

MedCo March 2026 Public Board Minutes

MEDCO BOARD MEETING
TIME:

TUESDAY 17 MARCH 2026
10:00 – 11:00

MEETING PLACE:

Microsoft Teams

DIRECTORS:

Martin Heskins (MH)	Executive Chair
David Bott (DB)	Non-Executive Director
Susan Brown (SB)	Motor Accident Solicitors Society
John Howells (JH)	Non-Executive Director
John McQuater (JMQ)	Association of Personal Injury Lawyers
Simon Margolis (SM)	Association of Medical Reporting Organisation
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
Richard Patrick (RP)	Ministry of Justice
Alice Stevens (AS)	The Law Society

APOLOGIES:

Toks Aluko (TA)	Chartered Society of Physiotherapist
Surendra Kumar (SK)	British Medical Association
Joanne May (JM)	Gibraltar Insurance Association

1. WELCOME

1.1 Declarations of interest/gifts etc.

None

1.2 MedCo Board Minutes

The February Board Minutes were approved subject to a spelling correction.

1.3 MedCo Public Board Minutes

The February Public Minutes were approved subject to inserting the paragraph regarding the AUT Charging Survey from the MedCo Board Mins.

1.4 Actions

Action list updated

2. UPDATES

2.1 MOJ Update

RP reported that the PIR is underway, with Scott Tubbritt (ST) aiming to complete the review by June 2026. Due to the associated workload, ST will not attend Board meetings for the time being, and RP will represent MoJ.

Invitations have been issued for the next OIC Advisory Group meeting on 30 April, and RP would welcome any proposed agenda items.

No further updates or questions were raised.

2.2 Head of Operations & Chairs Update.

AUT Survey

The survey has been finalised and distributed.

It will remain open until the end of April, with reminders planned to increase responses.

Leeds Combined Court Case

MedCo continues to respond to Court Orders in relation to ongoing litigation.

3. MANAGEMENT ACCOUNTS

The management accounts have been reviewed, and it was confirmed there are no concerns.

4. AUT CHARGING SURVEY

The AUT charging survey has been issued, the deadline for responses is set for 30 April, the Board agreed to send reminders after Easter if response levels remain low.

5. ADMINISTRATIVE AGENCIES

A working group of 11 representatives, including internal Team members and external legal guidance, meet on 3 March to consider potential changes following a request from the Ministry of Justice.

The group discussed alternative approaches for dealing with the Admin Agency issues.

A recommendation will be developed and presented to the Board.

6. COMMITTEE UPDATES

6.1 Audit Committee

The Audit Committee is continuing with routine activity, at its last meeting on 10 March, it reviewed audits relating to unrepresented claimant experts, new MROs and follow-ups on previous audit recommendations.

Grant Thornton remains busy scheduling and conducting audits.

6.2 Operations

The Board were informed that activity remains largely business as usual.

Regular monitoring continues to identify issues, particularly relating to terms and conditions, including contingent arrangements, which are currently under review.

6.3 EAPR

The Board was informed that since the last board meeting, four escalation meetings have been held with experts whose registrations were terminated following QA reviews. No input from the Board was required at this stage.

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

6.4 ETC

The Board were informed that the mandatory training module – Quality Assurance has now closed.

A number of queries on early examinations have been received, mostly due to misinterpretation of the training material. These are being clarified.

ETC is entering a busy period due to CPD year-end, requiring increased monitoring and follow-up with experts.

6.5 I.T

The Board were advised that the system continues to operate with 100% availability.

6.6 Statistics

The report was noted as read.