

MRO User Update – 14 May 2018

Notice of Revisions to MedCo Guidance on the Qualifying Criteria, Audit Guide, FAQs and new Technical Data Aid

Dear User

We are writing to notify you that MedCo has today published four new documents for MROs:

- an updated **Guidance on MoJ Qualifying Criteria ('Guidance')**
- an updated **MedCo Qualifying Criteria Guidance FAQs ('FAQs')**
- an updated **MRO Qualifying Criteria Audit Guide ('Audit Guide')**
- **MRO Technical Data Aid ('TDA')**.

The updated **Guidance on MoJ Qualifying Criteria ('Guidance')** will assist MROs with the interpretation of the revised Qualifying Criteria announced by the MoJ on 25 October 2016. This updated Guidance will supersede the original Guidance (issued on 7 November 2016) **from 1 July 2018**. In the meantime, Audits will continue to work against the current criteria.

Use the following links for copies of both sets of Guidance [2016](#) and [2018](#).

The updated Guidance has been produced following feedback from MROs on improvements that would make the Guidance clearer and easier to use. The MedCo Board have reviewed the operation of the original Guidance, cumulative MRO audit results, changes in the environment (e.g. GDPR, MROs' queries to MedCo enquiries) and MedCo's consultations with trade industry bodies AMRO and the CMA. This review found that the inclusion of additional detail throughout the Guidance would be beneficial. The resulting changes include clarifications added to most sections and the relocation of some provisions to create a more logical and user-friendly experience.

Although the updated Guidance is not a fundamental departure from the original Guidance, notable changes include:

- Clarifications:
 - Covering independence, core functions, common third party ownership models and the contents of business plans to demonstrate capacity to produce 40,000 reports;
 - Expectations for clinical and non-clinical quality assurance have been set out separately and in more detail;
 - Two instances have been set out where MedCo considers it possible for MROs to refuse instructions from Users whilst still meeting the Government's policy objectives;

- More links to useful additional resources have been added throughout the Minimum QC;
- Principles have been added that the MedCo Audit Committee intends to apply in respect of new MRO registrations and HVN re-categorisations; and
- Changes to specific areas:
 - MedCo SLA 11 is a new SLA, SLA 10 has been modified for GDPR and further definition has been added to a number of the other MedCo SLAs;
 - Appointment capacity provisions for HVN MROs have been relaxed;
 - The rationale behind the geographical coverage provisions has been clarified and the basis for calculation modified, in particular in respect of 'fixed' and 'mobile' venues and the option to use industry-wide pooled data; and
 - New sections have been added to cover QC 1.11 and QC 1.15.

The above changes also incorporate certain information previously included in the **MedCo Qualifying Criteria Guidance FAQs ('FAQs')** published on 22 September 2017. This document has been revised to remove overlaps with the updated Guidance. The [updated FAQs](#) also takes effect **from 1 July 2018**.

The updated [MRO Qualifying Criteria Audit Guide \('Audit Guide'\)](#) will assist MROs who will be audited by MedCo against the revised MoJ Qualifying Criteria. This takes effect **from 1 July 2018**. The updated Audit Guide has been produced following a similar review by the MedCo Board as that for the Guidance. An additional level of detail has been added throughout the document, with new sections added (6-8) covering the processes after the final audit report has been produced.

A new optional resource for MROs is now also available. The [MRO Technical Data Aid \('TDA'\)](#), is designed to provide technical assistance to MROs in producing data as evidence for the quantitative metrics in the QC, Guidance and FAQs in accordance with the evidence provisions in the Guidance and Audit Guide. A pilot version was trialled on a small number of MROs earlier this year. As a result of the generally positive feedback an updated version (to reflect the above changes in the Guidance and Audit Guide) is now available to all MROs.

A copy of the updated documents can be found [here](#).

If you require further information please contact enquiries@medco.org.uk