



Ministry  
of Justice

**Sarah Sackman KC MP**  
Minister for Courts and  
Legal Services

Layla Moran MP  
Chair, Health and Social Care Committee  
House of Commons  
London  
SW1A 0AA

**MoJ ref:** SUB119973

16 December 2024

Dear Layla,

## **REVISIONS TO THE MEDICAL REPORTING PROCESS FOR ROAD TRAFFIC ACCIDENT CLAIMS**

I am writing to inform you of the publication of the Revisions to the Medical Reporting Process for Road Traffic Accident Claims paper.

MedCo was set up in 2015 and is an industry owned and operated company responsible for facilitating the provision of medical reports used to support RTA related Personal Injury (PI) claims valued up to £5,000. MedCo runs an IT portal to ensure the independence of medical report providers using a random allocation process. The use of the MedCo portal is mandated via two different Pre-Action Protocols which support the Civil Procedure Rules.

On 31 May 2021, to support the implementation of the whiplash reforms, MedCo's remit was expanded from the provision of whiplash reports to include providing medical reports for all RTA-related PI claims valued up to £5,000.

MedCo also ensure quality by auditing high volume report providers, known as medical reporting organisations (MROs) and direct medical experts (DME) against specific qualifying criteria (QC) set by MoJ to ensure they are properly run businesses. MedCo also oversee an accreditation scheme for the medical experts who examine claimants to ensure they all operate to the same minimum standards.

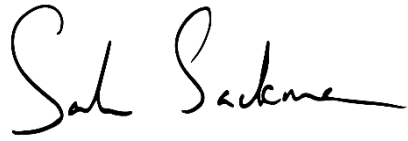
The consultation was launched in July 2023, and completed in October 2023. It sought input from stakeholders on various issues relating to MedCo and the whiplash reforms, with the aim of improving the quality of medical reports.

Following consideration of the consultation, the Government has decided to make some changes to the qualifying criteria for MROs, the direct medical experts rules and the MedCo 'offer'. A new range of criteria to fairly encompass the range of services provided by different administration agencies will also be developed.

The Government will also implement increased fees for fixed cost medical reports in line with inflation on the Services Producer Price Index measure, as these fees have not been increased since they were introduced in 2014.

Finally, the Government will change the process for obtaining a MedCo report in whiplash injury claims of under £5,000 for represented claimants, so that they must wait for a liability decision before obtaining a report.

Yours sincerely,

A handwritten signature in black ink, appearing to read 'Sarah Sackman', written in a cursive style.

**SARAH SACKMAN KC MP**  
**Minister Of State**