

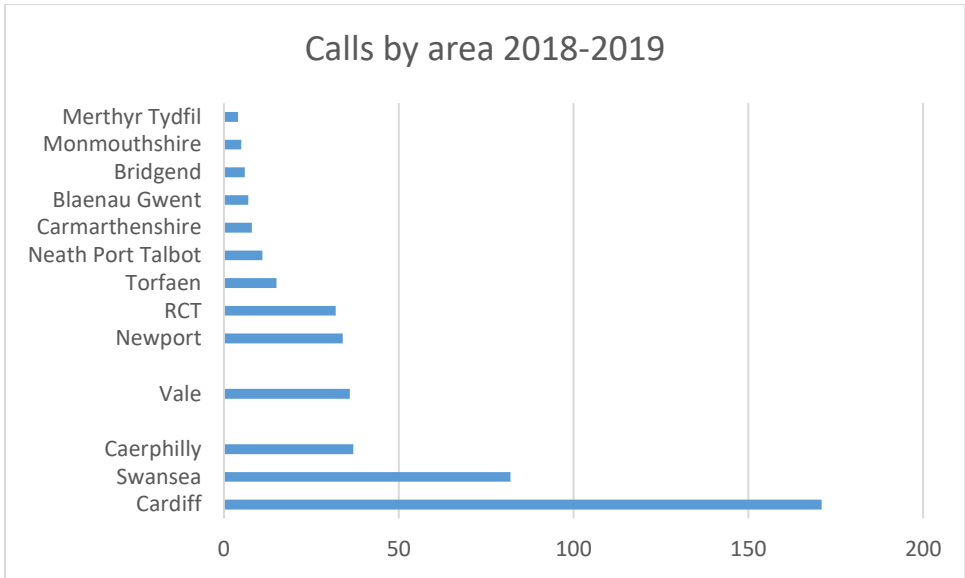


MEDSERVE Wales
Chairman's Report 2019

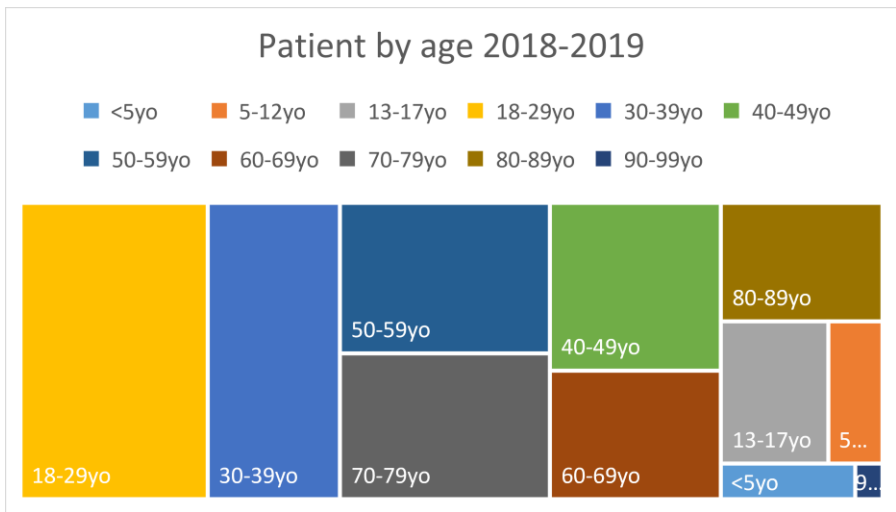
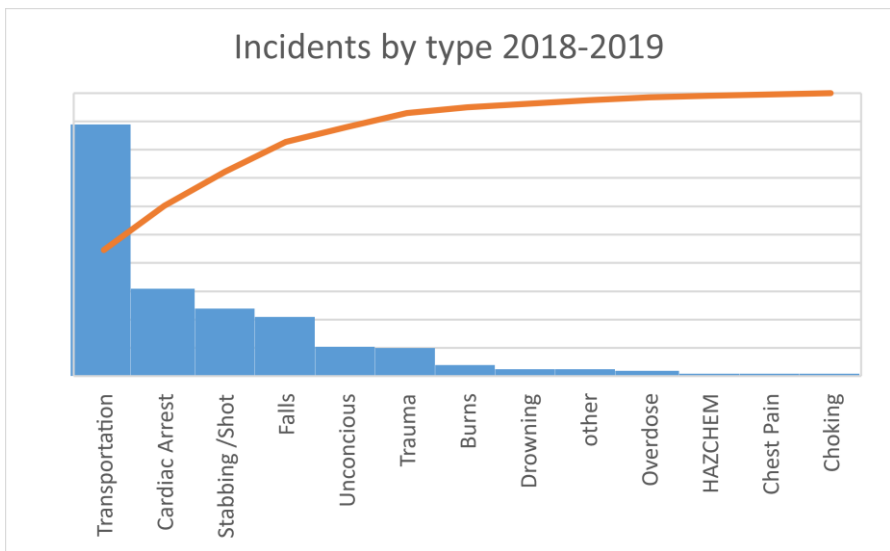
This is my third annual report in this 3 year term as chairman. It has been an exciting year with lots of changes.

From a personnel point of view, we have had a spectacular increase in interest to become involved in MEDSERVE – more than we could cope with, necessitating the creation of a membership secretary and the formation of a waiting list. Conor Morgans has volunteered to take up this role and I'm very grateful to him for taking on this important piece of work.

We now have 6 established Tier 3 responders – clinicians who are trained to work as part of a team and have recently welcomed the addition of Dr Beth Barton as a Tier 1 responder. Beth is a senior Intensive Care trainee who completed her Pre-hospital Emergency Medicine training in Wales. She lives in Cowbridge so will give us much needed coverage in the Vale of Glamorgan. Another personnel highlight this year was the introduction of three new trustees. The Charity Commission demands that each charity has a group of trustees who are strategically and fiscally responsible for the running of the charity and the actions of its members. This year we welcome Professor Andy McCann, Mr Nigel Thomas and Mrs Sian Guest. Andy is a director of DNA Definitive, which provides a host of life skills and wellbeing services to sports, military and healthcare organisations. Nigel is the CEO of Blue Mountain Group, which provides training and services in surveillance and protection. He is a passionate fundraiser and has organised dozens of events across the UK. Sian is the government affairs lead for a major pharmaceutical company and has expertise in health strategy and finance. You will understand why I wanted to recruit this bunch! These additions also mean that I can withdraw myself as a trustee according to my plan last year. The trustees do an immense job in keeping checks and balances on the charity and I am very grateful for them committing to MEDSERVE Wales.



Clinically, the group has been as busy as ever. The responders have been called out nearly 500 times, for medical and trauma emergencies, as far apart as St Clears in the West and Caldicot in the East.



After the success of the pilot scheme providing a team shift once a week, on top of all the non-scheduled calls that the clinicians attend (singly or increasingly commonly in pairs), we have continued to put out a team in our marked car, callsign DR01, virtually every weekend. This has provided benefit in many ways – it gives the general public an enhanced care service above that available from the ambulance service; it provides support to the Welsh Ambulance Service with advice and senior decision making as well as advanced skills and extra drug options; but just as importantly this provides a platform for education. Team members can learn new skills, discuss cases and scenarios while under the safe supervision of an experienced practitioner. We have been concentrating this education on our present tier 3 clinicians this year, but as they are trained there will become more space for observers and new tier 3 trainees.

From an education point of view, we have now agreed a pathway of training and competency assessment for clinicians to work within. This will standardise competency and make it clear what aspiring members need to work towards. The framework that we are using was developed by Matt Creed and I am very grateful to him and the working group that he put together for producing this large piece of work. We have continued to have successful education days, though these are difficult to staff at weekends and may be better suited to evening sessions. We have also run a series of CPD days for WAST staff which have proved very successful. However, all this education really needs more strategic direction and I am looking for an Education lead to take this on.

Our finances have been stable this year. That really means that we have not had a vast amount of income and therefore have not been able to spend very much. Our treasurer has worked hard to ensure we have a reserve fund now to use only in emergencies, and we have had several grants and donations but none of a large magnitude. Using the expertise of our new trustees, we have decided to celebrate our 25th Anniversary by having a celebration dinner. This will raise funds and spread awareness of the charity. So, by having a great evening, we will also be doing some good! Many thanks to Eric and Nigel for being the drivers behind this exciting venture. We are hoping that it will become a regular event. In the future we need to find other income streams by active fundraising and grant applications. This is very time consuming and really requires someone dedicated to doing it, especially as in the next 24 months we will need to replace our response vehicle. I think that we need to consider a paid post for admin and fundraising.

Less and less of my work for the charity is involved in medical response. Being the Clinical Governance lead I collate the case reviews of interventions that our clinicians have made, audit the high risk interventions such as Pre-Hospital Emergency Anaesthesia, investigate any complaints and concerns that are raised by the public or

other Emergency Services personnel, and I am the main contact between the charity and the Welsh Ambulance Service. This again takes up a great deal of time and could be a whole other job as a Quality and Safety lead.

Our aim for the next year is to continue to provide high quality enhanced care for South Wales, in the context of the University Hospital of Wales becoming a Major Trauma Centre, the Wales Air Ambulance based EMRTS service becoming 24 hours, and there being more and more charities that attract peoples' attention and donations. One of the ways to help with the charity's status is to continue our effort to convert to a Charity Incorporated Organisation. This process has been put on hold recently but in the next 12 months I would like to achieve this.

Another big step to ensuring our continued success as a charity is the recognition of our responders by the Welsh Ambulance Service in providing them with Honorary Contracts. The process for this has also been quite protracted, requiring the formation of an all Wales group – BASICS Wales – that WAST can interface with and ensure that all standard operating procedures are the same for all pre-hospital care groups in Wales. I would like to thank Jon Whelan for his pivotal role in this, and to Killian Walley for doing a lot of the kit and drug standardisation work.

So, there are challenging times ahead. There is a lot of work to be done, both clinically by our volunteers and in the background in strengthening and supporting our charity. But I feel that I have a great team on board with the quality and determination to achieve our aims. 25 years ago, Richard Lewis, Kevin Thomas, Hefin Jones and Tim Potts started this charity from nothing. I'm confident that we can go from strength to strength.

My continued thanks go to our voluntary responders without whom the charity would be nothing, who give up their time, day and night, to help other people when they need it most.



Dr Ian Bowler

Chairman

MEDSERVE Wales



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