

2019-2020

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 37 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



On 23rd March 2020, just days before our financial year end, a dangerous virus put our world into lockdown, forcing us indoors, closing businesses and places of learning, grounding travellers and causing disruption and grief on a global scale. Following government advice, we closed

our clinic doors to face-to-face appointments and put our plans for 20/21 on hold.

In spite of the challenges ahead, HealthLink360 is responding to this crisis with great strength and determination, adapting to continue to meet the needs of clients who require our services through this turbulent time. Key to our resilience is the year-on-year growth we have seen in service uptake, putting us on a more secure financial footing to weather a storm which may have long-lasting consequences.

With the steady rise in young people engaging in short term mission and humanitarian overseas programmes, our online health screening is a key area of growth. Working closely with our agency clients to determine their individual needs, we have developed a high level of expertise in this area of work.

With mission and aid agencies gearing up to partner with communities who are already suffering due to conflict, persecution and poverty and who now face the threat of a disease against which they have little protection, the health preparation and resilience of short or longer-term humanitarian workers has never been more important.

A further key to success during the pandemic is the benefit offered by new technologies put in place over the past year. Clinical software installed last March has not only refined and improved our admin processes but ensures that staff now working from home can safely, securely and easily access individual client records and manage appointments. Our website, overhauled in January 2019, is providing an excellent platform from which to communicate and signpost up-to-date, relevant and reliable information to our clients during this time.

In addition, innovations made over the last few years to the way in which we deliver services are enabling us to continue to communicate effectively with our clients

while working from home. From the young person struggling with the effects of lockdown in Brazil to the humanitarian worker in the Middle East or the minister in the UK, HealthLink360 has been providing medical and psychological assessment and support services remotely via video or phone platforms for the past few years. This competence with IT communication has inspired confidence for our clients and enabled us to continue to have a global reach at a time when it is most needed.

Our achievements are due to the hard work, expertise and flexibility of HealthLink360 staff. They are a source of great admiration to whom I give my thanks. Despite our continuing to offer services, we are currently operating a reduced staff team and have put on hold the appointment of a travel nurse and administrator. Some staff are on furlough and have accepted this graciously. Others have moved to offering remote appointments from their homes.

Covid-19, for the foreseeable future at least, is here to stay. As its impact continues, our team is scattered and many of our clients grounded. HealthLink360's ability to continue to adapt and innovate to respond to the needs of our clients, will be essential to our future success.

We are deeply grateful to those individuals, trusts, churches and volunteers who have supported us financially and in prayer over this year. Thank you! We could not continue our work without you. Despite the circumstances there are many encouragements and I hope they stand out in this year's review.

Judy Hughes

General Manager

“In spite of the challenges ahead, HealthLink360 is responding to this crisis with great strength and determination.”

Key Achievements 2019-2020



Stats inclusive of 1 April 2019 – 31 March 2020.

From January 2020, we saw a reduction in the number of appointments due to the UK outbreak of Covid-19.

What our clients say about our team and our services:



Travel Clinic

This was a busy year for the travel clinic providing many appointments for a variety of clients; school groups, business travellers, charity workers, gap year students, humanitarian workers and of course, holiday makers, some whose destinations never cease to amaze me. Many go to warmer climes to escape the Scottish weather, to relax by a pool or on the beach, but for others their holiday is full of adventure.

From travelling on a motor bike around Tibet, trekking to Everest Base Camp in Nepal, visiting the Chernobyl Exclusion Zone in the Ukraine, horse riding safaris in Africa...the list is endless. And for some it might include all of these as they set off to travel and experience as much of the world as they can!

Each client has different vaccination and health preparation needs and so the advice and the vaccinations we provide are tailored and specific to them. Keeping abreast of changes and developments

in travel medicine is an essential part of our day-to-day work and learning and we do this in a variety of ways.

Study days at the Faculty of Travel Medicine; Royal College of Physicians and Surgeons, Glasgow (RCPSG), webinars, daily use of NHS websites for travel health professionals and shared learning with colleagues and our panel of experts all help to ensure we are giving our clients evidence based and up-to-date information and advice from which they can make informed choices in relation to their health.

Covid-19 appeared rather suddenly at the beginning of 2020, curtailing travel worldwide by the end of March and, as a result, also limiting the activities of the travel clinic. I'm sure we'll have many challenges as we navigate through this time of uncertainty, but we look forward to the time when we can help prepare our clients 'to get ready to face the world' once again.

Lillian Miller

Client Case Study: Grassmarket Community Project

Some of our clients work sacrificially in difficult circumstances throughout the world.

This year we had the privilege of preparing a group from the Grassmarket Community Project in Edinburgh who travelled to a remote village in Zambia.

There, they helped with the building of a school for young girls at risk, making the windows and doors. They also made wooden benches for the 'outside church' under a tree. As a result of their fundraising they saw the installation of a well - the first time the villagers had fresh water!

Tommy Steel, workshop manager, Grassmarket Community Project, said:

"We were in the Chama district of Zambia to help local people build a school for young girls at risk.

This was a much-needed secondary school and it has the full support of the local community. The girls in this area currently face a future with little or no access to education beyond primary school and there is still a prevalence of early pregnancies and the traditional practice of child marriage.

"The area is so remote that it is difficult to get craftspeople in the area."

"The trip was absolutely fantastic; with no injuries or illnesses. It really was an experience that none of us will ever forget, we have so many stories to tell. It was an incredible experience living with the people in the village."

For more information on the Grassmarket Community Project, please visit <http://grassmarket.org/>



Members of the Grassmarket Community Project working with a local man to make a door

Psychological Services

Numbers tell a story, but they don't convey the rich, human reality of the psychological services team appointments. In 2019-20, we sat down 369 times with people who were anxious, depressed, traumatised, confused, or distressed in some other way. They came from churches, mission agencies, aid organisations and the local area. We provided them with counselling or psychological therapy, either face-to-face or via virtual platforms like Skype and WhatsApp. So many people, so many stories. But the joy and satisfaction of seeing people recover, rebuild and move on is immense.

We also met with 28 men and women to assess their psychological suitability for Christian ministry. It's important to help the church select individuals who have the resilience and self-awareness to survive and thrive in demanding roles. One of the denominations for whom we do these assessments wrote, "We... value our partnership with you, it is certainly beneficial." The assessment is also designed to help the individual. One candidate wrote, "I.. would express my gratitude to Healthlink360 and in particular Lynsey for the manner and consideration (in which) the interview was conducted."

The importance of those assessments is underscored by the number of ministers who are on long-term sick leave. Our Fit for Work Psychological Assessment is an occupational health review, offered in combination with a medical assessment by one of our doctors. We delivered six of these in 2019-20, most of them for ministers who were on long-term sick leave.

There is not space to add colour to the 47 personal reviews, 12 mid-term psychological assessments, 16 mission candidate assessments, two trauma/critical incident reviews, and 50 wellbeing assessments that we also did. All of them concerned individuals working for humanitarian agencies, mission organisations, church denominations, young people on gap years, or simply local people in need of help.

The psychological services team is small in number (three), but we are so grateful for the skill, patience and care that each member brings. This year we were sad to say goodbye to Fiona Baker, our young persons' specialist counsellor, who went on to teacher training. However, we welcomed Lynsey Orbegozo, who also specialises in counselling young people. Lynsey brings a wealth of skill, enthusiasm and knowledge and has been a fantastic addition to our team.

Since the end of March our services have moved entirely online. Thankfully, this was a smooth transition for us, and an essential resource for clients - old and new - during this time of crisis.



"the joy and satisfaction of seeing people recover, rebuild and move on is immense."

By Chris Dunkerley



Medical Services

This has been the single most challenging year for the medical work at HL360. Just as the team of six doctors was gearing up for our anticipated busy summer season, a tiny little micro-organism shut down the world's travel. And for four months hardly anyone needed our medical services.

You'll understand how difficult this was: frustrating would be putting it mildly.

But the medics would like to pay warm tribute to our senior admin team, and the charity's trustees, for so steadily and carefully steering the ship through the rocks. As I write this (July 2020) clients are once more asking for our services. We are emerging from our corona hibernation. It is good to be back doing what we enjoy, and to do so in as safe an environment as we can manage.

But not everything was difficult. The year saw several welcome developments in our medical work; more sending agencies now want us to screen their clients remotely (i.e. without being seen face-to-face) for medical and other problems before they venture overseas. This important work grew through the year. We are also becoming more skilled at identifying people whose health may cause problems during their world trips. Most of these clients are young so mental health issues dominate. I would like to thank our volunteer senior medical advisers whose professional advice we had to draw on several times.

The doctors have continued to appreciate working with clergy referred to us who face long-term or serious medical problems in their work. Because we understand the unique professional pressures that clergy work under, we believe we can offer especially insightful medical reports for their churches.

Over 160 overseas workers were seen face-to-face by our medics for comprehensive health assessments. This particular group is generally becoming older so, not unexpectedly, we are detecting serious illness more than before. The value of these reports to the individual, and to their employer, has risen as we detect more and more important health issues.

Clients from Northern Ireland now fly over to us for the day, where we can offer them combined medical and psychological assessments in one session. This is far more convenient for them than the previous multi-agency arrangement.

The way the medics work was changing before the pandemic, but this change has accelerated rapidly. We are using video consulting much more frequently and substantially more of our professional work is now done from our own homes. Many of these video calls have been with clients scattered round the world. When we do see clients face-to-face it is a shorter meeting than before as most of the groundwork has already been done on video. As a result, we can offer more appointments in each working day.

Two new doctors joined the medical team after a successful ad was put out. One is currently being inducted – Dr Uzumma Nwankwo – and she brings a new skill to the HL360 team: she is trained in occupational medicine. We look forward to Uzumma's skills being well used. Dr Fiona Earl will undergo her induction in autumn 2020. Fiona is a local GP with many years of experience.

My reflection on this very hard experience is that HL360 offers a unique set of skills and knowledge to world travellers. What we offer people is still needed. Despite the Covid-19 pandemic all the expert predictions are that international working is a growth area. Along with our travel nurses, psych team and admin staff the medics can still contribute to helping people "get ready to face the world".

By Dr Keith Russell



HL360 offers a unique set of skills and knowledge to world travellers



Team News

HealthLink360's team of 12 staff (employed and sessional) and 4 volunteers is overseen by a Board of Trustees (currently 5 in number). The team comprises a medical coordinator and 5 other doctors who offer their skills and expertise on a voluntary or sessional basis; a clinical psychologist, 2 counsellors and 3 travel nurse specialists; small but effective admin, finance, marketing and communications teams and day-to-day operations led and managed by a general manager.

A key strength of the organisation lies in our ability to retain skilled and experienced staff for many years. This, coupled with the opportunity to employ new staff as we grow, provides for a stable, enthusiastic and creative team.

This year has seen the following appointments:

Ruth Milliken



Following Shirley Fraser's retirement, we were delighted to welcome Ruth to our Board of Trustees in May 2019. From an operational background in the charity sector, Ruth's career has moved into the business sector, leading to her completing an MBA. Ruth brings a wealth of experience in communications, operations, HR and project management along with a compassion for those in difficult circumstances and a heart for social justice. Her broad network of contacts within the UK business community and third sector are an additional asset to the Board. Ruth has been particularly helpful in the early phase of lockdown, advising on grant applications and HR matters.

Ruth Punna



With a new website, an increase in social media, blog articles, and a communications database in development, HL360's marketing and communications strategy expanded steadily in 2019-20. We were delighted to welcome our newly appointed marketing and communications officer, Ruth Punna, in March 2020, to work alongside Judy Hughes and Kamala Santos on our marketing strategy.

Ruth is highly experienced having worked for agencies and non-profits on some very high-profile marketing campaigns. She hasn't had the easiest start, joining us just before lockdown, but it was a timely appointment as good communications have been vital during this time. On top of keeping our website and social media updated, Ruth has done a brilliant job of producing this annual report.

Lynsey Orbegozo



Lynsey joined our psychological services team in September 2019. After spending much of her career to date in third sector finance with international charities, she requalified as a counsellor, completing her Diploma in Integrative Counselling with Vital Connexions in 2017. Since then, she has achieved further qualifications in counselling of children and young people and in remote counselling and is a member of BACP. Lynsey brings a wealth of skill, enthusiasm and knowledge, along with a background in cross-cultural living and working.

We are fortunate to have found these individuals with experience so well suited to the work of HealthLink360. We are delighted to welcome each one of them to the team.

Resignations

Sylvia Mason

The May 2019 Board meeting provided an opportunity to thank and say farewell to Sylvia Mason who has served on our Board faithfully for many years. Sylvia's parents were missionaries in China, so she grew up within a cross-cultural, mission culture.

As a retired occupational therapist, she had a concern for the holistic healthcare and resilience building of global workers. In her capacity as a Trustee she visited Mission Agencies in Scotland and Northern Ireland to ascertain their needs and promote the services of Healthlink360. She also served as Interim Chairperson from July 2011 – October 2013 when Gordon took on the role of Chair. We will miss her common-sense, practical approach and insights and wish her well in new ventures.

Fiona Baker

Following a period of 2 years at HealthLink360, Fi left in July 2019 to pursue a change in career to teaching. Her specialism as a young persons' counsellor has brought a high level of expertise, particularly to our health screening and psychological support of young people embarking on short term mission and humanitarian overseas programmes, enabling us to further develop and grow this area of our work. She will make an excellent teacher and we wish her well in this new chapter of her life.

Jackie Cotter

Jackie finished with us in March 2020 to take up an administrative role in a clinic closer to her home. In the two years she has been with us, she has brought a high level of organisational skill to her role, significantly improving the efficiency of our administrative processes. We will greatly miss her, along with her friendly and professional approach to the arranging and management of appointments and communicating with clients. We wish her all the very best in her new role.

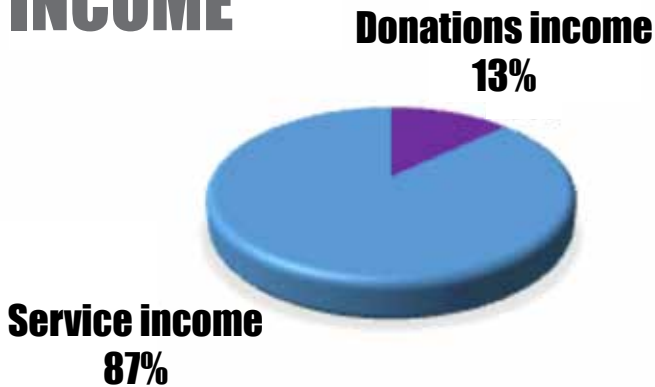
Prior to lockdown in March, we were preparing to appoint a replacement for Jackie. This, however, is on hold for the moment and we are currently re-evaluating our needs in light of the pandemic.

Finance Review

We began the financial year on a stable footing with the promise of new work and plans to develop our services. Our model of providing our services on a 'not for profit' basis has proved very successful, allowing us to set our prices to meet the cost of providing the service.

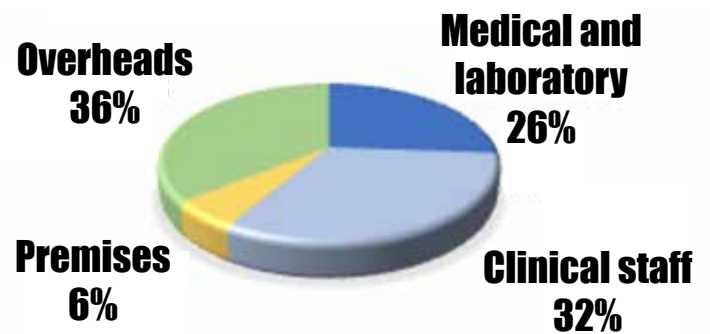
The pandemic began to impact on our travel health service towards the end of the financial year. In spite of this we have still seen some growth in our service income.

INCOME



Our services are funded by a 'cost based' charge which is further subsidised by our generous donors.

EXPENDITURE



The bulk of our expenditure goes on providing our expert services.

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

We have worked hard over the years to ensure HealthLink360 is a resilient and adaptable organisation, able to withstand the challenges which come our way. The current situation with Covid-19 will certainly test our resources but we are in a strong position to recover from this crisis. Our committed team are adapting to new ways of working and are still providing the high quality care and advice so valued by our clients.

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

Income	2019-20	2018-19
	£	£
Donations Income	39,868	37,441
Service Income	255,607	251,749
	295,475	289,190
Expenditure		
Medical and Laboratory	69,321	71,540
Clinical Staff	92,310	88,046
Premises	10,630	15,511
Overheads	104,818	97,935
	277,079	273,032

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Regulated by:

