



Public Board Minutes

**MEDCO BOARD MEETING
TIME:**

**TUESDAY 14 DECEMBER 2021
10:00– 12:00**

MEETING PLACE:

Microsoft Teams Meeting

DIRECTORS:

Martin Heskins (MH) – Executive Chair
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
Simon Margolis (SM) - AMRO
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
Scott Tubbritt (ST) – Ministry of Justice

SECRETARIAT:

Jean Gillett

APOLOGIES:

Brian Simpson (BS) – Chartered Society of Physiotherapists
David Bott (DB) – Association of Personal Injury Lawyers
Surendra Kumar (SK) – British Medical Association
Mark Waughman (MW) – Data Services Officer

1. WELCOME

MH welcomed everyone to the meeting.

1.1 Announcements

No announcements

1.2 Board Minutes 09 November 2021

Approved subject to typo corrections and adding Simon Margolis as attendee.

1.3 Public Board Minutes 09 November 2021

Approved subject to typo corrections and adding Simon Margolis as attendee.

1.4 Outstanding Actions

Updated

2. MOJ UPDATE

The 2nd quarter data has been published for the OIC and there are no new emerging trends. Volumes of claims submitted are steadily increasing as are the volume of settlements for represented claimants. A survey, to be run by Ipsos Mori, has been commissioned to look at how the user journey for unrepresented claimants might be enhanced. The next OIC Advisory Group meeting is due to be held on 15 December.

It remains MoJ intention to write out to key stakeholder groups to gain views on the use of remote examinations to assist with making a policy decision on its future post pandemic.

3. RISK REGISTER

A Risk Committee Meeting will be held in January.

Action

JG to set up a Risk Group and secure a meeting date for January.

4. Remote Examinations

Considering the current circumstance: -the work from home directive from the Government, it is no longer appropriate to review remote examinations

5. MONTHLY UPDATES

5.1 Audit

In view of the pandemic, all audit site visits were suspended from March 2020 and conducted on-line. Whilst on-line audits continue, site visits can now be undertaken by MedCo's audit team, where deemed necessary.

Audits of DMEs and MROs that apply to undertake work for Unrepresented Claimants commenced during the week beginning 22 March 2021 and are on-going, along with other audit work.

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

5.2 Operations

The Operations Committee meet regularly to address feedback, queries, and complaints from all users of MedCo. During this reporting period the Committee have reviewed queries and have been working with OIC to resolve the queries and use the outcomes as learning to improve the process.

MedCo continues to assist regulators as required, and supports their investigations as required.

5.3 IT

The Board thanked the IT team for their great work and smooth transition porting out of the MIB system to the new formed independent operational MedCo system.

5.4 Education and Training

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.

The survey to seek feedback on the first complete cycle of CPD has now closed and the results will be analysed and used to assess the effectiveness of the programme and identify any required changes.

The 2021/2022 CPD programme reached the halfway point on 01 December 2021 and the Committee are continuing to monitor experts progress through the requirement.

5.5 Statistics

The report was noted as read.

5.6 EAPR

EAPR continue to monitor experts and their data, including data for cases via Official Injury Claims, and apply sanctions where appropriate. The EAPR are also looking at corroborating with other data sources to enrich their current data.

6. MANAGEMENT ACCOUNTS

The report was noted as read.

7. AOB

Transition

The Transition from MIB to MedCo went very smoothly and has been a success.

Meeting ended at 13:00