



May 2025 Public Board Minutes

MEDCO BOARD MEETING
TIME:

TUESDAY 13 MAY 2025
10:00 – 11:36

MEETING PLACE:

Teams Meeting

DIRECTORS:

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

OBSERVERS ATTENDING THE BOARD:

Leigh Evans (LE)	Head of Operations MedCo
Mark Waughman (MW)	MedCo
Scott Tubbritt (ST)	Ministry of Justice

SECRETARIAT:

Jean Abbit (JA)	MedCo
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APOLOGIES:

Surendra Kumar (SK)	British Medical Association
Nadine Silverton (NS)	MedCo

1. WELCOME

1.1 Declarations of interest/gifts etc.

None

1.2 Announcements

None

1.3 MedCo Board Minutes from April

Approved

1.4 MedCo Public Board Minutes April

Approved

1.5 Actions and Decision List

Action list updated

1.6 Board Dates 2025

Included for information.

2. UPDATES

2.1 MOJ Update

The second parliamentary debate on whiplash injuries has now been concluded, with the relevant regulations successfully cleared through Parliament and set to come into force on 31 May.

Initial preparations for the Admin Agencies review have commenced. It has been agreed that sessions will be arranged with DMEs and the identified administrative agencies. A draft invitation is currently being prepared and will be issued shortly, with the intention of holding these sessions at the beginning of June.

Preparations for the post-implementation review of the whiplash reforms are ongoing. This includes identifying the necessary information and data required for the review process.

2.2 Head of Operations & Chairs Update

The Board were informed that several key meetings took place in April, including a discussion with the MoJ on the final report and analysis of the administrative agencies survey, followed by the OIC Advisory Group meeting held on 24 April.

3. MANAGEMENT ACCOUNTS

The Board received a briefing outlining the key highlights of the accounts.

4. COMMITTEE UPDATES

4.1 Audit Committee

The audit plan is progressing as scheduled.

A communication detailing common findings will be issued to Authorised Users following the recent round of AUT audits.

Following the updates to the MoJ's MRO QC, amendments to the supporting Guidance document are close to completion and will be published at the earliest opportunity.

4.2 Operations

The Board were advised that work is currently underway to address instances where medical reports remain unpaid by insurers, largely due to a lack of understanding around their obligations. In particular, where a litigant in person (LiP) has obtained a medical report via OIC.

4.3 Expert Audit and Peer Review Committee

The Committee remains active, with several Quality Assessments currently in progress. At the most recent meeting, a follow-up QA was reviewed, which demonstrated clear improvement and indicated that the feedback from the previous assessment had been taken on board.

A communication intended for all Experts, outlining common findings identified during recent assessments, is prepared and ready for distribution.

The Board was also informed that data from search and selection processes, as well as uploaded case information, is continuously monitored and analysed to ensure any outliers are promptly investigated.

4.4 Education and Training Committee

A new mandatory Quality Assurance module is set to launch with the start of the 2025 CPD year. Alongside this, a best practice module is currently in development in collaboration with Bond Solon, while the tinnitus module is being finalised

before being sent over for review. A draft of the non-tariff injuries module has been received and is scheduled for discussion at the next ETC meeting.

CPD numbers are tracking well for this stage of the year, with no concerns raised at this point.

4.5 IT

The Board was informed that system availability remains at 100%, with no significant changes or issues reported. A proof-of-concept meeting has taken place with the CRM supplier and was positive. The introduction of the new CRM system will follow an incremental rollout approach

4.6 Statistics

The Board was informed that the format of the Statistics Report has been adjusted slightly to allow for more efficient and timely production