

MedCo November 2025 Public Board Minutes

MEDCO BOARD MEETING
TIME:

TUESDAY 11 NOVEMBER 2025
10:00 – 12.00

MEETING PLACE:

Teams Meeting

DIRECTORS:

Martin Heskins (MH)	Executive Chair
David Bott (DB)	Non-Executive Director
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
Surendra Kumar (SK)	British Medical Association
Jackie Proctor (JP)	Association of British Insurers
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
Jean Abbit (JA)	MedCo
Scott Tubbritt (ST)	Ministry of Justice Via Teams
Jo Folan	DAC Beachcroft (joined at 11am)

APOLOGIES:

Simon Margolis (SM)	Association of Medical Reporting Organisation
Joanne May (JM)	Gibraltar Insurance Association

1. WELCOME

1.1 MedCo Board Minutes 14 October 2025

Approved

1.2 MedCo Public Board Minutes 14 October 2025

Approved

1.3 Actions and Queries from Septembers Board Papers

Action list updated

2. UPDATES

2.1 MOJ Update

The Post-Implementation Review (PIR) of the Whiplash Reform has officially begun, accompanied by a Call for Evidence open until 22 December. All submissions will be considered alongside other data collected by the MOJ. The PIR's findings are expected around May–June next year, depending on the volume of responses. MedCo and its Board member representative bodies are encouraged to contribute. While there are no questions specifically about MedCo, input is still welcomed.

Work on the Admin Agency Framework has resumed after a short pause, with draft QC documents currently under review.

2.2 Head of Operations & Chairs Update.

Leeds Combined Court Case

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

OIC Advisory Group

The meeting was an opportunity to discuss implementing an API for OIC work. MIB agreed to explore it, and AMRO met with them on 4 November.

ID & Address Verification

Progress continues strongly: 431 experts have completed verification, with many still in progress.

3. Management Accounts

The Management Accounts Report was noted as read

4. Administration Agency Issues

Following last month's Board decision, to suspend all medical experts using an Administration Agency following a data breach, most experts replied quickly.

The Board may need to consider issuing termination notices for those experts that have provided no response.

5. New User Agreements

The Board reviewed the proposed changes to the user agreements; it was noted that most amendments were clarifications rather than substantive changes. Key adjustments included redefining "direct medical experts" (DMEs) simply as "medical experts" for clarity, specifying the type of work permitted under DME and IME agreements, and defining "first fixed cost medical reports" to reduce confusion.

A further review on the impact of restricting the processing of data to the UK only will be considered.

The Board also agreed that the revised agreements could be issued early next year, allowing the required 30-day notice period before implementation.

6. Committee Updates

6.1 Audit Committee

Preparations for the 2026 audit plan are underway.

The guidance document supporting the revised QC is close to completion and will be issued shortly.

Overall, committee activity continues as usual, audits are being managed effectively, and all work remains well within budget.

6.2 Operations

The Board were informed that the Committee continue to address quality issues with reports; and complaints from unrepresented claimants in relation to service standards. These have been addressed and mainly relate to delays and lack of communication.

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

6.3 EAPR

The committee continues to review QAs and take appropriate action.

The committee have also noticed a recent pattern in reports: unusual wording where experts say they're relying solely on the claimant's version of events, especially in non-tariff injury cases. A wider communication is likely to go out to address plausibility issues and this new phrasing.

6.4 ETC

The Education and Training Committee (ETC) reported a high volume of ongoing work including preparing new content for CPD.

The CPD survey is still pending due to wider MedCo priorities but will be issued in the New Year

6.5 IT

The Medco application has maintained full availability, as expected.
The CRM project is on hold due to the current volume of current work.

6.6 Statistics

The Report was noted as read.