



# July 2025 Public Board Minutes

**MEDCO BOARD MEETING  
TIME:**

**TUESDAY 8 JULY 2025  
10:00 – 11:05**

**MEETING PLACE:**

**Teams Meeting**

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**DIRECTORS:**

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

**OBSERVERS ATTENDING THE BOARD:**

Leigh Evans (LE)	Head of Operations MedCo
Mark Waughman (MW)	MedCo
Nadine Silverton (NS)	MedCo

**APOLOGIES:**

Surendra Kumar (SK)	British Medical Association
Scott Tubbritt (ST)	Ministry of Justice
Toks Aluko (TA)	Chartered Society of Physiotherapist
Jean Abbit (JA)	MedCo

## 1. WELCOME

### 1.1 Declarations of interest/gifts etc.

None

### 1.2 MedCo Board Minutes June 2025

Approved subject to adding initials in brackets for Richard Patrick

### 1.3 MedCo Public Board Minutes June 2025

Approved

### 1.4 Actions and Decision List

Action list updated

### 1.5 Board Dates 2025

Included for information.

## 2. UPDATES

### 2.1 Head of Operations & Chairs Update

The Chair provided an update on recent work, including the completion of the funding paper and conference presentation.

The Board was also briefed on the upcoming implementation of the medical expert ID and address verification process.

## 3. Management Accounts

The Management Accounts Report was noted as read.

## 4. Physiotherapist - 5 Year PQE

The Board approved a proposal requiring physiotherapists to hold a GMC-equivalent license. Physiotherapists must show they have 5 years registration with HCPC. Steps will be taken to implement the policy for new and existing physiotherapist users.

## 5. Committee Updates

### 5.1 Audit Committee

The audit plan is progressing but there has been an increase in the number of DME applications and new MRO registrations.

Work on the MRO qualifying criteria guidance is nearly complete and will be presented to the Board for approval.

## **5.2 Operations**

The Board was informed that Compensator payments are improving, following efforts to raise awareness at the PIC and enhance Insurer communications.

Monitoring of claimant searches, postcode use, and examination volumes continues, with issues being investigated as they arise.

## **5.3 Expert Audit and Peer Review Committee**

There is a high volume of Quality Assessments currently underway. The Board were informed that one Medical Expert has been suspended following failure to act on feedback from their QA.

Analysis of uploaded data using various reports held within PowerBI continues. Appropriate action is taken on outliers when they are flagged to the committee at monthly meetings.

## **5.4 Education and Training Committee**

A number of individuals have been suspended for not completing CPD

Several new modules are in development, including:

- Best Practice
- Common Issues (to be released first as a mandatory module)
- Quality Assurance
- Tinnitus
- Non-Tariff Injuries

A new annual test module will be introduced next year. This will be mandatory and in addition to the 6 required CPD hours.

The annual CPD survey will return after being paused last year. The survey has been refreshed and will be sent out shortly.

## **5.5 IT**

The Board was informed that system availability remains at 100%,

## **5.6 Statistics**



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The report was noted as read and continues to show a steady claims environment.

- 6. AOB**  
No AOB