



# January Public Board Minutes 2026

**MEDCO BOARD MEETING  
TIME:**

**WEDNESDAY 21 JANUARY 2026  
10:30 – 13:00**

**MEETING PLACE:**

**Mallory Court Country House Hotel**

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**DIRECTORS:**

|                     |   |
|---------------------|---|
| Martin Heskins (MH) | Executive Chair                               |
| Toks Aluko (TA)     | Chartered Society of Physiotherapist          |
| Susan Brown (SB)    | Motor Accident Solicitors Society             |
| John Howells (JH)   | Non-Executive Director                        |
| Surendra Kumar (SK) | British Medical Association                   |
| Simon Margolis (SM) | Association of Medical Reporting Organisation |
| John McQuater (JMQ) | Association of Personal Injury Lawyers        |
| Joanne May (JM)     | Gibraltar Insurance Association               |
| Jackie Proctor (JP) | Association of British Insurers               |
| Nigel Teasdale (NT) | Forum of Insurance Lawyers                    |

**OBSERVERS ATTENDING THE BOARD:**

|                       |                          |
|-----------------------|--------------------------|
| Leigh Evans (LE)      | Head of Operations MedCo |
| Mark Waughman (MW)    | MedCo                    |
| Nadine Silverton (NS) | MedCo                    |
| Jean Abbit (JA)       | MedCo                    |
| Scott Tubbritt (ST)   | Ministry of Justice      |
| Richard Patrick       | Ministry of Justice      |

**APOLOGIES:**

|                 |                        |
|-----------------|------------------------|
| David Bott (DB) | Non-Executive Director |
|-----------------|------------------------|

## 1. WELCOME

### 1.1 Declarations of interest/gifts etc.

None

### 1.2 MedCo Board Minutes

09 December 2025 – Approved

11 November 2025 – Approved

09 October 2025 - Approved

### 1.3 MedCo Public Board Minutes

09 November 2025 - Approved

11 December 2025 - Approved

### 1.4 Actions

Action list updated

## 2. UPDATES

### 2.1 MOJ Update

The Post-Implementation Review (PIR) call for evidence has now closed, with approximately 44 responses received. These are currently being analysed.

An update was provided on administrative agency work, including confirmation that a draft QC framework has been prepared.

## 3. NEW USER AGREEMENTS

The Board was provided with a verbal update on the user agreements.

The Board reviewed DAC Beachcroft's legal advice on the treatment of transfers of personal data outside the UK and/or EEA and agreed that international transfers may be permitted, provided they comply with all applicable UK statutory requirements.

### Decision

The Board approved the User Agreement amendments.

## 4. Committee Updates

### 4.1 Audit Committee

The MRO Audit Plan 2026 was presented and noted. The plan adopts a targeted, risk-based approach.

The primary focus for 2026 will be on MRO audits, alongside the continuation of LiP audits and AUT audits carried over from the previous year.

LiP DME audits are now being conducted face to face and early feedback is that this approach is working well.

The Board was informed that the updated MRO QC Guidance and Technical Data Aid documents were finalised and published in December. Also, a new AUT audit Guide was prepared and published earlier this month

### 4.2 Operations

The Ops Committee continues to address issues with poor-quality expert reports, including improbable injuries, misclassified claimants such as children recorded as adults, and implausible accident scenarios.

The Board noted that quality and accuracy complaints continue to be received from various groups.

No payment queries have been reported, indicating that the work undertaken in this area has been effective; however, issues relating to contingent payments remain.

### 4.3 EAPR

The programme of Expert Quality Assessments remains active having completed in the region of 55 QA reviews in the last year.

Monitoring continues around case data uploads, same-day report completions, and practising address records.

## **4.4 ETC**

ETC has developed two new modules. The first is a mandatory module focusing on quality assurance, while the second provides general best practice guidance for all users. Both modules are scheduled for launch on 2 February 2026.

The Committee are looking to re-introduce face-to-face training modules to complement the online content, providing opportunities for peer discussion and interactive learning.

## **4.5 IT**

LE confirmed that the Medco application has maintained full availability, as expected.

## **4.6 Statistics**

The Board reviewed the statistics noting a continued drop in physiotherapist selections. The requirement for a minimum of five-years' post qualification experience for Physiotherapists will be introduced this year.

The performance of the search and tally system was reviewed and confirmed to be stable and operating as expected

It was also noted that overall volumes have declined, with a 5% drop in total searches and selections for the year 2025

## **5. AOB**

No AOB