

Welcome to the 7th edition of **ALL ABOARD**



King's Award for Voluntary Service Celebration

HealthBus Trust was awarded the prestigious King's Award for Voluntary Service. This accolade, the highest a local voluntary group can receive in the UK, is equivalent to an MBE and recognises the significant impact of HealthBus volunteers and work in the community.

His Majesty's Lord-Lieutenant of Dorset, Angus Campbell, hosted a special ceremony on 24 May 2024, at the Marsham Court Hotel to officially present the award to the HealthBus team. The charity's representatives, Gail and Reg received a crystal award and a certificate, marking their exceptional contribution to voluntary service. This celebration follows an announcement made in November 2023 regarding the award.





Chairman's Remarks

The Chairman of HealthBus, expressed his delight at the recognition of gaining the King's Award for Voluntary Service;

"What an honour it is to be recognised in this way! I am delighted that the contribution we are making to individual lives and the wider community is acknowledged in such a distinguished way."

Christopher Wakefield

HealthBus Trust, Chairman of Trustees.



His Majesty's Lord-Lieutenant of Dorset, Angus Campbell, stated;

"It's a pleasure and honour to be involved and to acknowledge the outstanding work that the HealthBus has done and continues to do for some of those marginalised in our community. I deeply believe in their cause and applaud their determination and resilience as they continue to save lives!"

HealthBus Trust is renowned for its comprehensive approach to healthcare, partnering with both clinical and non-clinical teams to offer services that improve physical and mental health, aid in addiction recovery, and support individuals in moving beyond homelessness. By reducing the demand for NHS secondary care and collaborating with hospital teams, the charity addresses the 'revolving door' syndrome, where individuals frequently cycle through hospitals and A&E departments.



This year, HealthBus Trust is one of 262 charities, social enterprises, and voluntary groups to be honoured with the King's Award for Voluntary Service. Their dedication and hard work, along with that of their fellow awardees across the UK, highlight the profound impact of volunteers in enhancing community life and supporting those in need.





Partnership with SPC IT

As of 01 April 2024, we are delighted to share the news of our recent partnership with SPC IT, a leading provider of Professional, Award-Winning, and Trusted IT Support & Technology Solutions in Dorset since 2012.

At HealthBus Trust, our mission has always been centred around providing essential specialist homeless healthcare services to those in need within our community. With the expertise and dedication of SPC IT's friendly team of hard-working IT professionals, we are now poised to enhance our capabilities and streamline our operations to better fulfil our mission.



Debbie joins our Team

We're thrilled to announce a new addition to our HealthBus family - Debbie, who joins us as a Clinical Administrator. Debbie's passion for addressing health inequalities in the homeless community aligns perfectly with the core values of our charity. Debbie brings a wealth of experience and a heart dedicated to serving the marginalised. Her journey started at the Foodbank, where she fostered a non-judgmental environment, nurturing friendships and self-worth among volunteers from rehab centres. Now she is supporting our clinical team with the essentials needed behind the scenes.



AJC HealthBus Challenge: THEY DID IT!

Dorset-based affordable housing specialist AJC Group began preparing for the ultimate 'HealthBus Challenge' in April, aiming to fundraise for the HealthBus Trust. The 35-member AJC Group team completed a week of exhausting physical challenges starting on 15 April. During the week, the team lifted a combined total equivalent to 500 HealthBuses, each weighing 4.5 tonnes, skipped to match the entire population of Bournemouth, which is 196,000 people, and jumped the total height of 5,000 HealthBuses, each at 273 cm.

The culminating event on Friday, 19 April, required the team to summon all their strength to pull a 4.5-tonne HealthBus, roughly the same weight as an elephant, along the promenade from Sandbanks to Bournemouth, covering a distance of 5 km. This final stretch tested the team's endurance and determination to support a cause they deeply care about.

The team have already raised £6,500.00 which is 65% of their target goal. There are plans for another event later in the year so that they can reach their £10K target! Huge thanks again to the incredible AJC Team!



Sarah from The John Horseman Trust visits HealthBus

We were thrilled to welcome Sarah Timmis from The John Horseman Trust to Bournemouth on 16 April 2024, as she visited the HealthBus. Their generosity demonstrated through a significant donation in August 2023, has been instrumental in supporting our specialist outreach efforts. The John Horseman Trust's dedication to charitable projects, particularly those benefiting the environment, education, and local communities in the UK, aligns perfectly with our mission. We are deeply grateful for their ongoing support and partnership in making a tangible difference in the lives of those we serve.



Spotlight on Policies & Procedures

The HealthBus is using QCS, a digital partner which supports the team with audits, compliance and policies. This CQC approved tool enables the team to ensure policies and procedures are up to date and relevant for the service. If you feel there is a specific policy or procedure that needs reviewing, please email Kate on kate@healthbus.co.uk and we will endeavour to review it.

We always welcome feedback from our patients, visitors, staff, trustees and volunteers.



Buckingham Palace Visit

On 08 May 2024, Susan (trustee) and Gail (volunteer), representing the HealthBus Trust, were among the distinguished guests at the Buckingham Palace Garden Party, hosted by His Royal Highness (HRH) King Charles III. The invitation was extended in recognition of the outstanding work done by volunteers in the voluntary sector.

The HealthBus Trust had earlier received The King's Award for Voluntary Service in November 2023, an honour that signifies the highest level of achievement for a local voluntary group in the United Kingdom, equivalent to an MBE. The award reflects the Trust's exceptional contributions to the community through its voluntary work.

The Buckingham Palace Garden Party serves as a celebration of these efforts, highlighting the valuable role volunteers play in supporting their communities and improving the quality of life for those around them. This recognition emphasises the importance of voluntary service and its positive impact on society.



Bournemouth University Media Project 2024

Second-year Media students at Bournemouth University have successfully completed their 'Client Brief' project, marking a significant milestone in their academic journey. The project, which involved Groups 1 and 10, centred around an inspiring brief from HealthBus, and concluded with both groups presenting their ideas and research in tackling the 'brief' at a seminar on 15 May 2024.

The students were tasked with developing innovative strategies to motivate university students to engage with local charities and contribute to their communities. This initiative went beyond mere creativity, encouraging participants to challenge their unconscious biases and misconceptions about homelessness. It also aims to inspire the next generation of leaders and decision-makers by envisioning new ways to foster community involvement.

Both groups demonstrated exceptional dedication and talent in their efforts. Their projects not only showcased their creative abilities but also their commitment to making a positive impact on society. The successful completion of this project highlights the important role that university students can play in addressing societal issues and supporting local charities. Congratulations to the BU Media students on this remarkable achievement.





Women's Community Impact Awards 2024

On 25 May 2024, Kate Hibbitt was honoured with the Eminent Woman of Impact Award at the Women's Community Impact Awards, celebrating her outstanding contributions as Operations Director of the HealthBus charity. In this role, Kate has been a pivotal force, serving as the clinical business leader while also managing operations and responsibility as the Care Quality Commission (CQC) lead. Her strategic oversight ensures the organisation is staffed appropriately and operates smoothly, adhering to best practices.

Over the past six years, Kate has played a crucial role in transforming the HealthBus from a modest initiative into a celebrated organisation, recognised nationally for its innovative service delivery model. Her visionary leadership and resilience have been central to this evolution, culminating in the charity's successful care delivery. Maintaining healthcare compliance is a significant accomplishment for any independent charity, underscoring Kate's dedication to providing high-quality, compassionate care.





HealthBus visits Driving for Change (London)

On 30 May 2024, Deano and Myka from HealthBus paid a visit to the Driving for Change team in Richmond, London. The visit was an eye-opening experience, showcasing the remarkable impact that diversity, fundraising, and local service connections can have on a community. Driving for Change, a pioneering initiative launched in 2021, repurposes iconic London double-decker buses to deliver essential services to the most vulnerable residents across key London boroughs.

Driving for Change has revolutionised support for people experiencing homelessness by transforming these buses into mobile service hubs. These buses offer a range of crucial services, including NHS and oral healthcare from nurses, haircuts, social support, digital and financial literacy training, financial advice, employment support, and more. Operating five days a week, the buses serve nine boroughs, including Stratford, Newham, Lewisham, Barnet, Richmond, Wandsworth, Kingston, Croydon, Hackney, Thornton Heath, Deptford, Canning Town, and Clapham Junction.

The visit left a profound impact on Myka Wilshire, a trustee of HealthBus, who praised the Driving for Change team's passion and dedication to supporting the community's most vulnerable members. *"The Driving for Change Team are fantastic, and their passion and dedication to support the most vulnerable in the community is captivating,"* said Myka.



Dorset Innovation Hub Summit

On 18 June 2024, the Dorset Museum in Dorchester was the bustling venue for the Dorset Innovation Hub Summit, a landmark gathering for the health sector led by Our Dorset and Dorset Integrated Care System (ICS) Innovation Hub. With over 250 delegates in attendance, the summit explored and celebrated the role of innovation in improving health outcomes across Dorset. The enthusiasm for the Dorset Innovation Hub Summit was evident, with all tickets sold out and a waiting list in place. Deano and Kate attended on behalf of HealthBus.



Innovation Poster Winner!

We are thrilled to announce that we were the winners of the Dorset Innovation Hub Summit Health and Care Innovation Poster competition!! We won with almost 25% of all votes and have been awarded with a gift voucher and chocolates for our efforts. The challenge was to adhere to a set of poster guidelines, whilst showcasing innovation in health and care. We are really proud of this achievement and would like to thank all who voted for us.

Sandra Courtiour, Acting Innovation Programme Manager for Dorset Integrated Care System (ICS) Innovation Hub visited the HealthBus team at one of the weekly drop-ins on 20 June 2024, "We are delighted to announce that the HealthBus won the innovation poster competition with a significant number of delegates voting for it at the summit. It's wonderful to learn about what the charity does and how they are making a difference in the community."



DentAid collaborates with HealthBus

National charity DentAid, renowned for its dedication to improving oral health among underserved communities, partners with the HealthBus to extend their outreach even further. This collaboration aims to bridge the gap in dental care for vulnerable populations, ensuring they receive essential oral health services.

DentAid operates mobile dental clinics that reach individuals who often fall through the cracks of traditional healthcare systems. Their services target people experiencing homelessness, survivors of abuse, families living in poverty, refugees, cancer patients, and those recovering from addiction. HealthBus, serves as a critical point of contact for many individuals who struggle to access medical services. We provide a range of healthcare options, but oral care had previously been a gap in our offerings. By partnering with DentAid, we can now offer comprehensive dental services to patients, ensuring they receive better holistic care.

Patient Feedback

Patient surveys are conducted regularly, allowing patients to reflect on the care and service offered.

"Thank you so much for all you do and not giving up on me. Thank you, you are so caring, thank you, you are so kind!" - Patient 2024

Please contact the team via kate@healthbus.co.uk if you have any suggestions, feedback or items you would like featured in the next bulletin.



IT Support

To enhance data security and compliance, all HealthBus staff will have access to SPC IT Support. Their mission is to assist our charity in achieving success and providing peace of mind through technology. They offer proactive, trusted, and jargon-free IT support and services.