

## **MEDICAL EMERGENCY DOCTOR SERVICE (WALES)**

The Charity is also known by the more familiar title of MEDSERVE (Wales).

### **REPORT OF THE TRUSTEES FOR THE YEAR ENDED 31<sup>st</sup> March 2019**

#### **REGISTERED CHARITY NO 1039032**

The Trustees of the charity present their report with the financial statements of the Charity for the year ended 31<sup>st</sup> March 2018.

#### **PERIOD OF REPORT**

This report is for the financial period 1<sup>st</sup> April 2017 to 31<sup>st</sup> March 2018.

#### **REFERENCE AND ADMINISTRATIVE DETAILS**

Registered Office;           12 Cae Garw Bach,  
                                      St Fagans,  
                                      Cardiff,  
                                      CF5 6HH  
Phone: 02920 716860  
Email: medservewales@gmail.com

Registered Charity No. 1039032

Governing documents; the Charity is governed by a Trust Deed dated 20<sup>th</sup> June 1994.

#### **OBJECTS**

The objects of the charity are; the relief of sickness by the provision of immediate medical treatment to any person in need thereof by reason of accidental injury or any medical emergency necessitating immediate on-site treatment, and  
To assist and promote the efficiency of the Fire Brigade, the Police Ambulance Service and other Emergency services, statutory or otherwise.

The practical implementation of these objects is that Medserve recruit, train and supervise a group of clinical volunteers who respond to requests from the Ambulance or other emergency services to attend and provide advanced clinical decision-making and interventions at serious incidents and situations where a practitioner qualified and experienced in pre-hospital care is required.

MEDSERVE doctors are also trained in Major Incident Support and can be rapidly deployed in both Medical Support and clinical roles at a complex or major incident.

#### **THE TRUSTEES**

The Charity Trustees are Dr Craig Williams (Chairman), Mrs Sian Guest, Mr Eric Bellew, Mr Richard Knills, Mr Andy McGann, and Mr Nigel Thomas.

As Trustees of MEDSERVE WALES, it is our job to oversee the administration of the Charity and the proper use of its resources. We do this by meeting regularly, keeping in touch with the activities of the organisation and formally reviewing and approving the Annual Accounts and Annual Report. Whenever possible, each Trustee is ready to use his experience, skills, contacts and commitment to assist and improve the Charity so that the work of our volunteers might be supported and enhanced.

Trustees have a range of backgrounds and experience in the Health and Emergency Services and we are pleased to be able to support the work of MEDSERVE WALES by undertaking the Trustee's role.

## **ORGANISATIONAL STRUCTURE**

The day to day organisation of volunteers, rotas, purchase of equipment, etc. is delegated by the Trustees to the Chair, Treasurer and Secretary. They meet regularly with volunteers, both clinical and administrative, potential volunteers and others and liaise with a range of organisations in the health service and elsewhere about the MEDSERVE Wales services. Meetings are held with volunteers as part of the on-going clinical governance arrangements.

The Trustees meet at least twice a year to review the activities of the organisation and receive reports from the officers. Trustees also attend clinical governance meetings as they wish, as well as the Annual General Meeting

## **GOVERNANCE STRUCTURE**

The clinical governance of the responders is managed by a Clinical Governance Lead, at present Dr Ian Bowler. The Governance lead reviews all the incidents flagged for clinical review – either voluntarily by responders or via a mandatory process for PHEA. The Governance lead also reviews and investigates any complaints and concerns regarding MEDSERVE Wales in conjunction with the Welsh Ambulance Service (WAST) concerns team, who receive all DATIX submissions concerning MEDSERVE Wales. Any serious concerns are then shared with the WAST Medical Director. The Governance lead is also responsible for the currency of the responders and ensuring Standard Operating Procedures are kept up to date.

## **AREA OF OPERATION**

The Charity's volunteers primarily operate in the following local authority areas; Blaenau Gwent, Bridgend, Caerphilly, Cardiff, Carmarthenshire, Merthyr Tydfil, Monmouthshire, Neath Port Talbot, Newport, Pembrokeshire, Rhondda Cynon Taff, Swansea, Torfaen and the Vale of Glamorgan. Requests to attend incidents in areas in Wales other than these are always considered. 'Cross border' attendance of incidents is also possible, as is mutual aid at serious / major incidents.

## **ACTIVITIES**

Medserve volunteers have continued to attend serious incidents at the request of the Ambulance Service and other emergency services. Often their intervention and advanced decision making skills makes the difference as to a patient's survival or improves recovery and quality of life. A total of 448 incidents were attended by 10 MEDSERVE clinicians. The ages of patients ranged from under 5 to people in their 90s. A broad spectrum of traumatic and medical incidents were attended. This shows that the objectives of the charity are being met. This information is taken from a data request from WAST. A complete breakdown of all incidents attended is available from this organisation, should it be required.

## **FINANCIAL REVIEW**

[The Charity has traditionally had a very small turnover of funds with a few donations from grateful members of the public and from individual health authorities, sufficient to enable the purchase of, for example, equipment and protective clothing for our volunteers.

In previous years funding received from Welsh Government for the Pilot Hospital Admission Avoidance Cardiff project considerably increased the funds being handled by the Charity. Thorough the dedicated work of our clinical volunteers we were pleased to be granted additional capital funding from the Welsh Government in the 2017-18 financial year as a separate equipment procurement project.

This grant of £246,000 from the Welsh Government has been received and spent (as per its terms) during this financial year, to provide equipment for existing and new responders and to aid future

recruitment. In return MEDSERVE have made a commitment to continue to respond to a minimum number of 999 emergency calls per annum; on behalf of the Welsh Ambulance Service over a five year period.

As the Charity's income has exceeded the £250,000 funding level during this year the Trustees consider that an Accruals Submission Format will be required for this financial year, but it is our expectation that income will revert to historical funding levels below this threshold in subsequent years and that in that case a Receipts and Payments Account Submission format will then be appropriate.]

I have included last year's financial statement as the part of this year's. The treasures report, submitted to the Charity Commission, does indeed show a reversion to more historic funding levels, but at a 'healthier' amount. This has allowed the establishment of a rainy day fund, as well as an ongoing operational financial stream. The charity and its trustees have taken a more determined approach to fund generation, and have arranged a charity dinner to boost income. The charity has maintained contact with a fuel supplier, thus receiving diesel for free – a significant saving for the scheme.

## **EXPANSION**

At present Pre Hospital Emergency Medicine is a very popular sub-speciality within medicine. This has resulted in significant interest in Medserve Wales from potential recruits. The scheme has taken a careful and long term view to the recruitment of new responders. This ensures that the investment of charity money in the equipping and training of new members is met with a guaranteed, long term, intention to respond for patients who need care.

## **PUBLIC BENEFIT**

In respect of the long-standing services provide by MEDSERVE Wales, the public benefit is that there is always a level of expertise over and above the direct resources of the Ambulance and other emergency services available to attend and deal with appropriate serious incidents. Similarly, in relation to the possibility of a major accident – for instance, a rail or air crash, a motorway pile-up or any other situation where a "Major Incident" is declared – the Charity would be in a position, through its volunteers, to provide assistance, thus potentially avoiding further loss or life and providing enhanced medical care to the patients by clinical and operational and tactical management of the scene.

## **WIDER NETWORK**

MEDSERVE Wales is affiliated to the BASICS (British Association for Immediate Care) which, inter alia, offers appropriate information and training services. We are also a Member of the Wales Council for Voluntary Action which offers similar services.

## **BASICS WALES**

This is a new umbrella organisation that MEDSERVE is a founder member of. It aims to provide support and structure to all BASICS pre-hospital care organisations in Wales and to give a single point of contact for the Welsh Ambulance Service and other outside organisations.

## **FUTURE DEVELOPMENTS**

In terms of future development, the Trustees have been closely following the changes to Charity Law and are currently reviewing the Constitution of MEDSERVE WALES to ensure that the formal basis of our organisation is maintained and developed in line with best practice.

Signed on behalf of the Trustees,

**Dr J C Williams**

**22<sup>nd</sup> September 2019**