

# MedCo February Public Board Minutes

**MEDCO BOARD MEETING  
TIME:**

**TUESDAY 13 FEBRUARY 2024  
10:00 – 12.42**

**MEETING PLACE:**

**Microsoft Teams**

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**DIRECTORS:**

Martin Heskins (MH)	- Executive Chair
Toks Aluko (TA)	- Chartered Society of Physiotherapist
Susan Brown (SB)	- Motor Accident Solicitors Society
Brett Dixon (BD)	- Association of Personal Injury Lawyers
David Bott (DB)	- Non-Executive Director
Kate Fox (KF)	- The Law Society
John Howells (JH)	- Non-Executive Director
Ian Mackie (IM)	- Non-Executive Director
Jackie Proctor (JP)	- Association of British Insurers (left at 12.30)
Nigel Teasdale (NT)	- Forum of Insurance Lawyers

**OBSERVERS ATTENDING THE BOARD:**

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

**SECRETARIAT:**

Jean Abbit (JA)	- MedCo
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**APOLOGIES:**

Simon Margolis (SM)	- Association of Medical Reporting Organisation
Joanne May (JM)	- Gibraltar Insurance Association
Surendra Kumar (SK)	- British Medical Association

## 1. WELCOME

### 1.1 Announcements

None

### 1.2 MedCo Board Minutes from 17 January 2023

Approved

### 1.3 MedCo Public Board Minutes from 17 January 2023

Approved

### 1.4 Actions and Decision List

Updated

### 1.5 Board Dates

Included for information.

It was noted that 4 June and 8 October are face to face meetings in Milton Keynes

## 2. UPDATES

### 2.1. MoJ Update

The January OIC Advisory Group meeting was held in February.

A call for evidence to inform the statutory review of the whiplash tariff was issued and will last for 8 weeks, closing on the 1st April.

The Ministry of Justice (MoJ) is actively reviewing the medical reporting consultation responses. However, due to resource constraints, there will be a delay in publishing a response.

Discount rate call for evidence is still progressing and the MoJ are talking to ABI APIL LHR and IFA.

### 2.2 Head of Operation Update

The Board was provided with an update from the OIC advisory group meeting. The key points included OIC working on one code deployment in 2024 and the group were informed that MoJ would not be progressing with the idea that a mandatory limit be introduced for releasing medical reports in the OIC system.

## 3. MANAGEMENT ACCOUNTS

The Board were talked through the main highlights of the accounts.

## 4. ROUNDTABLE EVENT UPDATE

The Board was informed that the feedback from the Roundtable Event was excellent, as per the collated feedback forms and verbal feedback on the day.

MedCo may host an event later in the year where AUT/Compensators/MEs/MROs are invited, with the theme, Report Quality and the aim should be about developing relationships between the different groups within MedCo.

The MedCo office team were thanked for their excellent organisation of the Round Table events.

## 5. CALL FOR EVIDENCE – Whiplash Tarriff Review

The Board was asked if they wished to respond to the Call for Evidence – Whiplash Tariff Review. The consensus was that MedCo should reply to the issues pertinent to Medco.

## 6. CHARGING POLICY – Case Data Upload

At the meeting in January, the Board agreed to increase the charge for Direct Medical Expert case data uploads in excess of 300 from £20 to £25.

The Board were asked to decide when the new case data fee would apply from. The 2 options were set out.

- Option 1 - apply the increase to all case data uploads from 6 April 2024
- Option 2 – apply the increase from the renewal date of each expert after the 6 April 204

### **Decision**

The Board decided to increase the charge in case data upload from 6 April 2024 in line with each medical expert's individual renewal date.

## 8. COMMITTEE UPDATES

### 8.1. Audit

The Committee remains vigilant in identifying issues and irregular behaviours, actively working to eliminate such practices.

GT have been working to the agreed audit plan which includes the auditing of AUT users.

## 8.2 Operations

The Board was updated that the committee continue to engage in reviewing and investigating a range of issues on a variety of topics including monitoring AUTs usage of the system with regard to number of searches and post codes.

The committee is actively monitoring cases of missed injuries and requests to include them at a later date. These are frequently brought to attention through notifications of second searches. Other issues concern litigant in person complaints relating to customer service/lack of response and some quality issues around lack of attention to detail by experts.

There have been some complaints around the identification process of claimants. As a response, the committee is reviewing the position.

## 8.3 EAPR

The Quality Assessment program is ongoing, with several reviews currently in progress. These reviews are showing regular and increasing diagnoses of additional injuries which has raised some concern.

There are concerns about the poor overall quality of the Medical Reports due to the use of poor templates.

Work in relation to case data uploads, reports completed in a day and practising addresses continues as part of the monitoring process.

## 8.4 Education and Training Committee

The first draft of the latest new training module based on common findings from several MAB reviews is currently being reviewed by committee members for comment and should be ready for the new CPD year.

It is envisaged that MedCo will update all the existing accreditation and CPD content this year.

## 8.5 IT

The Board received an update on the progress of the IT Tech refresh project.

## 8.6 Statistics

The report was noted as read.

**The Meeting ended at 12.42**