

2018-2019

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 36 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.

Review of the year



I have just returned from the rugged and remote Hebridean Isle of Coll, having visited one of the large gap year organisations with whom we work closely, offering health screening, support and training for its young adult volunteers and staff. As I reflect on the year that has been, I am

reminded of the breadth of organisations that we work with and the many and varied mission and development programmes they are involved in, often in remote or tough conditions, all around the world.

This year we have provided support and training for individuals across more than 50 organisations; from mission and humanitarian agencies and church denominations, through to gap year organisations, school and youth groups. It has been a busy, challenging and rewarding year, and an affirmation that the work we do is increasingly valued by organisations who wish to ensure they are sending the right person, to the right place, at the right time; fulfilling their duty of care not only to the staff member or volunteer, but to the people and communities they will be working with.

Further affirmation of the quality of care we provide came from a regulatory inspection visit from Healthcare Improvement Scotland on 26th November 2018. Preparation involved the whole team working collaboratively. Clients commented that they found the service very professional, warm and welcoming. The inspectors found a well organised, child-friendly clinic, demonstrating best practice across all services and interventions. We were rewarded with a highly positive report which you can read in full on our website.

A year of technology

2018-19 has also been a year of future-proofing our technological resources, aimed not just at improving our efficiency, but particularly the quality of experience for clients using our services.

A key project for our new Communications and Marketing Facilitator, Kamala Santos has involved a complete overhaul and redesign of the website which has served us well for 5 years. Launched in early January 2019, the website has been designed for use on a range of digital screens, is visually engaging, easy to navigate and provides an excellent platform from which we can raise our profile, communicate up to date and relevant information and hear back from clients about their experiences of our services.

A second major undertaking has been a 2-stage 'holistic' IT upgrade, involving hardware and software! The process, which began in August 2018 with the replacement of our

failing server, continued in January 2019 with the introduction of new clinical software.

With migration from paper to electronic records we are already seeing many benefits. 'Jellyzone' went live at the beginning of March 2019, offering more efficient admin procedures and a more environmentally friendly, paper-lite service. Clients are already enjoying features like texted appointment reminders and easy to complete pre-appointment questionnaires. Glitches are mostly ironed out and we are looking forward to testing the capabilities of the software in terms of auditing the quality of our service provision.

Sincere thanks go to our IT support team at Icelantic and to Jane Wright (our Accounts and Office Coordinator), who tailored the software to our specific needs and coordinated the migration process. She is a woman of many talents!

To those of you who are clients of HealthLink360, it is a real privilege to support you with our unique blend of physical and emotional care within a Christian ethos of valuing each and every individual as loved and uniquely created by God. We believe that our purpose at this time is to keep moving forward, responding to changes in the field and continuing to operate at a high standard, within a culture which does not always recognise or take an interest in the sometimes-complex health needs of those involved in mission or humanitarian work. We trust that this year's developments will enable us to do this even more effectively into the future.

We are also deeply grateful to the trusts, individuals, churches and volunteers who partner with us financially, professionally and in prayer. Your generous giving is such a blessing and enables us to continue this valuable work. I hope you are encouraged by this year's review.

Judy Hughes

General Manager

“our purpose is to keep moving forward... within a culture which does not always recognise the sometimes-complex health needs of those involved in mission or humanitarian work.”

Medical Services

Requests for the medical services we offer at HL360 continue to rise. Last year our six volunteer medics performed comprehensive medical reviews for 123 clients. Our new online short-term screening service for overseas volunteers is also popular: we reviewed 190 reports and helped several sending agencies to identify personnel who needed extra medical support. And our Fit For Work joint medical/psychological reports (for clergy or church workers facing special pressures) has proved helpful to the agencies who asked for them.

Now that we can offer a 'one-stop-shop' for clients from Northern Ireland this service too has proved popular and is being well received. N.I. families tell us that they appreciate having all their needs, medical, psychological and immunisations, being performed in one centre in just one visit.

We continue to strive to improve the quality of the services we offer. Several audits in the past year have highlighted areas where there is scope to enhance our work. As a result of one audit our turnaround time for our medical reports has improved substantially. Our online screening work continues to be developed as we gain experience and see where things can be improved.



The rising requests for our services can create pressures on our team. Our administrator Jackie does a fantastic job of tracking the availability of our volunteer doctors, but it has been difficult some months to meet agencies' requests for medical assessments. So, it was especially sad as our volunteer doctors waved farewell to Dr Mike Jones as he retired from HL360 after a very distinguished 34 years of service. His encyclopaedic knowledge of travel medicine, however, is still available to us by email! Mike has agreed to take on a new role as a roving ambassador for HL360 as he travels the world in his new position as Designate Secretary-Treasurer of ISTM.

The main challenge for the medical team as we enter this next year is to recruit and support more volunteer doctors. The medical profession is under increasing stress in the UK, but those who carve out an hour (or a few) to work with us find it rewarding. This is largely due to the great significance of the medical appointment to the clients. As one client recently commented after his medical review, "I don't think I've ever had such a long and helpful time with a doctor who understands my work."

If you know of any doctors who may be interested in working with us, please let us know!

*Dr Keith Russell
Medical Lead*

Psychological Services

One of the most rewarding things about my role as Head of Psychological Services at HealthLink360 is the extraordinary variety of people we see and the range of issues we are privileged to help them with.

Here's what a typical day looks like:

9am. Log on to Skype. I speak to someone serving in Ghana with a mission agency. He is struggling with obsessive compulsive disorder.

10am. My colleague Fiona Baker speaks to a young student volunteering in Asia. It's her gap year, people told her she would have the time of her life. Instead, her anorexia has resurfaced.

Midday. My colleague Cynthia Jeffries meets with a man sent to us by a mission agency. He has applied to work with them for two years overseas. They want a psychological assessment. Does he have the resilience? Can he get along with others under pressure? Can he listen to reproof and learn from it?

3.30pm. I'm back on Skype, this time speaking to a woman working for an aid agency in a conflict zone. She is full of anger. She can handle being shot at. What really upsets her are the HQ staff in England who seem more concerned about time sheets.

2018 saw a big shift in the mix of work that we do in Psychological Services. Due to one contract ending, we had fewer assessments for people wanting to enter

Christian ministry. However, we had more assessments for those wanting to serve overseas as missionaries, from a far wider spectrum of agencies. It might involve teaching, medical assistance, church planting, working with children. It could be in Nigeria, Pakistan, Malawi, Israel, Romania...

And we saw a huge increase in requests for counselling. It might be an anxious teenager from a local church. A missionary couple, home on furlough, who are struggling. A gap year volunteer who has been assaulted. An aid worker who has seen things that reactivated an old trauma.

This is the kind of work we face daily. It can be upsetting, frustrating and discouraging at times. But it is so rewarding when someone overcomes their difficulties, finds healing, and moves on. It is the kind of work HealthLink360 is called to do.



It is so rewarding when someone overcomes their difficulties, finds healing, and moves on.

By Chris Dunkerley

The situations described in this article are fictional but represent common scenarios that the team encounter.

'It is so rewarding when someone overcomes their difficulties...'



Travel Clinic

Year on year, we see an increasing number of clients attending our travel clinic.

This year is unprecedented with us providing some 2,320 appointments – a 10% increase on last year. This is partly due to many GPs moving away from offering travel health advice, and the vaccinations which they have traditionally offered on the NHS.

We see giving vaccinations as only part of what we offer. Addressing other issues and offering health advice specific to their trip is equally as important.

Gap year students, school groups, business travellers, holiday makers, humanitarian workers, charity groups and many more come through our doors. Travelling to many parts of the world, their trips are wide and varied, as are their experiences, from sailing around the world to living in a jungle, from climbing some of the world's highest mountains to relaxing on a beach. In particular, we helped prepare a local group to climb Kilimanjaro in aid of cancer research. We were delighted when they all made it to the top and have their certificates to prove it!

As always, it is a privilege to prepare clients who work sacrificially, in some of the more difficult parts of the world, and those who volunteer in disaster situations, according to their field of expertise.

To support the increase in client numbers, we have

welcomed another nurse to our team, Claire Hanlon. Claire brings with her specific expertise in tropical diseases and has enabled us to extend our opening hours.

Maintaining our vaccination stock levels has always been challenging due to manufacturing issues, but this year has been particularly difficult. However, by prioritising our clients' level of risk, and with constant monitoring by Elaine our travel clinic administrator, we managed to meet the demand.



Claire Hanlon

We are grateful that the travel clinic continues to flourish and that we can provide an essential service to local people; not only does it keep them safe and protected on holiday, but it enables us to continue our work with those who work and volunteer globally.

Lillian Miller

As always, it is a privilege to prepare clients who work sacrificially, in some of the more difficult parts of the world





Travel Clinic Q & A

Kamala, caught up with Lillian at the end of a busy day in the travel clinic.

Kamala So which is your most popular vaccine?

Lillian I think it would have to be rabies; over the course of the past year we have given over 1,100 doses.

Kamala I don't know that I would think of rabies if I was going travelling

Lillian Well, we take this disease very seriously and always seek to educate clients about it. Rabies is actually the most dangerous of all infectious diseases and is widespread around the world. Many countries are classed as high risk. There is no recognised treatment once symptoms present. Around 59,000 people die annually from rabies around the world; almost all who develop symptoms of rabies will die. Children are often most vulnerable as you can't always explain to them the need to stay away from animals. The deaths from rabies of 2 European travellers over this past year has raised the profile of this deadly virus which is transmitted in the saliva of any warm-blooded animal – predominantly dogs. One was a traveller returning to the UK from Morocco, having been bitten by a cat and the other, a Norwegian returning from the Philippines, having been bitten by a dog. Neither had received a pre-travel course of rabies vaccine.

Kamala So, are you saying that a course of rabies vaccine prevents you getting rabies if you are bitten by a rabid dog?

Lillian A pre-travel course of rabies vaccine is highly effective. No traveller who has received rabies vaccine in advance has ever died following a rabies exposure and we can reassure individuals of that. However, because the disease is fatal if symptoms develop, we always recommend individuals seek medical attention as soon as possible. Two booster doses of normal rabies vaccine are then recommended.

Kamala So what medical attention would I need if I hadn't been vaccinated?

Lillian You would need immediate treatment as you would have no immunity, however the necessary treatment might not be available. The main reason for having a pre-travel course is that it takes away the need for a treatment called rabies immunoglobulin (HRIG) in the event of being bitten. HRIG can be difficult, if not impossible, to source in many developing countries, leaving the individual stressed and vulnerable. Travellers have been known to have to fly home or travel elsewhere immediately to get HRIG. As many of our clients are travelling to developing countries or remote locations, the travel health risk assessment offers the opportunity to inform clients about rabies and the benefits of being vaccinated before travel, if appropriate.

Kamala Is there a cost for this vaccine?

Lillian Yes, the vaccine is not available on the NHS, so it is a private pre-travel cost. At HealthLink360 we often use an intra-dermal method for rabies vaccination. This is WHO approved, provides excellent protection but reduces the cost, which is particularly attractive for those at risk on low budgets!

Kamala Thanks Lillian. I've learned a lot. It sounds like, for peace of mind, it is well worth it.



Travel Clinic Testimonial

The charity fundraisers from East Lothian who climbed Kilimanjaro in aid of cancer research. Here's what their group had to say about their travel health appointment at HealthLink360:

“An excellent service that filled me with confidence for my trip to Tanzania. We as a group were lucky to have Lillian who had completed the same climb, sharing hints and tips. A huge thank you.”

Marketing and Communications

Creating a new website for HealthLink360



Challenging. That was the word that sprang to mind when approaching the task of designing a new website for HealthLink360. But what a great environment to get started on a daunting piece of work! Judy, Jane and the rest of the team gave me such a warm welcome when I started in August that I quickly felt at home.

I spent the first few weeks familiarising myself with HL360's structure and values, as well as finding out everything that the team do.

It was this 'everything' where the element of challenge came into creating a new website. I learned that HealthLink360 offers a wide range of services to a wide range of clients. Some of these services fall into neat categories, with a certain category of client using a certain type of service, whereas other clients might be interested in a range of services.

So how to organise all this information in a way that agencies, clients and new customers could easily navigate online? In some ways the approach we took echoes the philosophy of HealthLink360: rather than simply divide the pages by services offered, we approached the design by thinking about the users/clients first. Finding suitable imagery for these client categories was a large part of the task, helped by the availability of high quality free-to-use images. The imagery creates a fresh look for HealthLink360 and reflects the diversity of clients

who attend.

Finally, we needed a slogan for the website to encompass the broad spectrum of services on offer. It came down to one question – what is it that HealthLink360 does in common for all its clients? Whether they are a traveller heading off for a tropical adventure, a volunteer leaving home for the first time, a missionary returning home from twenty years overseas, or a church minister receiving back-to-work support.

The resulting catchphrase, 'Get ready to face the world,' echoes what HealthLink360 strives to achieve for all its clients; and encapsulates the idea of someone standing on a threshold between the life that they have known, and the new experience they are about to encounter.

The new site was launched in January 2019 and has been well received, with a steady stream of new clients contacting the office via the website contact forms. Meanwhile I am enjoying analysing the site data to learn more about HealthLink360's customer base, and to see how we can use that information to improve future communications.

Kamala Santos

'Get ready to face the world,' echoes what HealthLink360 strives to achieve for all its clients



Team News

HealthLink360's team of 10 staff (employed and sessional) and 6 volunteers is overseen by a Board of Trustees. The team currently comprises a medical co-ordinator, 6 volunteer/sessional doctors, a clinical psychologist, 2 further counsellors and 3 travel health nurse specialists; supported by 2 receptionist administrators, a communications and marketing facilitator, office and accounts co-ordinator, and general manager.

Appointments

Dr Joanna Rose

Jo joined our team of volunteer doctors in April 2018. She is a GP in the West Lothian area of Scotland, taking clinical lead roles in diabetes and cardiovascular care and overseeing practice quality improvement activities. She brings this expertise and interest to her role at HL360, along with a passion for care of the whole person.

Kamala Santos

In August 2018, as part of our development plan, we appointed Kamala Santos to a part-time role as Communications and Marketing Facilitator. Her role is to assess current communications strategies, to explore how we can best raise our profile and increase our reach, and to establish a sustainable model for the future. With a background in media and the creative industries, her work as a freelance writer has covered documentary, drama, as well as websites and publications for charities, including the marketing campaign for Edinburgh-based trypraying.

Claire Hanlon

In February 2019, to support the growth in our travel health work, we were delighted to appoint Claire Hanlon to our nursing team. Claire brings to her part-time role, a wealth of expertise from a range of specialisms including accident and emergency, and infectious diseases. Her appointment is enabling us to extend our appointment times for travel clients, develop our training programmes and expand our health screening service for those volunteering on short term overseas assignments.

Resignations

Shirley Fraser

Shirley has served on HealthLink360's Board of Trustees since October 2008. With a background in NHS psychiatric social work, mission agency experience, and her involvement in Christian ministry with international students and Church of Scotland congregations, she has brought a huge breadth of skill and experience to her role. Her wise counsel has been greatly valued, along with her contribution to pastoral care of staff. Stepping down in May 2018, we are pleased that she continues to attend team lunch breaks monthly, as a Friend of Healthlink360 and its staff.

Mike Jones

Retirement from Clinical Work at HL360.

Mike and his wife Elizabeth founded HealthLink360 in 1983, from their home in the Scottish Borders town of Duns. Their vision: to offer '360 degree' medical and psychological support for missionaries and humanitarian workers within a Christian ethos, whole person support before during and after overseas service; in a way not available within the NHS.

From 1976-1982 Mike was a Medical Specialist at Kilimanjaro Christian Medical Centre, a teaching hospital in Tanzania. His illustrious career in the field of Travel Health and Infectious Diseases includes: Consultant at the Regional Infectious Diseases Unit, Western General, Edinburgh, Consultant at the Spire Shawfair Park Hospital, Edinburgh, Dean of the Faculty of Travel Medicine at RCPS Glasgow 2012-15, Chair of the Psychological Health of Travellers Interest Group for the International Society for Travel Medicine (ISTM) 2014-17, as well as advisor and editor on various medical publications and journals.

As Consultant Physician at HealthLink360, over several decades Mike has personally provided specialist medical care for several thousand mission and humanitarian personnel, building relationships of trust and respect with many who have returned repeatedly to the clinic during their years of service. His knowledge, specialist expertise and eminence in the fields of Travel Medicine, Infectious and Tropical diseases, coupled with his passion, vision and faith, has assisted in building HealthLink360's reputation as a specialist Christian health clinic offering expert, whole person care, for those living and serving all around the world often in tough and challenging circumstances.

Mike stepped back from clinical work at the end of 2018 but continues as Consultant Advisor for HealthLink360 and Designate Secretary-Treasurer of the International Society of Travel Medicine, a post he commences in June 2019.



A Word from our Chaplain

As I write, I am picturing the beautiful Borders countryside at Ellemford, south of the Lammermuirs, and the lovely family home of Dr Mike and Mrs Liz Jones, who had been serving God in Tanzania. That home was to become the base for a unique agency in Scotland called Care for Mission which they established in 1983.

From its inception, I could see how God was using the charity in a vital way, as it offered holistic screening, preparation, support and debriefing for those who were involved in service in many countries of the world. Missionaries returning from overseas service, often struggling emotionally who would speak of the value of the listening time and understanding given by staff at Care for Mission.

Over the years, this work grew considerably, despite the financial challenges at times, and when the invitation came from the leaders of Carberry Tower, near Musselburgh, to purchase and relocate to the adapted premises in the stable block, expansion became possible. I had the privilege and joy of being present at the Dedication of the new premises in 2000. Since

then staffing numbers have increased and I have seen how God has given the charity the multi-skilled personnel required.

I was a member of the Board of Trustees for ten years, finally stepping down from this role in May 2018. Since then, I have been delighted to be welcomed back at team lunch breaks, usually monthly, as a Friend of HealthLink360 and Chaplain to the staff.

From its small beginnings in a family's home, HealthLink360 continues to maintain the family ethos and welcome to a wide range of clients who value its care for the whole person.

Shirley Fraser



From its inception, I could see how God was using the charity in a vital way

Global Health Committee

Report by Chris Dunkerley

Missionary in Nigeria. Aid worker in Afghanistan. Young person from a local church. These are people I feel comfortable talking with. I was less comfortable addressing Scotland's Chief Medical Officer and members of the Global Health Committee. It was 26th September 2018. The venue was Edinburgh's palatial Royal College of Physicians. Dr Mike Jones, Dr Keith Russell and I were next up. We had thirty minutes to speak to them about Right Person, Right Place, Right Time. To be honest, at that moment I did not feel like the right person in the right place at the right time.

NHS Scotland's Global Health Committee was set up to support the voluntary work that NHS Scotland staff do in developing nations. They knew about HealthLink360 and the more than 35 years of work we have done preparing, supporting and debriefing overseas workers. They came to us asking, "How do we avoid doing harm when we send NHS staff overseas?"

Dr Mike Jones was first up. He talked about how in 1983 he and his wife founded what later became HealthLink360. Whilst serving in Tanzania they learned that serving in a developing country can be immensely rewarding and it can be stressful and traumatic. They learned that some volunteers don't cope and they become a burden on their colleagues and on the host nation.

Screening and preparation of volunteers are key. I spoke about the psychological

resilience screening we provided for 24 aid workers and 21 NHS Scotland staff deploying to the Ebola outbreak in Sierra Leone, 2014-15. Psychological support plays a key role in preventing premature return by volunteers and I spoke about the remote counselling we provide to mission, aid and gap year agencies.

Dr Keith Russell, HealthLink360's Medical Director, presented three case studies that highlighted the problems of sending the wrong person to the wrong place at the wrong time. Neglect of proper screening and preparation can result in medical complications, psychological difficulties, and frustration for the volunteer. And it can result in more drain than gain for the host.

Job done. Sit down. What a privilege to speak to a Scottish Government health committee about the lessons we have learned from the missionary in Nigeria and the aid worker in Afghanistan. Even the young person from a local church. What a blessing to recognise that we can be the right people, in the right place, at the right time.



Finance Review by Jane Wright

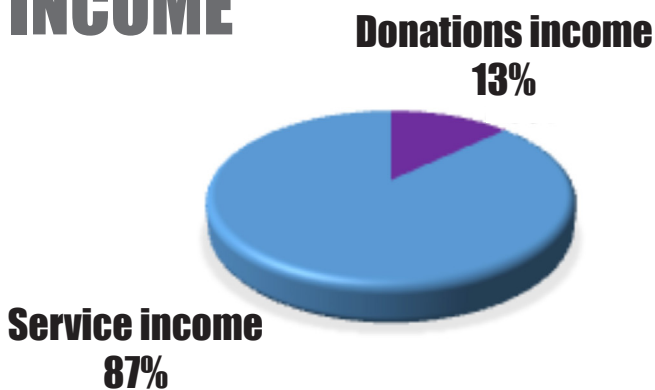
At the start of the year we faced challenges from the changing and increasing demand for our services along with an IT system which was struggling to cope with these demands.

During the last year we have increased our team with the addition of a new travel health nurse and a communications specialist. Our IT has been brought up to date in three ways: the replacement of our ageing server, an upgrade to a purpose-built clinical and appointment management software package, and a fresh new website.

Our annual accounts will be published on our website in full as soon as they have been approved, in the meantime the summary below shows the steady growth of HealthLink360.

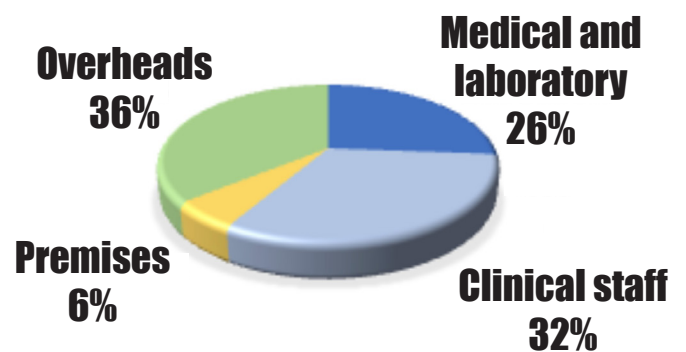
To find out more about us have a look at our website – www.healthlink360.org

INCOME



Whilst most of our income is generated through service provision we are enormously grateful to the trusts, churches and individuals whose financial support is so essential to our ongoing work.

EXPENDITURE



Getting the very best value from the resources we have is a priority which enables us to keep our service costs as low as possible.

We strive to meet the cost of new clinical service provision through service income and donations.

Income	2018-19	2017-18
	£	£
Donations Income	37,441	31,810
Service Income	251,749	241,588
	289,190	273,398
Expenditure		
Medical and Laboratory	71,540	68,250
Clinical Staff	88,046	85,868
Premises	15,511	19,974
Overheads	97,935	94,350
	273,032	268,442

HealthLink360

Healthlink 360

Elphinstone Wing, Carberry, Musselburgh,
EH21 8PW

Tel: 0131 653 6767

admin@healthlink360.org

www.healthlink360.org

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