



# Annual Report 2021-2022

## HealthLink360<sup>🌍</sup>



## Enable. Equip. Serve.

Established in 1983, HealthLink360 exists to provide whole person healthcare to missionaries, aid agency workers, medical relief teams, volunteers and local sending organisations who undertake overseas work in challenging and often hostile environments.

Through our unique and integrated offering of medical, psychological and travel health services, we are committed to supporting people at every stage of their journey, whether it be pre-deployment, out in the field, or returning home.

We also provide a range of support here in Scotland from preparing school groups to travel, counselling within the local community and with Church organisations, assessing their candidates for Christian ministry.

## CONTACT US

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Regulated by:





# Letter from CEO



*At the start of March, I found myself writing an e-mail to our staff team, asking them to stand ready to support the rapid facilitation of medicals and psychological assessments for aid-agency staff being deployed to Ukraine and Eastern Europe. It was a deeply emotional moment for me and a challenge to which the staff team responded admirably.*

*As I reflected on this deep emotion, I concluded that it stemmed partly from the realisation that there was war in Europe and partly from being able to do something, as part of the HealthLink360 team, to respond to the dreadful scenes on our TV screens.*

*It was a call to action, as it were, after two years of pandemic-enforced semi-hibernation. Beyond that, though, was the conviction that this service is the very "raison d'être" of HealthLink360. The need to support those who are caring for others globally is as real in 2022 as it was back in 1983, when Mike and Liz Jones founded the organisation under the banner of "Care for Mission".*

*Next year will mark our 40th anniversary, and through the course of this pandemic there have been existential moments when we have wondered if we would reach that landmark. The impact of Covid-19 on global travel and on many of the charitable, mission and aid-agencies we support has been profound. It is therefore very pleasing to be able to report that, as the impact of the pandemic begins to ease, we appear to be emerging with both our finances and our staff team largely intact - with further recruitment ongoing.*

*I would like to say a big "thank you" to a number of people and organisations who have helped us navigate the pandemic: to our trustees, who have given selflessly of their time and offered great wisdom in these challenging days; to my predecessor Judy Hughes, who as General Manager made some great calls early in the pandemic which helped keep the team together; to the staff team for their flexibility and resilience as well as for consistently putting clients and the public need ahead of self-interest; to the trusts, individuals and churches who partner with us in prayer and support us financially; and finally to our clients and the organisations who have chosen to use our services this year. You are the reason we exist, and it is a privilege to work with you.*

*Thank you.*

*Martin Holt  
CEO, HealthLink360*



# Our Work

## Client Case Studies

We're privileged to work with some fantastic missionary, humanitarian and gap year organisations sending people to countries all over the world. Here's some examples of our work this year. We'd like to thank all our clients for continuing to use our services and supporting our organisation.

### Mines Advisory Group



*Mines Advisory Group [MAG] are a charity that find and destroy landmines, cluster munitions and unexploded bombs in places affected by conflict.*

*They also work to reduce the threat of armed violence and the impact of weapons on communities. Since 1989, they have helped over 20 million people in 70 countries.*

*HealthLink360 provide **psychological support services** to staff at MAG in the form of **pre-deployment psychological resilience assessments** as well as **psychological support and assessment post-deployment** when needed.*

*You can read more about the great work of MAG at [www.maginternational.org](http://www.maginternational.org)*

## UK-MED

### UK Med

*UK-Med is a frontline medical aid charity. Born of the NHS, UK-MED have been working for over 20 years towards a world where everyone has the healthcare they need when crises or disasters hit. The UK-MED register has hundreds of NHS medics who are rigorously trained for emergencies. Along with a global network of health professionals, UK-MED are on-call to get to disaster zones at 24 hours' notice and save lives.*

*UK-MED deploy all over the world. In recent months this has included being on the ground providing direct medical care, training, and support for the people of Ukraine. HealthLink360, in partnership with Well Travelled Clinics at Liverpool School of Tropical Medicine, have been providing **pre-deployment medicals and psychological support** to the UK-MED team. Often this has been at short notice, supporting **urgent deployment** where the need is greatest.*



*You can read more about the fabulous work UK-MED are doing at [www.uk-med.org/](http://www.uk-med.org/)*



## PCI Mission

PCI has partnership links with indigenous churches, Christian institutions, or international mission agencies in more than 25 countries around the world. It also supports over 20 mission workers serving in 11 countries.

Since 2005, HealthLink360 has been working with PCI to provide **pre-assignment medical and psychological care** for each global mission worker and their family. It also provides **medical and personal reviews** to the workers and their families every two years when on home assignment. Then on retirement or resignation, HealthLink360 offers final **personal reviews and medicals**, along with an agreed number of **ongoing counselling support sessions** if needed to aid this transition period.

When asked for feedback on our services, PCI said that the medicals are reported to be very thorough. They have identified medical issues that individuals have not been aware of – one such example being a diabetic issue. Medicals are also found to be useful for reminding people that they need to keep certain vaccinations up to date, whilst offering a place to have them done.

Feedback on personal reviews shows them to be beneficial for identifying any need for further conversations/counselling which in turn helps individuals to make decisions personal to their life and situation.

Helen Johnston, Mission Support Officer – Member Care, PCI, said:

**“I would recommend HealthLink360 for its professional medical and psychological support that has a clear emphasis on the whole person. The team takes a very personal approach, which is something our workers have noticed and appreciated.”**



## Project Trust Gap Year



Project Trust has over 50 years' experience of providing ethical international volunteering opportunities for young people. Since 1967, over 8,000 young people have volunteered with Project Trust at partnership organisations in 67 countries around the world, enabling them to develop new skills, learn from another culture and contribute to a community abroad.

HealthLink360 provides **young person's health screening** before the start of any trip along with **psychological support** before, during and after the placement abroad, which also includes **counselling** when needed.

To find out more about Project Trust, visit [www.projecttrust.org.uk](http://www.projecttrust.org.uk)





# Our Services

## Psychological Services

*The last year has been a really exciting time for our psychological services team. Since emerging from the pandemic, the team has started working on contracts with UK-Med and Mines Advisory Group, both humanitarian organisations, in partnership with Well Travelled Clinics in Liverpool.*

*We have also expanded our virtual team of clinicians to include people from across the UK, which is helping to cope with the surge in work. At the same time, we continue to partner with organisations with whom we have been working for many years, such as The Presbyterian Church in Ireland, and Project Trust. We love working with these people and really value the relationships we have built up.*

*We are seeing a real mix of people coming through, which the team say is one of the most wonderful things about their job. We help young people just about to embark on a gap year, missionaries who range in age from their twenties to their seventies, humanitarian workers from all around the globe, and people from the local area who need counselling or psychological therapy.*

*We sat down with our clinical psychologist, Chris Dunkerley, for more insight.*

*Why do you believe the service that HealthLink360 provides is so needed amongst our client base?*

The people we see often bring the same problems that people in the UK experience – depression, anxiety, PTSD, relationship problems etc. However, there's often an added layer, be it faith and/or the experience of living and working overseas in some pretty challenging environments. We are among a handful of organisations that have expertise in all of those areas.

*Do you have any client testimonials you could share?*

One client recently wrote, "(My wife) and I wanted to say a huge thank you for all your help this year. We are so grateful that you were able to make time to see me and for your empathy, your professional expertise and your prayerful concern."

*What do you enjoy most about working at HL360?*

I love the variety of the work, the opportunities to engage my faith, the opportunity to help others, and the fascinating world of other cultures and current affairs. I also really enjoy the enormous sense of satisfaction you can feel when finishing a session with a client, knowing that you've made a real difference.

*What's the most interesting destination any of your clients have travelled to?*

Countries that the client is unable to name for security purposes!

*Describe HealthLink360 in three words?*

*Love, compassion, faith.*

## Introducing The Caroline Hunter Bursary Fund

*..... a fund to bridge the gap between cost and affordability*

Many of our clients will remember Caroline Hunter. Caroline worked for our Psychological Services Team at HealthLink360 for many years and was widely respected and liked by her clients and colleagues alike. She was dedicated to making mental health support available to everyone who needed it and went above and beyond to make everyone feel important and cared for. So, when we decided to set up a Bursary fund, it seemed obvious to name it after Caroline.

Mental Health care has always been at the heart of what we do at HealthLink360. Our counsellors and psychologists have supported people all over the world and helped them through difficult times. We realise that often this help is needed when the funds to pay for them are not available.

The idea of the Bursary Fund isn't to cover the full cost of the service; it has long been understood that making a contribution towards talking therapy is an important way to motivate and engage individuals to get the best from their time with a counsellor or psychologist. This fund enables us to offer a significant reduction in the cost.





# Travel Clinic

We have a very diverse client base, with people travelling to destinations all over the world for a wide range of reasons. To ensure every individual is ready for their trip, from a health perspective, we offer consultations with our expert team, which include:

- Risk assessment tailored to the individual.
- Country specific, up to date advice on recommended vaccinations, anti-malarials and particular health risks.
- Advice on managing any medical conditions and general health abroad.
- General travel advice and information.

Our clinic is run out of our premises at Carberry near Musselburgh in East Lothian, however we also offer a remote service where we can travel to your school, organisation or business to deliver our services on-site. We look forward to meeting more people in the year ahead and hearing all about their upcoming adventures.

**Lillian Miller**, one of our travel health specialist nurses, tells us more about her experience of working in the clinic.

*What's been the most interesting trip you've prepared a client for?*

We met someone cycling from Cape Wrath to Cape Town, which given the geographical distance being covered, meant we had to carefully consider each area they were travelling through and make sure they were up to date with all necessary vaccinations and travel health requirements.

*What do you most enjoy about your job?*

I really enjoy the variety of clients we meet and hearing all about the destinations they intend to travel to. It can sometimes be a challenge to work out all the individual vaccination requirements - some at very short notice - which is always rather exciting.

*Describe HealthLink360 in three words?*

*Diverse, challenging, satisfying!*



# Medical

The work of our medical team remains hugely varied. We work with missionary couples, families and individuals beginning service, on midterm home assignment and at the end of the assignment as well as humanitarian agencies and gap year organisations. We've also completed fit to work assessments for those going into ministry.

The service provided is tailored to each individual need and ranges from remote health screening to pre, mid and post assignment medicals. We meet clients at every stage of life, ranging from 0 – 70+ years, all from different parts of the world.

We asked one of our doctors, **Carolyn Winney**, for her thoughts on the service.

*Why is the medical service that HealthLink360 provides so needed amongst our client base?*

The service at HL360 is necessary for our client base as many don't have a GP or medical help at hand. One example of this is when a family living in South America were refused treatment for an infectious disease and did not know where to seek further specialist advice. The wellbeing service is an excellent service and much needed for some families. There also aren't that many organisations out there that offer the time to do a comprehensive medical, and if required psychological, assessment for clients who have patchy access to healthcare whether they are at home or abroad.

*What do you enjoy most about working at HL360?*

The chance to meet these amazing individuals who serve in often difficult circumstances overseas and learn a little of how they serve and the different cultures they experience.

*Do you have any client testimonials you could share?*

Clients are always very thankful at the end of the time we spend together doing the medical. One UK Med client said: **"Thank you for a thorough and relaxed health check, I'm grateful for the service."**

*What's the most interesting destination any of your clients have travelled to?*

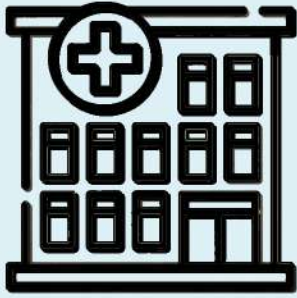
We worked with a team of scientists preparing to do field work in the South American jungle. Countries that stand out are Liberia, Nepal, Bolivia.

*Describe HL360 in three words?*

*Welcoming, compassionate, organised.*

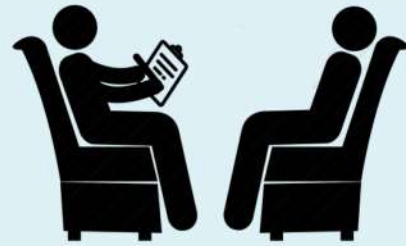


# Our Impact



**Travel Clinic Appointments**

**653**



**Counselling/Psych Appointments**

**273**



**Remote Health Screenings**

**79**



**Psych/Wellbeing Assessments**

**64**



**Medical Assessments**

**144**



**Personal Reviews**

**19**





## Goodbye to Gordon Ness

We bid a fond farewell to Gordon Ness at our last company-wide meeting as he stepped down as our chair of the board of trustees after 10 years. We are so thankful to him for everything he has done during his time at HealthLink360.

He leaves us in very safe hands after introducing his successor, Ruth Milliken, to the organisation and subsequently encouraging her to join the board. We really wish him every success in this next chapter of his life.

## Hello to Ruth Milliken

Originally from Northern Ireland, Ruth moved to Scotland in 2003 to study at Queen Margaret University. With a background in hospitality, Ruth regards herself as a generalist having moved from events management to facilities management before taking on a role in operations. With experience in both the charity and corporate sector, Ruth currently works for an energy consultancy firm supporting private portfolio contracts, such as Thames Water.

Alongside her role as chair for HealthLink360, Ruth's charitable work includes co-leading a missional community called Streetlights, which visits Leith on a weekly basis to care for and support the women working in the red-light district.

Ruth has a heart for Africa having visited and taken part in a number of mission trips and community projects.

We caught up with Ruth to get her thoughts on the organisation as a whole and her vision for its future.



How would you describe the ethos and values of HL360?

I think we embody quality and professionalism, genuine whole person care and provide a servant-hearted service with humility. There is a definite feeling of family and an unwavering faith in the purpose of the organisation.

What do you think we do best as an organisation?

Our presence and provisions make it possible for clients to care for others or themselves wherever they are. We enable people to go, to stay and to recover by equipping them with travel, medical and psychological support to keep them healthy and well at every stage of their journey. I strongly believe that our services are expertly delivered due to the skills and expertise of our multidisciplinary team. I am always struck by the dedication of the wider team; the care and desire to serve is very special. It's also evident that the needs of our clients come first. The team does everything in its power to help with any given situation, even if it means going above and beyond. We see people as individuals rather than adopting a one size fits all, which is a powerful culture to have.

What impact do you think HealthLink360 can have on the global and local community it serves?

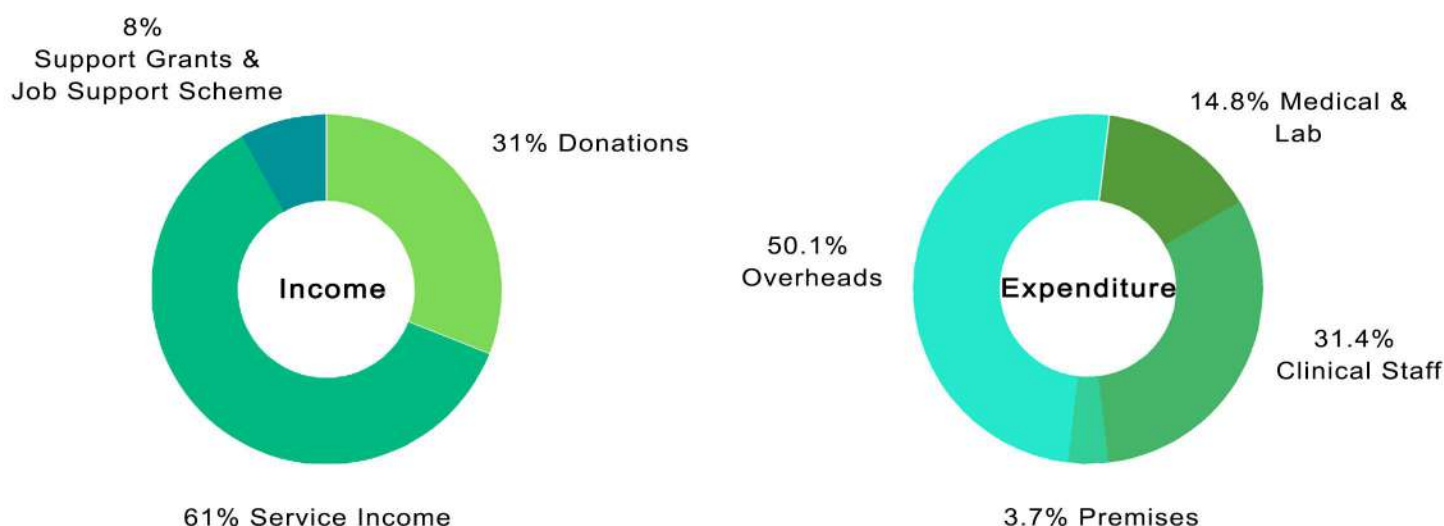
HealthLink360 has seen many a season and supported so many people through their journey and experiences. It's clear that the need in our world is increasing and will only get greater. Given the organisation's heart for service, I feel that it has something invaluable to offer. I sense us moving into another season, or perhaps layer of its purpose and call, in that it was made to be a service provision for a time such as this. It has an important role to help care, protect and restore those who have or are going out to care for others in our world. HealthLink360's impact here can be significant, and we do so with humbleness, focused on warmly and professionally serving those that need us.

# Finance Report

Our annual accounts will be published on our website as soon as they are audited. Below is a summary of how the financial year finished for HealthLink360.

Whilst the chart gives the summary picture of the financials across the full financial year, we experienced a few different financial phases during the year. From April to September 2021, with the furlough scheme in place, along with other grant support, we were able to keep our finances in reasonably good order. With the end of the furlough scheme and then the onset of Omicron, the final quarter of 2021 was more challenging. This theme continued in January, however in February and March we experienced a marked uptick in demand for services and with that our financial position.

It is very pleasing to have come through the second year of the pandemic, with our finances intact and able to report a very modest profit again. Early signs for 2022/23 suggests we are close to pre-pandemic demand for services and income stream.



INCOME	2021-2022	2020-2021
Service Income	£134,561	£81,387
Donations Income	£67,888	£31,511
Support Grants & Job Support Scheme	£17,206	£72,128
	<b>£219,655</b>	<b>£185,026</b>

EXPENDITURE	2021-2022	2020-2021
Medical & Lab	£31,694	£19,213
Clinical Staff	£67,243	£73,116
Premises	£7,798	£8,089
Overheads	£107,192	£81,060
	<b>£213,927</b>	<b>£181,478</b>

**Trust Funds** - We are extremely grateful to the trustees and administrators of several funds that have supported our work this year. These include: Aitchison Trust, Alexis Trust, J&C Fleming Trust, Mickel Fund, Scottish Government (Adapt & Thrive Grant), Short Trust, Souter Trust and Miss ME Swinton Patterson Trust.



## OFFICE &amp; MANAGEMENT

**Martin Holt**  
Chief Exec (Interim)  
BSc(Hons), Dip Ed



**Jane Wright**  
Accounts Officer &  
Office Coordinator



**Elaine Tulloch**  
Travel Clinic  
Receptionist



**Elaine Smith**  
Administrator



**Ruth Punna**  
Marketing and  
Communications  
Officer



**Kamala Santos**  
Marketing and  
Communications  
Support



**Angélica Kärki**  
Marketing Student  
Placement



## TRAVEL NURSES

**Judy Hughes**  
Travel Nurse  
Specialist  
Bachelor of Nursing,  
RGN  
and Affiliate  
Member RCPSPG



**Lillian Miller**  
Travel Health  
Specialist Nurse  
Bachelor of Nursing,  
RGN, RSCN and  
Affiliate Member  
RCPSPG



## MENTAL HEALTH

**Chris Dunkerley**  
Clinical Psychologist  
BA(Hons), PGCE,  
Dip Psych, DClinPsy



**Cynthia Jeffries**  
Counsellor BVSc,  
MRCVS, Certificate  
in Pastoral Care, Dip  
Counselling, COSCA  
Accredited



**Gidget Wong**  
Counsellor  
Dip Counselling,  
MCOSCA



**Naomi Allen**  
Clinical  
Psychologist  
BSc Psych (Hons),  
C.Psychol.



**Rob Eldred**  
Integrative  
Counsellor



## DOCTORS

**Dr Sheila Ferguson**  
MBChB



**Dr Ewan Clark**  
Medical Team  
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DFSRH, DCH,  
DipTravMed, MRCSEd,  
MRCGP,  
Fellow of the RCPSPG



**Dr Carolyn Winney**  
Medical Doctor  
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**Dr Martin Winney**  
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MBChB, MRCGP



**Dr Emma Bain**  
Medical Doctor  
MBChB, MRCGP,  
DTM&H



**Dr Katrina Catton**  
Medical Doctor  
MBChB, MRCGP,  
DFSRH



## FOUNDERS &amp; TRUSTEES

**Dr Michael E Jones**  
Founder and  
Consultant Advisor  
MBChBFRCP  
(Edin, Glasg, Lond),  
FFFTM RCPS  
(Glasg), Dip PC



**Liz Jones**  
Founder



**Ruth Milliken**  
Chair



**Graeme Williamson**  
Finance &  
Administration



**Anne McRorie**  
Clinical Governance



**Dr. Keith Russell**  
Clinical  
Governance



**Barry Hughes**  
Spiritual Governance



**Anne Burnett**



# HealthLink360<sup>o</sup>

If you would like to know more about how HealthLink360 can support you, your team or your organisation with travel, medical and psychological needs, please contact:

**0131 653 6767**

**or email [admin@healthlink360.org](mailto:admin@healthlink360.org)**

[www.healthlink360.org](http://www.healthlink360.org)