



# September 2025 Public Board Minutes

**MEDCO BOARD MEETING  
TIME:**

**TUESDAY 09 SEPTEMBER 2025  
10:00 – 11:30**

**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
Simon Margolis (SM)	Association of Medical Reporting Organisation
Surendra Kumar (SK)	British Medical Association
Toks Aluko (TA)	Chartered Society of Physiotherapist

**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 Via Teams

**APOLOGIES:**

Kate Fox (KF)	The Law Society
David Bott (DB)	Non-Executive Director
Joanne May (JM)	Gibraltar Insurance Association
John McQuater (JMQ)	Association of Personal Injury Lawyers

## 1. WELCOME

### 1.1. MedCo Board Minutes 8 July 2025

Approved

### 1.2. MedCo Public Board Minutes 8 July 2025

Approved

### 1.3. Actions and Decision List

Action List Updated

## 2. UPDATES

### 2.1 MOJ Update

The meetings with DMEs and Admin Agencies are complete, with useful feedback received. Work is underway on a draft framework to define qualifying criteria, aligned with existing DME rules, and the audit team will be involved to ensure practicality. A fuller update will be provided at the next Board meeting, including clarification of secretarial versus AA responsibilities.

The initial data gathering has begun for the Post-Implementation Review with stakeholder engagement planned. The review covers the RTA small claims limit increase but not broader small claims issues and will consider the impact of not index-linking the threshold.

The Board were updated on the recent government reshuffle appointments, with David Lammy as Secretary of State and two new junior ministers. Sarah Sackman remains the primary contact, and no impact on the PIR timeline is expected.

### 2.2 Head of Operations & Chairs Update.

The Board were informed that MedCo have been working with the MoJ on Admin Agency matters, including DME and Admin Agency meetings.

Progress has been made on ID and address verification via Yoti, which went live for experts on 16 July.

## 3. Management Accounts

The Management Accounts Report was noted as read.

## 4. Physio – 5 yr experience

The Board was presented with the findings of the survey conducted between 15 August and 7 September concerning the proposed five-year post-qualification experience (PQE) requirement for physiotherapists seeking to join MedCo. After careful consideration, the Board formally endorsed the policy and instructed that the necessary implementation steps be undertaken.

### Decision

The Board formally approved the implementation of the five-year post-qualification experience (PQE) policy and directed that the necessary changes be actioned.

## 5. Committee Updates

### 5.1 Audit Committee

The Board noted good progress on the audit plan, which remains on schedule and within budget. DME and AUT audits are well underway, with final reports due to be reviewed by the Audit Committee.

### 5.2 Operations

The Board was informed of ongoing improvements in Compensator payments, following targeted awareness efforts at the PIC and enhanced communications with Insurers.

Second searches continue to be closely monitored to support investigation of highlighted concerns.

Routine monthly tracking also remains in place for key metrics, including the average number of claimants per search, use of temporary postcodes, and examinations conducted within 24 hours of selection.

### 5.3 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.

#### **5.4 ETC**

Several Experts are currently suspended for not meeting 2024–25 CPD requirements, a final reminder is being sent out in late October ahead of the 30 November deadline.

Development of new training modules with Bond Solon is nearing completion, including a flexible mandatory area for targeted one-off assignments.

Ongoing committee work includes planning new content, introducing the annual mandatory module, and reviewing repeat module usage to encourage more diverse and meaningful CPD engagement.

#### **5.5 IT**

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

The CRM project is progressing; initial work is expected to begin this year.

#### **5.6 Statistics**

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

### **6. AOB**

#### **6.1 Data request whiplash reform programme**

The Board was asked to approve the sharing of data with the Ministry of Justice to support its post-implementation review of the Whiplash Reform Programme. The submission included the MOJ's formal request, a proposed response, and supporting tables outlining prognosis and timing.

##### **Decision**

The Board approved the release of the data to the MOJ, with no objections raised.