



Medserve Wales Trustees' Report 2024–25

The past year has been one of significant growth and achievement for Medserve Wales. Our responders have continued to provide critical pre-hospital emergency care across South Wales, while the organisation itself has expanded its membership, strengthened its governance, and enhanced its public profile.

Service Delivery and Operations

Medserve Wales responders attended 530 taskings across the past 12 months, delivering critical care during 105 shifts. Of these, 159 were solo taskings, demonstrating the independence and expertise of our volunteers.

Clinical activity reflected our frontline role in emergency medicine, with 65% of call-outs relating to trauma cases. During the year, our responders also carried out 5 pre-hospital anaesthetics and 21 other invasive procedures, all delivered in challenging environments and often under intense time pressure.

The charity now benefits from its largest-ever team of 30 volunteers, following a highly competitive recruitment event in October where 12 new members — including consultants, doctors in training, nurses, and paramedics — joined our ranks. These recruits have successfully completed rigorous training and are now on regular shifts, further extending our operational capacity.

We are immensely proud that one of our responders, Dr Alex Wilson-Evans, secured a place on the national Pre-Hospital Emergency Medicine training programme. While this reduces his availability temporarily, the expertise he gains will ultimately benefit both Medserve and the communities we serve.

Trustees and Governance

This year we strengthened our trustee board by welcoming Scott Wilson Evans and Dr Peri Jones, who bring expertise in communications and legal matters respectively. Their addition ensures we have a broader base of professional skills guiding the charity.

We also transitioned fully to our new structure as a Charitable Incorporated Organisation (CIO), providing improved governance and limiting trustee liability. This process required considerable administrative effort, and we thank our Chairman Ian Bowler for his hard work and Treasurer, Dr

Matt Creed, for his diligence in managing accounts across both the old and new charity structures during the transition.

Fundraising and Financial Health

As always, sustaining funding remains a core challenge. Trustee Matt Church has once again led the way with fundraising efforts. The highlight was our annual Gala Dinner, held in May at the Principality Stadium, which combined celebration with significant fundraising success. Other initiatives, including treks, quizzes, and the upcoming Cardiff-to-Paris bike ride, continue to provide essential income.

This year we also received invaluable support from partners. The South Wales Fire and Rescue Service, led by Assistant Chief Fire Officer Brian Thompson, repaired our DR01 response vehicle free of charge and arranged ongoing maintenance. Oil4Wales continued their generous fuel sponsorship, and BASICS/HELP provided funding for equipment, including blue light systems.

Dr Creed's Treasury Report provides full financial detail, and the Trustees accept his recommendations in full. We remain financially stable, with strong reserves, but recognise the need for ongoing fundraising to meet the increased costs of a larger volunteer team.

Partnerships and Support

The West Wales General Hospital pharmacy team have been instrumental in ensuring a reliable supply of essential medicines, stepping in when other sources were unavailable. We are also seeing unprecedented demand from health professionals — students, doctors, nurses, and paramedics — to observe our work and gain experience in pre-hospital care. While this creates additional demands, it is a testament to Medserve's reputation and the inspiration our responders provide.

Communications and Branding

Developing the Medserve Brand

To support the development of the Medserve brand, increase awareness of the charity, and drive public donations, a Trustee with Communications, Marketing and PR experience was recruited to the board. A senior Communications Leader within NHS Wales, this individual will lead the charity's new Brand and PR Strategy. The strategy will put volunteers and patient experiences at the centre of storytelling, increase both public and professional awareness of the charity's impact in South Wales, and enhance content across all communications channels, including social media, the website, and local press.

Building Resilience through PR

To deliver this strategy operationally, Medserve has also recruited its first PR Officer. This role is focused on content creation, managing social media channels, and ensuring the website remains up to date, further strengthening the charity's communications capacity.

Website Refresh and GDPR Update

A much-needed website refresh is underway, with a new design expected to go live in Q3. The update aims to improve public trust and credibility, while a new privacy policy will ensure GDPR compliance.

Thanks and Acknowledgements

The Trustees would like to place on record their heartfelt thanks to all our volunteers for their unwavering professionalism and commitment. We also thank the families who support them behind the scenes, our partner organisations for their collaboration, and the public for their ongoing generosity. It was particularly nice to see Chris Williams receive credit for all his hard work and commitment at our Gala Dinner.

Medserve Wales has entered a period of growth, opportunity, and challenge. The charity is stronger than ever, and the Trustees remain committed to supporting our responders, strengthening our governance, and ensuring that Medserve Wales continues to save lives across South Wales.

John Solosy
On behalf of the Trustees,
Medserve Wales



Receipts and payments accounts


For the period from	01-Apr-24	To	31-Mar-25
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Section A Receipts and payments

	Unrestricted funds to the nearest £	Restricted funds to the nearest £	Endowment funds to the nearest £	Total funds to the nearest £	Last year to the nearest £
A1 Receipts					
Donations	6,427	11,478	-	17,905	22,616
Grant Funding	-	3,366	-	3,366	16,000
Other	-	35,013	-	35,013	11,983
	-	-	-	-	-
	-	-	-	-	-
	-	-	-	-	-
	-	-	-	-	-
Sub total (Gross income for AR)	6,427	49,857	-	56,284	50,599
A2 Asset and investment sales, (see table).					
A2.1	-	-	-	-	-
A2.2	-	-	-	-	-
Sub total	-	-	-	-	-
Total receipts	6,427	49,857	-	56,284	50,599
A3 Payments					
Vehicle Costs	(26,669)	-	-	(26,669)	(2,145)
Medical Consumables	(1,396)	-	-	(1,396)	(924)
Medicines	(790)	-	-	(790)	(2,035)
Miscellaneous Costs	(410)	(480)	-	(890)	(5,213)
Responder Costs	(5,846)	(3,366)	-	(9,212)	(19,416)
Other	(1,918)	(26,512)	-	(28,430)	(7,320)
	-	-	-	-	-
	-	-	-	-	-
Sub total	(37,029)	(30,358)	-	(67,387)	(37,053)
A4 Asset and investment purchases, (see table)					
A4.1	-	-	-	-	-
A4.2	-	-	-	-	-
Sub total	-	-	-	-	-
Total payments	(37,029)	(30,358)	-	(67,387)	(37,053)
Net of receipts/(payments)	(30,602)	19,499	-	(11,103)	13,546
A5 Transfers between funds	20,540	(20,540)	-	-	-
A6 Cash funds last year end	31,759	4,945	-	36,704	23,159
Cash funds this year end	21,697	3,904	-	25,601	36,705

Section B Statement of assets and liabilities at the end of the period

Categories	Details	Unrestricted funds to nearest £	Restricted funds to nearest £	Endowment funds to nearest £
B1 Cash funds	Current A/C	5,601	-	-
	Current A/C - Reserves Fund	16,096	3,904	-
		-	-	-
	Total cash funds	21,697	3,904	-
	(agree balances with receipts and payments account(s))	OK	OK	OK
		Unrestricted funds to nearest £	Restricted funds to nearest £	Endowment funds to nearest £
B2 Other monetary assets		-	-	-
		-	-	-
		-	-	-
		-	-	-
		-	-	-
		-	-	-
B3 Investment assets			-	-
			-	-
			-	-
			-	-
			-	-
B4 Assets retained for the charity's own use				-
				-
			-	-
			-	-
			-	-
			-	-
			-	-
			-	-
			-	-
B5 Liabilities			-	
			-	
			-	
			-	
			-	

Signed by one or two trustees on behalf of all the trustees	Signature	Print Name	Date of approval
		IAN BOWLER	20/12/25

**Independent examiner's report to the trustees of
Medical Emergency Doctor Service (Wales)
Charity No.: 1039032**

I report to the trustees on my examination of the accounts of the Medical Emergency Doctor Service (Wales) (the "Trust") for the year ended March 31st, 2025.

Responsibilities and basis of report

As the charity trustees of the Trust you are responsible for the preparation of the accounts in accordance with the requirements of the Charities Act 2011 ('the Act').

I report in respect of my examination of the Trust's accounts carried out under section 145 of the 2011 Act and in carrying out my examination I have followed all the applicable Directions given by the Charity Commission under section 145(5)(b) of the Act.

Independent examiner's statement

I have completed my examination. I confirm that no material matters have come to my attention in connection with the examination giving me cause to believe that in any material respect:

1. accounting records were not kept in respect of the Trust as required by section 130 of the Act; or
2. the accounts do not accord with those records.

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in this report in order to enable a proper understanding of the accounts to be reached.

Signed: 

Stuart Cox, ACA
190 Cathedral Road, Cardiff, CF11 9JE
December 13th, 2025