

MedCo October 2025 Public Board Minutes

**MEDCO BOARD MEETING
TIME:**

**TUESDAY 14 OCTOBER 2025
10:00 – 12.00**

MEETING PLACE:

Teams Meeting

DIRECTORS:

Martin Heskins (MH)	Executive Chair
David Bott (DB)	Non-Executive Director
Joanne May (JM)	Gibraltar Insurance Association
Susan Brown (SB)	Motor Accident Solicitors Society
Nigel Teasdale (NT)	Forum of Insurance Lawyers
John Howells (JH)	Non-Executive Director
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:

John McQuater (JMQ)	Association of Personal Injury Lawyers
Simon Margolis (SM)	Association of Medical Reporting Organisation
Surendra Kumar (SK)	British Medical Association
Jackie Proctor (JP)	Association of British Insurers

1. WELCOME

1.1 MedCo Board Minutes 9 September 2025

Approved

1.2 MedCo Public Board Minutes 9 September 2025

Approved

1.3 Actions and Queries from Septembers Board Papers

Action List Updated

2. UPDATES

2.1 MOJ Update

The Board were informed that operations over the past month have largely continued as business as usual.

Regarding the Post-Implementation Review (PIR), advice was submitted to Ministers upon their return from the conference recess. When approved, arrangements for the PIR are expected to proceed. Public announcements will follow with no issues are anticipated. A call for evidence is likely to be issued, concluding just before Christmas.

Work on the Administrative Agency proposal continues. A draft document has been prepared, focusing on qualifying criteria.

Other activities have included routine correspondence and FOI responses.

Sarah Sackman remains the Minister with whom the team is working; no changes have been reported since David Lammy has been appointed as Lord Chancellor.

2.2 Head of Operations & Chairs Update.

MedCo is continuing to work in close partnership with the Ministry of Justice (MoJ) on two priority initiatives:

1. Administrative Agencies Proposal
2. Post-Implementation Review (PIR)

MedCo maintains regular engagement with MoJ teams to support progress on both projects.

3. Management Accounts

The Management Accounts Report was noted as read.

4. Administration Agency Issue

Following a whistleblowing investigation that exposed a data breach involving an Administration Agency, MedCo decided to suspend all medical experts using the Agency to ensure that public confidence in its service is maintained.

MedCo will issue a communication to all medical experts reminding them of their obligations to comply with data protection legislation. It was noted there may be a temporary reduction in the availability of DMEs to maintain service continuity.

5. Committee Updates

5.1 Audit Committee

MRO QC Guidance Document

The Board reviewed the updated MRO QC Guidance Document, which had been shared with AMRO for feedback. AMRO suggested a number of slight amends which were accepted and the Board also agreed to explore the use of alternative data to classify urban and rural postcodes at a later date.

The Audit Committee recommended approval.

Decision

The Board agreed to sign off and publish the guidance.

5.2 Operations

Compensator payment disputes continue, with one insurer refusing payment due to inability to identify the responsible party. Work is ongoing to address these challenges.

MedCo continues to receive complaints via the OIC service, often being incorrectly positioned as the escalation point for unresolved OIC cases. Clarifications have been issued, but complainants frequently rely on prior guidance over MedCo's limitations.

General operational issues persist, including delays, amendment handling, and response quality, but remain within expected business-as-usual parameters.

The Board acknowledged the deflection of complaints toward MedCo and confirmed efforts to correct misperceptions.

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

The Education and Training Committee (ETC) reported a high volume of ongoing work. Two new modules—one mandatory and one best practice—are nearing completion, while draft materials on Tinnitus and Non-tariff injuries are under committee review.

A CPD user survey is planned.

Fourteen experts remain suspended from the 2024–25 CPD cycle, with final reminders issued and compliance deadline set for 30 November. Suspension figures are tracking in line with previous years.

5.5 IT

The Board was informed that the Medco application has maintained full availability, as expected.

5.6 Statistics

The Report was noted as read.

MH and the Board thanked NS and MW for the quality and volume of work delivered.