May 2026 Public Board Minutes

WITH MEDCO BOARD MEETING TIME:	**TUESDAY 12 MAY 2026 10:00 – 11:00**
MEETING PLACE:	**Microsoft Teams**

DIRECTORS:

Martin Heskins (MH)	Executive Chair
Toks Aluko (TA)	Chartered Society of Physiotherapist
David Bott (DB)	Non-Executive Director
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
Joanne May (JM)	Gibraltar Insurance Association
John McQuater (JMQ)	Association of Personal Injury Lawyers
Jackie Proctor (JP)	Association of British Insurers

OBSERVERS ATTENDING THE BOARD:

Leigh Evans (LE)	Director of Operations MedCo
Mark Waughman (MW)	MedCo
Jean Abbit (JA)	MedCo
Richard Patrick (RP)	Ministry of Justice

APOLOGIES:

Nigel Teasdale (NT)	Forum of Insurance Lawyers
Nadine Silverton (NS)	MedCo

May 2026 Public Board Minutes

1. WELCOME

1.1 MedCo Board Minutes
The April Board Minutes were approved.

1.2 MedCo Public Board Minutes
The April Public Board Minutes were approved.

1.3 Actions
The action list was updated

2. UPDATES

2.1 MOJ Update

RP updated the Board on the following matters:

1. PIR Update

There is no change to the PIR update and work remains ongoing, with completion anticipated around June.

2. Whiplash Subcommittee – Governance and Structure

The Board was informed that Nigel Bird stepped down as Chair last year. Judge Emma Kelly has been appointed as the new Chair of the subcommittee.

The subcommittee has been restructured and reduced in size to better reflect its current focus on incremental improvements, rather than system development.

The subcommittee will initially focus on the medical reporting journey.

This work aligns with commitments made in the Medical Reporting Consultation.

MedCo confirmed its willingness to support the subcommittee, including:

- Providing data and insight on medical reporting, or
- Attending meetings where appropriate.

2.2 Head of Operations & Chairs Update.

Leeds Combined Court Case

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

Audit

Work with Smith & Williamson is ongoing to complete the annual audit of MedCo's accounts.

3. MANAGEMENT ACCOUNTS

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

4. AUT CHARGING SURVEY

The Board discussed the results of the consultation on a potential charging model for AUTs. It was emphasised that no decision is being made at this stage; approval is only being sought to continue exploring the feasibility and report back to the Board with recommendations.

The Board acknowledged that feedback was largely in line with expectations

5. LAW SOCIETY RESIGNATION

The Board discussed the impact of the Law Society's resignation, noting that it had created an imbalance in the Board representation and agreeing that a replacement claimant-side representative is required to restore that balance.

6. ADMIN AGENCIES POLICY DEVELOPMENT

The Board reviewed the draft Admin Agency policy and agreed it needed clearer definitions and enforcement criteria.

The Board discussed the need to clarify the distinction between Medical Reporting Organisations (MROs), Admin Agencies and Secretariat Service Providers (SSPs), and on the need for clearer qualifying criteria to support audit and enforcement.

The key issues are when an organisation moves beyond administration into MRO activity, particularly by receiving instructions, allocating experts or handling payments.

The Board noted concerns that some Admin Agencies may be presenting themselves as SSPs while conducting broader functions that overlap with MRO responsibilities.

The Admin Agency Sub-Committee will continue refining the policy, with further meetings planned.

7. COMMITTEE UPDATES

7.1 Audit Committee

The Board was informed that, since the last meeting on 21 April, two new MROs have gone live—one in Manchester and one in Wigan—with a further application in progress for a London-based provider and others at an early stage.

The audit plan is on track, with activity so far focusing on LIP, DME, and AUT audits. The scope for upcoming MRO audits has been agreed with Grant Thornton, and further updates are expected shortly.

Overall, activity continues on a business-as-usual basis, with reports being processed and no major issues to highlight.

7.2 Operations

The Board were informed that activity remains largely business as usual, with routine weekly meetings taking place.

Regular monitoring continues and issues have been identified relating to terms and conditions, including contingent arrangements. These issues are being addressed.

7.3 EAPR

The programme of Expert Quality Assessments remains active, with multiple reviews underway. Follow-up assessments of previously flagged Experts indicate overall improvements in report quality.

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

7.4 Education and Training Committee

Targeted reminders will be issued to experts with incomplete 2025–26 CPD, followed by a final reminder one week before the deadline of 31 May.

The Committee is working on the development of new modules for the CPD programme and reviewing and refreshing some of the existing content.

7.5 I.T.

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

CGI is also expected to arrange testing and deployment of a new system version that includes security improvements, with completion anticipated by June.

A minor system update is also being implemented to reflect revised ICO reference numbers.

7.6 Statistics

LE advised the Board that April's statistics may appear lower than usual due to the extended Easter holiday period. Differences in school holiday timings across the country resulted in Easter-related disruption over an approximate three-week period, which is likely to have impacted overall activity volumes and associated metrics.