medical Reporting Organisation

1. WELCOME

MH welcomed everyone to the meeting.

1.1 Declarations of Interests/Gifts

No new declarations

1.2 Announcements

No announcements

1.3 Board Minutes 20 July 2021

Approved

1.4 Public Board Minutes 20 July 2021

Approved

1.5 Outstanding Actions

Updated

2. MOJ UPDATE

The new OIC system launched on 31 May and is generally working well for users. The MoJ are preparing to release OIC data soon.

3. RISK REGISTER

The Board reviewed the current risk report

The Board agreed to form a risk committee

4. MONTHLY UPDATES

4.1 Audit

In view of the current pandemic, all audit site visits were 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 commenced during the week beginning 22 March 2021.

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

4.2 Operations

The Operations Committee meet regularly to review all feedback, queries, and complaints from users of MedCo.

The Committee are currently looking at complaints from experts who state they have not been paid by the MRO in accordance with agreed terms and conditions, queries relating to amendments to reports and how amendments should be recorded, and undeclared regulator action.

The Committee continue to work closely with regulators and helps with their investigations where required.

4.3 EAPR

EAPR continue to monitor experts and their data and apply sanctions, where appropriate. The EAPR are also looking at corroborating with other data sources to enrich their current data.

4.4 IT

Completed Activities this period: -

Change request raised for new registered address on invoices within the MedCo App. Completing estimates for a change to allow super users to delete chronology entries to comply with GDPR. Review of finding of penetration test ongoing.

CGI working with MIB/MedCo to transition MI infrastructure to CGI.

Activities for next period: -

Continue MI infrastructure transition for MedCo
Progress change for chronology entry deletions

4.5 Education and Training

The Board approved an additional spend of £800 with Bond Solon in order to proceed with improving the user journey without recalling the ET Committee to approve this amount.

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.

Work continues to evaluate the first complete cycle of CPD to assess the effectiveness of the programme and if any aspects need to be adjusted for future CPD periods and reviewing the initial accreditation training.

The Committee are also looking at re-instating the report writing module as an online course and continue to monitor experts progress through the annual CPD programme.

4.6 Statistics

The report was noted as read.

5. AUDITED ACCOUNTS PRESENTATION

The directors agreed that once the audited accounts have been checked and corrected, they are happy for the accounts to be approved.

6. MANAGEMENT ACCOUNTS

MH to clarify what the new charges are on the Management Accounts.

7. REMOTE EXAMINATIONS

The Board discussed whether Remote Examinations should be allowed to continue.

The Board agreed that at this current time it would be inappropriate for MedCo to ban remote examinations due to the lingering anxiety in the population caused by the current pandemic.

The Board agreed that people should be encouraged back to face to face examinations, as a face to face examination is much better for the claimant.

The Board agreed that ideally, they would like remote examinations to only take place in exceptional circumstances.

This matter will be reviewed again at the next Board Meeting in October.

Action

The Board to be provided with current MI on numbers of examinations and whether they are face to face or remote for the next meeting.

Meeting ended at 13:00