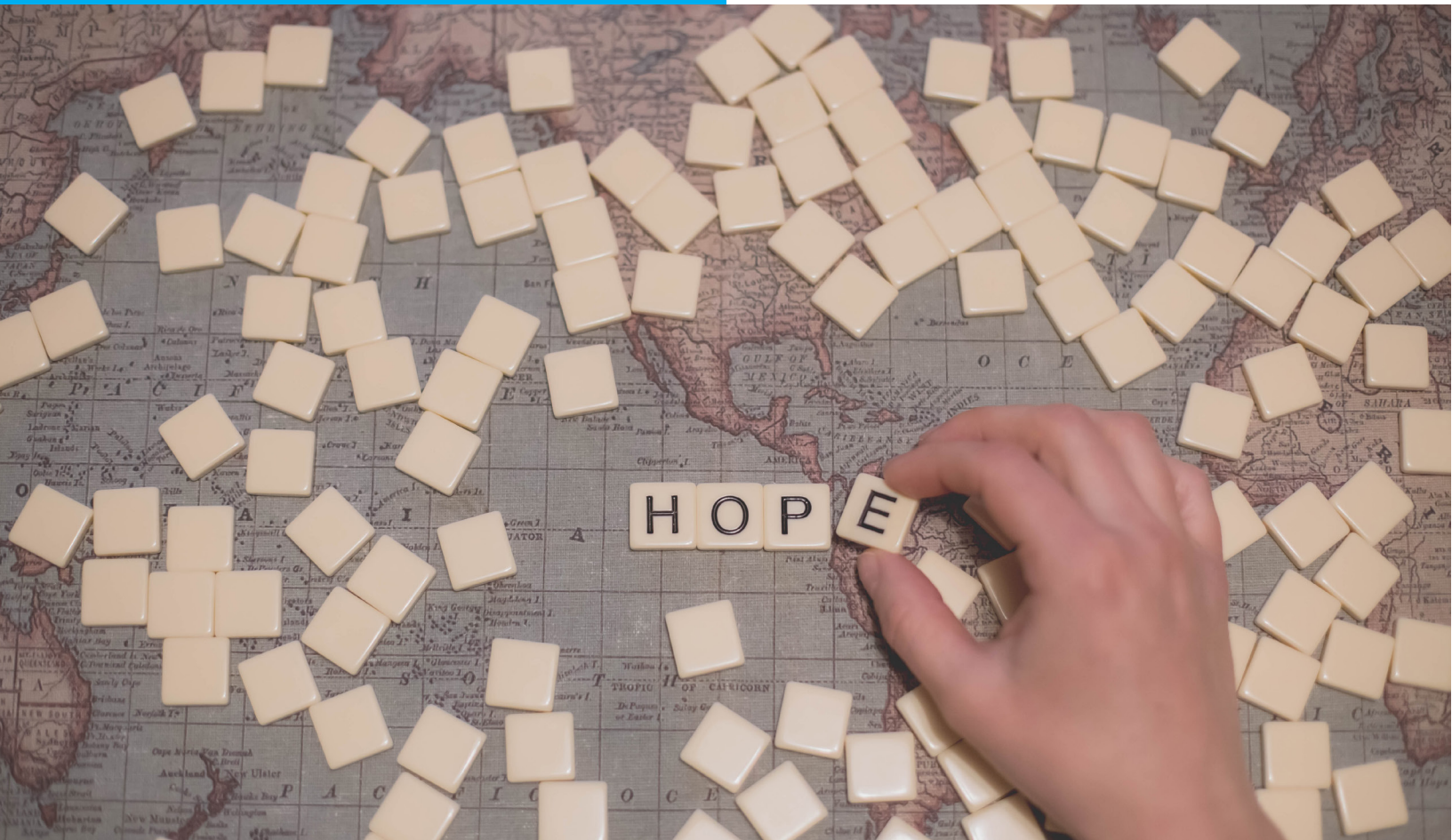


2020-2021

Annual Review

HealthLink360 



GLOBAL

We are committed to promoting health and resilience for those seeking to make a difference around the world and in the UK.



WHOLE PERSON

We achieve this through the delivery of expert care with a holistic approach, which means to consider a client's physical health, as well as their emotional and mental health.



COMPASSIONATE

All that we do is rooted in Christian principles, seeing each person as loved and uniquely created by God.

Our story

HealthLink360 has been in existence for 38 years, founded as a Charitable Trust in 1983 as Care for Mission and renamed HealthLink360 in 2007 when it became a charitable company limited by guarantee. From the start it offered whole person healthcare and has sought to interweave high standards of care for the physical health of individuals with provision of well-informed and appropriate psychological assessment and care for those living, working or volunteering globally or in the UK. Over the years we have provided assistance and training for thousands of individuals representing hundreds of mission, humanitarian and volunteer agencies.

Rising to the challenge



HealthLink360 has faced the significant challenges of the past year with huge strength and determination. Threads of hope and courage are woven through this report and I am immensely proud of our staff and what their hard work and talent has achieved in the face of a global

pandemic with its repeated lockdowns and international travel restrictions.

Reading the first draft of this year's report was a deeply moving experience for me. Many of our clinical staff have dedicated time and expertise to the NHS Covid mass vaccination programme or Covid assessment units. Other staff have extended their roles within HealthLink360 and done so with enthusiasm and competence.

This dedication, in addition to prudent management of expenditure, grant support and flexible use of the job retention scheme, allowed us to successfully achieve our aim of maintaining our services, as well as retaining our skilled and experienced staff team for the duration of the recovery period. Our services are indispensable for some of our clients serving overseas. This was particularly evidenced by one client who made the journey across land and sea through the heaviest snowfall of the year to attend an essential appointment!

As the impact of the pandemic continues, our ability to adapt and foster a spirit of change and innovation is key to our successful recovery. Throughout the last year we have seen a steady demand for our counselling and psychological therapy services. For 2021/22 we have strategically reviewed our service provision. We are pivoting the organization to address the growing mental health crisis by significantly increasing our provision in this area of support, particularly through online services.

The expansion of these services plays to our strengths and expertise. It widens HealthLink360's reach, while strengthening our financial ability to sustain core medical and psychological services. It equips us to make a difference for a wider group of individuals and communities whose need of emotional and mental health support has been heightened by the pandemic. It also ensures we are in the best possible position to journey through the pandemic recovery, and the uncertainty around the resumption of global travel.

I would like to say A big 'thank you!' to clients and 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. I would also like to thank the trusts, individuals and churches who partner with us in prayer and support us financially. Your generous giving continues to be essential to HealthLink360's future success. Thank you - we could not continue our work without you.

Judy Hughes
General Manager

**“Our
services are
indispensable
for some of
our clients
serving
overseas.”**

Managing stress in lockdown

Everyone has a stress bucket. It's your internal capacity for stress. The level of stress in your bucket goes up and down and most of the time you might not be aware of it. Now and again, something big comes along and your bucket overflows. That shows in different ways with different people; anxiety, depression, insomnia, becoming more snappy.

It's a metaphor I often use with clients. For many people, Covid-19 was one great, big dollop in their stress bucket. For others, it was a relief to be ordered to stay at home and stop rushing.

The Psychological Services Team at HealthLink360 kept on seeing clients throughout the pandemic, helping them with their overflowing buckets. We had been seeing clients remotely for years, so it was easy to make the transition to working from home.

Get up, breakfast, log-in to the HealthLink360 server, then onto Zoom, to undertake an assessment with a burned out missionary 4,700 miles away in India, make some coffee, take a breather, back online to provide therapy to a young man 20 miles down the road in Edinburgh. Tackle some emails, write a report, and then onto a video call to talk to a troubled church minister down south. Pause, reflect, write up some notes, log-off, shut the laptop, and go for a run.

We didn't see so many people for whom Covid-19 was the primary problem, but we saw a steady stream of folk for whom this was a stress that brought their bucket to brimming over. Anxiety, stress, PTSD and marriage problems that were manageable before

suddenly became unbearable.

At the same time, we morphed into a virtual team. Phone calls, Zoom meetings and check-ins became essential. We managed one in-person meeting during the summer, like a brief ceasefire in a long war, before Scotland was plunged back into lockdown.

People say that the world will never be the same again. The Psychological Services Team at HealthLink360 will never be the same again, but that's looking like a blessing. We are currently expanding our pool of sessional clinicians and, being virtual, we can spread a much wider net. We hope to recruit people from around the UK with special expertise in areas like couples counselling and working with young people.

Everything changes except our God. He has continued to provide for us and use us to bring help and healing to those in need. Around the world or down the road.

Time to pat the dog and put the kettle on...

*By Chris Dunkerley
Head of Psychological Services*



“Now and again, something big comes along and your bucket overflows.”

MENTAL

HEALTH



A year of challenges

Introducing Dr Ewan Clark

Dr. Ewan Clark was recently appointed as Medical Team Co-ordinator at HL360, taking on the role from Keith Russell at the end of February 2021. We caught up with Ewan on a (very short!) lunch break from his regular role as a GP and partner, at the University of Edinburgh Health Service.

What does your work involve at HealthLink360?

I organise the medicals, distribute work around the medical team, and oversee the team, as well as setting up systems and reviewing processes. I also conduct appointments, such as medicals for long-term missionaries and aid-workers, and remote screenings. There haven't been as many medicals through covid as there'd normally be, but recently there's been a flurry.

What are the challenges of the role?

All our doctors are volunteers, and it's been tricky through the pandemic, because they've got their jobs, additional roles, family, and home-schooling, so because of these pressures, we've had to make an extra effort to keep the team operating as normal.

What was it like starting a new role at HL360 in the middle of the pandemic?

The biggest issue has been conducting medical consultations remotely. Health screening remotely is fine, but there are issues with remote working for medicals, so we're working towards in-person medicals, and keeping an eye on covid protocols and covid safety.

Have you seen an increase in mental health issues through the pandemic?

We saw at the University, particularly January and February of this year, an explosion of mental health problems. First time round the lockdown was sunny and warm, whereas second time round it was cold and dark, it was going on for longer, and it was just awful, it really was, for some folk who were stuck at home. Some people have really benefited from going to work and to an office.

Did you find the situation affecting you personally?

I'm very privileged that way with hindsight, because it's folk who are sitting locked up who've struggled. I've had people all around me, in many ways my daily routine hasn't changed, because I never had a good social life before Covid happened! I'd go to work, look after the family – my life hasn't really changed that much. But for a lot of folk, it's just ripped a big part out of their life. Thankfully things are easing up a bit now.

Have any positives come out of the new ways of working?

I'd never done a zoom call before Covid! With all the

HL360 doctors at the clinic on different days, zoom has certainly made it easier to keep in touch. We've been able to do quick video meetings, whereas previously we'd have scrambled around trying to find a meeting date. As a team we don't cross paths very often, so I made a point at the start of my new role, of trying to have a quick catch up with everybody online, just to get to know the team.

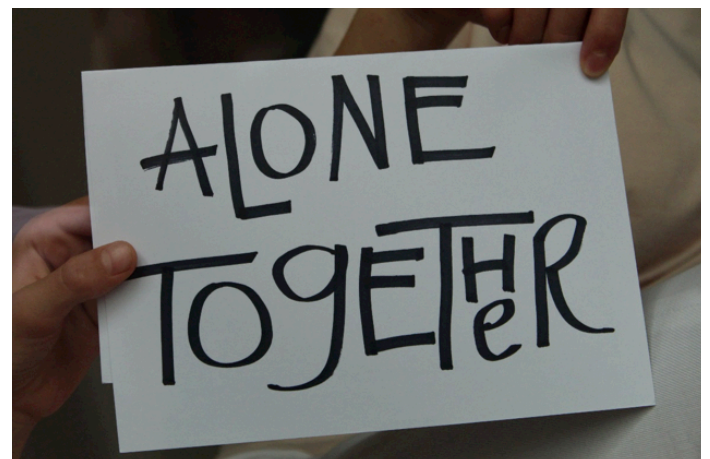


Do any memories of the first lockdown especially stand out for you?

Everything locked down the week I returned to work after a knee operation. I went back after 6 weeks and I could barely walk, and I wasn't sleeping properly. Everything was changing so fast, and I remember colleagues at the University running up and down the stairs with bits of paper in their hands saying, we've got to do this, we've got to do that, and I was just hobbling behind, I could barely get up the stairs! HL360 was quiet at the time; but when I wasn't doing physio rehab, or lying in a heap, or working, I was home-schooling my two kids, so it was a really difficult time. It was a few months until I got through to the end of the summer holidays, and the schools went back, which was a huge relief for me!

Do you have any plans for your work at HealthLink360 in the future?

We need to recruit more doctors, but the main ambition is to nurture and maintain the togetherness of our current medical team, especially after this tough time for those in the medical profession. As well as this, helping to support Judy and everybody else in the building, to contribute to nurturing and developing us together as a wider staff team.



How do you run a Travel Clinic when the world is in lockdown?



Covid-19 appeared rather suddenly at the beginning of 2020 and by the end of March much of worldwide travel was curtailed. One year on, and the situation remains much the same, although with the mass vaccination programme up and running and travel restrictions easing, there is hope that travel for non-essential purposes, as we knew it, will slowly begin again.

With restrictions easing, the clinic re-opened in July 2020 with Covid aware measures in place. Although operating reduced hours, we were still able to prepare essential workers for overseas assignments. These included humanitarian workers deployed to the Central African Republic and South Sudan, mission families returning to various locations including Malawi, Zambia, Rwanda, Ecuador and Brazil, and construction workers heading to SE Asia, Equatorial Guinea and Uganda.

We were also able to help some of our overseas clients, who usually relied on visiting family and friends to bring supplies of anti-malarial tablets by posting these out to them instead. We were always relieved to hear of their arrival after many weeks in transit.

We saw clients to complete courses of vaccinations

started earlier in the year, students who required vaccinations for university courses and local business companies with occupational requirements, including annual 'flu' vaccinations.

We had many requests for PCR testing and although we offered this service initially it was difficult to maintain as test results were time constrained and appointments were not easy to fit around our working hours. The samples were sent to laboratories elsewhere in the UK for analysis and results were not always returned within the given timescale causing anxiety to staff and clients alike.

Although not a typical year in the travel clinic, we were grateful to be able to offer what we could within the current Covid-19 guidelines and as further Covid restrictions are eased we look forward to welcoming back clients who feel ready to face the world once again and to help them prepare for their adventures!

Lillian Miller

A missionary's perspective...

One of our clients based in Malawi shares their experience.

Malawi has had a relatively low prevalence of Covid-19 but nonetheless it has had a big impact. The College where I teach was closed for six months as a precautionary measure, which affected staff, students, and the viability of the institution. We had two periods when there was a spike in covid cases, and on both occasions, I sadly lost academic colleagues who succumbed to the disease.

The nation continues to exercise vigilance, so everyday life, especially in the cities, is affected by covid-related restrictions. This is taking its toll at an economic level. For example, the tourism industry has been hit heavily as very few visitors are coming to Malawi (listed as a "red zone" country, at the time of writing).

My job was meant to be quite a mobile one, with travel in Malawi and neighbouring countries, but covid has meant that I have been stationary in Zomba for most of the time since March 2020. I had to call off three return trips to Scotland, so I have seen much less of my family than I expected.

One implication of not being able to return to the UK was that I was not able to replenish my supply of malarial prophylaxis as expected.

The malarone tablets that I have been using are scarce and very expensive in Malawi, so it was a great relief to me when HL360 offered to send the tablets. Neither postal nor courier services could be relied upon for swift delivery, but HL360 always found ways to get the tablets to me. It made a big difference to continue having effective protection against malaria during a time of some isolation and vulnerability, and I was grateful for the support.



Starting a new role during a pandemic



Dr. Uzumma Nwankwo joined the HL360 team in April 2020. Here are her reflections on the past year.

I started off in the UK working in different specialities in the NHS, including acute internal medicine, stroke and rehabilitation, orthogeriatrics and integrated adult care. However, my passion is for preventive health and occupational health, so when I saw HealthLink360's advertisement for a doctor in travel health, I was excited to apply, and delighted to be offered the role.

Before working with HealthLink360, I'd already worked in some aspects of occupational health practice, such as medical assessment for HGV/LGV drivers medicals, taxi medicals, and pre-service army recruitment medicals for the Ministry of Defence. I'd also worked as a locum physician for Chevron Nigeria in the past, so had some experience of travel health and offshore working. But since joining HL360, it's been a great experience to learn from my new colleagues who specialise in travel medicine.

My role as doctor at HL360 involves appraising the condition of the patient's health, then learning all I can about the country and location they'll be working in, as well as the type of work they'll be doing. Then armed with all that information, I carry out a risk assessment, and provide advice and recommendations tailored to the individual. It's inspiring work which I enjoy very much.

I started at HealthLink shortly after the first UK lockdown. It was daunting, watching as SARS-CoV-2

evolved across the UK, but everyone working here, including me, were put at ease by the measures put in place by management for the protection of staff, patients, and visitors alike. Equally helpful was the support from team members, which greatly reflects the Christian ethos of the organisation. Our Zoom Christmas get-together was heartening, as are the regular Tuesday 'coffee and catch-up' meetings, that help promote friendship and mutual support.

Some of the changes introduced to help reduce the risk of transmission of SARS-COV-2 have made medical consultations more difficult, in the sense that a lot of things that one could previously sort out in a single face-to-face consultation with a patient, became fragmented with some aspects of the same consultation done online and others completed face-to-face. And in between those arrangements, lots of emails needed to be exchanged- which is both time consuming and sometimes causes you to lose the thread of the details of a consultation if it has to be finished at a later date. Having said that, the remote working situation is a legitimate means of achieving a proportionate aim, and on the plus side, we have learned new ways of working due to the circumstances.

My hope for HL360 as an organisation, is that it will continue to grow and increase in the repertoire of services it provides to the community and utilise the variety of skills and experience that its' workers bring to the table.



A Frontline Perspective

During the pandemic, in addition to his role at HealthLink360, Dr Keith Russell volunteered for the NHS. Here he shares a personal account of his time working on the frontline.



Working on the frontline during the peak of the Covid-19 pandemic

When the COVID-19 pandemic took off in Scotland, many of us working at HealthLink360 wanted to help. A call went out from Lothian Health for medical and nursing volunteers. Health professionals were needed to service an urgently prepared Covid Assessment Centre (CAC) at Edinburgh's main hospital. There, in a system devised by a senior doctor who had worked in the UK defence forces, patients sick with Covid-19 infection were to be brought and then clinically assessed. Patients were triaged into two groups: those well enough to return home, and those who needed to be admitted for expert care.

Within a few days a large team of NHS volunteers was pulled together. Six small teams worked each shift: there was one medic and two nurses in each team. An experienced administration group made it all flow smoothly. A dedicated area of the hospital was carefully re-designed, and a strict clinical protocol for managing cases was developed.

At the height of the pandemic, it was a difficult experience for everyone working there. Many of us had never seen such very sick patients before. Patients sometimes struggled to even walk up the corridor into the examination room. It was heartbreaking to see people so frightened and so desperately short of breath. Everyone was scared.

However, we quickly got better at recognising which patients most needed medical help. About the same time, new treatments for the condition were being developed. Our hopes rose that we could offer sick people effective medical help.

Close professional relationships formed within the CAC team. We worked efficiently, rapidly and safely. I appreciated working across the usual professional boundaries; nurses, dermatologists, anaesthetists, GPs, admin staff etc; all worked together in a remarkably efficient system. The normal hierarchy one sees in health care

vanished: we sensed we were in this together.

Things became very busy during the first wave of infection in April/May 2020. Then we had a quiet summer as the number of cases thankfully fell. But it was tragic to see the second wave return in Sep/Oct even worse than the first - just at a time when we thought the illness had been defeated. But our skills at assessing sick people were better second time round: we admitted far more people to hospital than we had in the first wave.

I learnt a great deal from this experience. I realised again how important good, efficient and trusting teams are in delivering expert health care. I realised that it's possible to make good clinical decisions very quickly using only the most basic physical examination. But one lesson we all took away, I think, is that we would never wish to see this again.

Those early weeks on the CAC were marked by a sense of apprehension and anxiety; we were all aware that we too ran the risk of contracting Covid-19 ourselves. And it was distressing to see infected people desperately fighting for air - and clearly thinking that they might die. This was a harrowing experience for everyone.

But I am convinced that during the second wave, when we were able to offer better assessment and therapy, lives were indeed saved and the death rate from the infection fell markedly. The CAC worked. But none of us who served through those two waves of infection in 2020 want to live the same experience again. It has left its marks on all of us who were involved.



STAFF STORIES

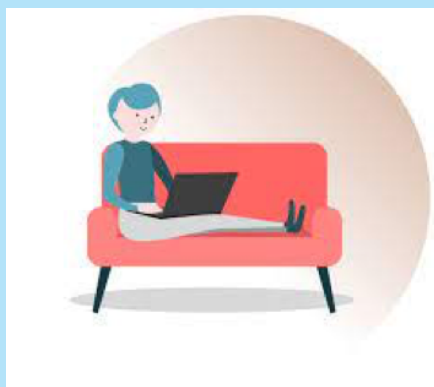
LIVING AND WORKING THROUGH THE COVID-19 PANDEMIC

Since Covid-19 burst onto the scene, life as we know it has changed beyond recognition. We asked our team to tell us about their experiences of living and working through a global pandemic that showed no signs of abating. Here's five individual accounts from across our organisation.

An Extraordinary Year – By Jane Wright, Accounts Officer & Office Coordinator

When we saw Boris make the announcement from his desk in Downing Street in March 2020, we all felt the wave of shock and disbelief but could never have known the full extent of what we were about to face.

With the closure of the clinic and travel restrictions likely to last for some time, we needed to take care of those clients who still needed our services whilst reserving funds as much as possible. We understood that the government support offered during lockdown would not extend to cover the long slow recovery period which would follow. Thankfully, we were able to offer an online service during lockdown, with some staff continuing to work from home. We acted quickly to



Our committed doctors learned a new way to make contact with clients

ensure our team were able to work securely from home where that was possible. We made use of the UK Job

Support Scheme (furlough) where necessary, and secured additional funding through the Scottish Government's Third Sector Resilience fund and small business award scheme.

One of the greatest challenges was not knowing what lay ahead. The furlough scheme was put together in a hurry and was honed and changed frequently to meet the needs of business. Every day we watched the government briefings to see what changes had been made. Budgeting was almost impossible, we had to keep a constant eye on the situation.

Our staff team have been nothing short of magnificent! Each member of the team has shown total dedication and determination throughout. Our Trustees have supported the team the whole way with frequent Zoom meetings and input with funding applications and other projects. We have had to find new ways to work and support each other.

The clinic has been open again since July 2020 and the regular team working within the clinic has begun to return. We have already seen an increase in those planning a humanitarian trip overseas and hope to see

this increase as the year goes on. The pandemic has shown us how well we work as a team and how much we need each other.

The challenge is far from over, we expect any return to the level of travel we saw before the pandemic to be slow, but we know we can rely on the team at HealthLink360.

An Unprecedented Year – By Cynthia Jeffries, Counsellor

It is not easy to sum up my experience of the past year without using the word 'unprecedented' when so much has happened which was unexpected. The sudden move to remote work when lockdown was announced was something Healthlink360 had already prepared me for.

As a psych team we have always offered counselling remotely to those around the globe so this was not new. The new tool Zoom proved easy to manage (even with my limited technical skills) and offered clients a safe and convenient way for therapy. They have engaged very well with the process and we have had the added benefit of several pet cats joining our sessions.



Our wonderful psychological services team has lots of experience with remote appointments

It has been a privilege for me to be able to reach others from home and I was able to continue working from the rural Beaujolais where we spent three months last year.

Whilst missing face-to-face contact, I have enjoyed seeing everyone for coffee on the weekly Zoom calls and these felt very anchoring during the height of the pandemic with wisdom from our doctors and nurses.

The steady stream of clients using Healthlink360 seems to indicate that they value our services and I trust we will be able to continue to support those who need us.

My own family life has been fairly eventful this year with three major house moves (two international for my daughters) and two granddaughters born during lockdown... a sign that life goes on, plus the all-important adoption of a dog who travelled from Turkey to join us here in East Lothian in July.

Volunteering during the pandemic – By Lillian Miller,

Travel Health Nurse

Since the first 'lock down' in March 2020, I have been volunteering at a food bank and have seen first-hand the consequences that Covid-19 has had on families. As a result of the economic crisis, reduced income has meant that many families have struggled to afford the basic necessities and have turned to food banks for help.



The roll out of the Covid-19 vaccine programme to the general public started in February 2021. I have been able to assist with this at one of the mass vaccination centres in Edinburgh, working evenings and weekends as required. It has been a privilege to be part of this programme.

I'll never forget... by Elaine Tulloch

Receptionist

I'll never forget the 23rd of March 2020, when Judy came in and told us that we had to close the clinic. I had to contact all our clients and let them know that their appointments were cancelled. It didn't seem like there was much warning from the government and I wasn't expecting it to happen so suddenly. The next day I went straight into furlough for three months, which after having worked 3 days a week was a shock to the system. The tough part was not being able to see my family - my children or my grandchildren, who I normally see all the time. But after a while I was able to relax and enjoy the time a bit more – read a book, or have a rest, and not feel guilty about it! Then from July it was back to work again. I tried to work from home, but it was difficult without the full IT and filing system, so I returned to work at the clinic. It was a bit strange without everyone there, but it was good to be back in the building. I came back to a new role, taking on admin for medicals and psych services, as well as the travel clinic, and my colleagues were brilliant in supporting and helping me with this. We have such a great team here and everyone has worked so hard, and so well together, to get us through this difficult time.

Starting a new job under lockdown – By Ruth Punna,

Marketing and Communications Officer

Starting with HealthLink360 just before the first lockdown meant that my role became entirely home-based. It was certainly a new experience building working relationships over Zoom and even though we were never able to sit down face-to-face to work, chat and simply bounce ideas off each other, I honestly can't thank and praise the team enough for making me feel so welcome and included. I really look forward to a time when we're all able to be in the same office space.



Team News

We are grateful that through the pandemic HealthLink360 has been able to maintain its full team, which currently includes 12 staff (employed and sessional) and 2 volunteers, who are overseen by a Board of Trustees. The team comprises a medical co-ordinator and additional doctors who offer their skills and expertise on a voluntary or sessional basis, as well as travel nurse specialists, a clinical psychologist, and a small team of counsellors. We also have a small but effective admin, finance, marketing and communication teams, and day-to-day operations led and managed by a general manager.

This year has seen the following appointments:

Joining us...

Dr Ewan Clark (*Medical Coordinator*)

Ewan joined HL360 as a medical volunteer in May 2013 and has served in our team undertaking medical assessments for our clients ever since. He is a GP at the University of Edinburgh student health centre. He has a keen interest in overseas mission as well as in travel medicine and is a member of the RCPS(Glasg) Faculty of Travel Medicine. He has recently been awarded fellowship of the Royal College of General Practitioners and is embarking on further Occupational Health study.

Dr. Uzumma Nwanko

Uzumma joined our medical staff not long after the clinic closed due to lockdown. With a background in occupational health and a passion for preventative medicine, Uzumma is a great addition to the team. She is about to take up an occupational health role in Aberdeen, but we are pleased that she'll continue to undertake remote health screenings for HL360 and stay connected.

And moving on...



Dr Keith Russell

The February 2021 Board meeting and staff 'coffee and catch up' both provided zoom opportunities to sincerely thank and say farewell to Dr Keith Russell, who has been HL360's Medical Coordinator for the past 4 years. Keith has brought a huge wealth and depth of experience to the role from a long career in General Practice, coupled with medical tutoring and overseas medical humanitarian work. With his dynamic and forward-thinking attitude, he has been instrumental to the development and continuous improvement of our medical services and a great mentor for our team. We will greatly miss him, his legendary stories and his home-baked bread! As he hands over to Dr Ewan Clark, we wish him a long, fruitful and well-earned retirement.

Lynsey Orbegozo

For the year and a half that Lynsey was with us, she brought energy and enthusiasm to the role and was especially committed to training and development in counselling, which included co-presenting our mental health course aimed at Youth workers. Especially well-timed was the personal training she undertook in online and digital work which helped and informed some of our decisions during the transition to 100% remote working for the Psych services team. Lynsey is putting her role as a counsellor on hold for the time being to focus on her Accountancy work. We wish her well!

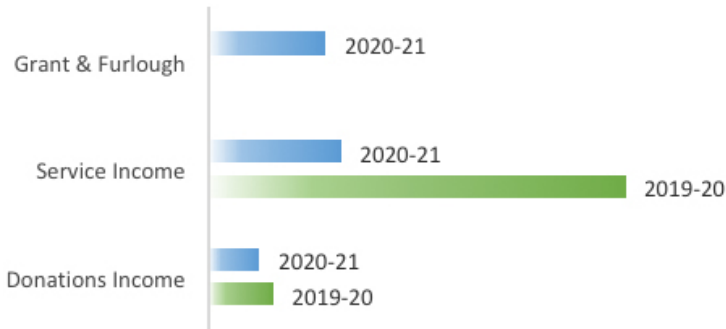
Dr. Mark Gilmour

Mark retired as Doctor at HL360 in April 2020. During his time with us we benefited from his long career in General Practice, his compassionate communication skills, and personal experience in short-term mission projects. We are incredibly grateful for the time and expertise he was able to give to HL360.

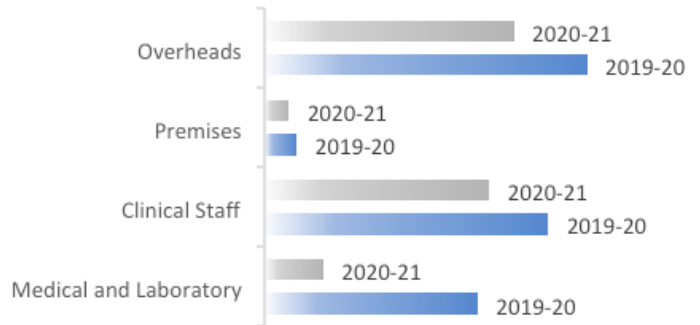
Finance Review

The accounts below are based on a first draft. Full accounts can be found on our website once approved by the independent examiner.

INCOME



EXPENDITURE



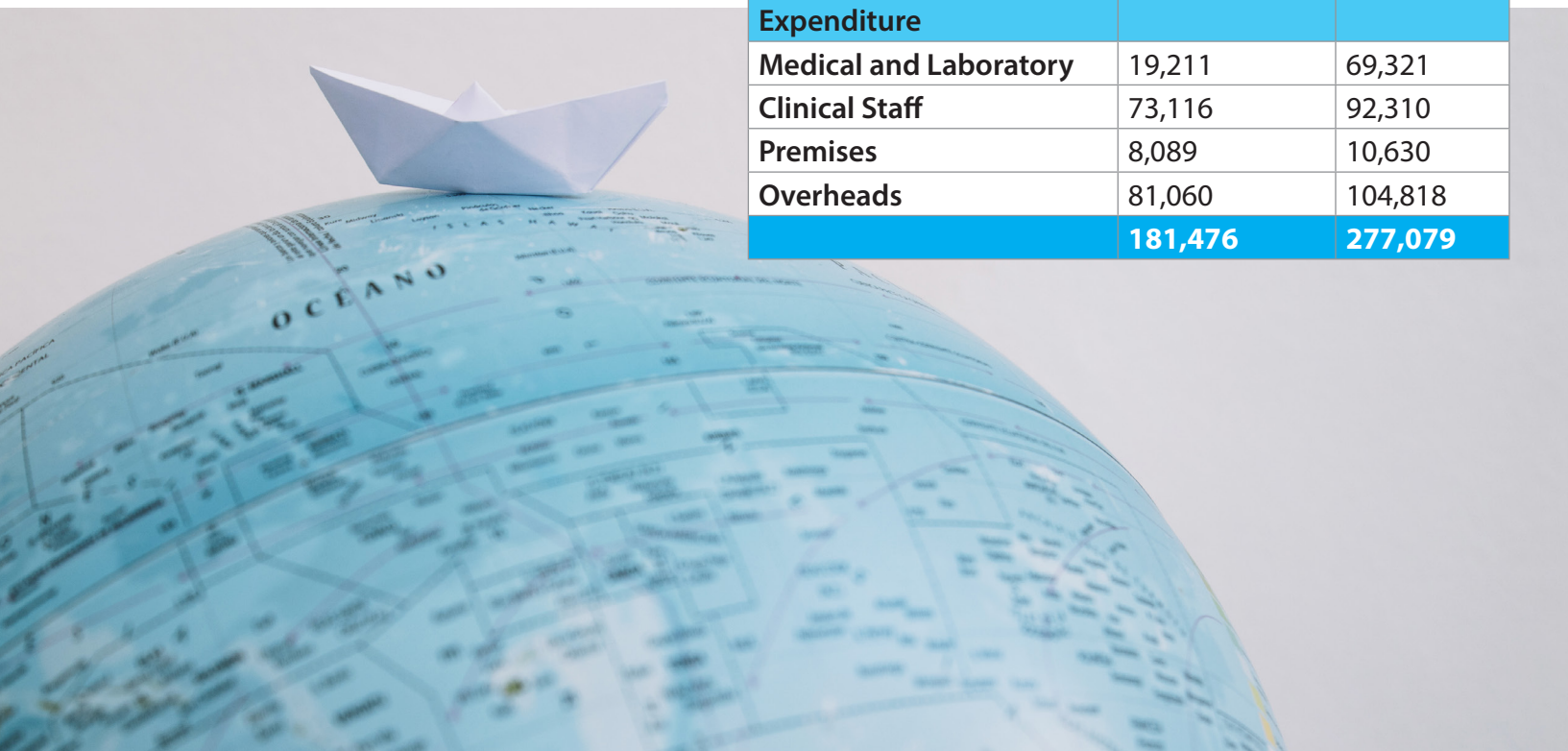
The drop in service income and donations this year was expected in light of the extreme restrictions on international travel and economic impact of the pandemic.

We worked hard to balance this significant reduction in service income through careful control of expenditure, application for additional grant support, and use of the job support scheme.

Going forward into 2021-22 we see new challenges and new opportunities. The team will continue to adapt to the changing world and support our clients with whatever the year may bring.

To find out more about us, have a look at our website – www.healthlink360.org

Income	2020-21	2019-20
	£	£
Donations Income	35,511	39,868
Service Income	81,387	255,607
Support Grants & Job Support Scheme	72,128	
	185,026	295,475
Expenditure		
Medical and Laboratory	19,211	69,321
Clinical Staff	73,116	92,310
Premises	8,089	10,630
Overheads	81,060	104,818
	181,476	277,079



HealthLink360[®]



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Regulated by:

