

Welcome to the 5th edition of **ALL ABOARD**



HealthBus receives The King's Award for Voluntary Service!

On 14 November 2023, HealthBus Trust was awarded The King's Award for Voluntary Service (KAVS) 2023. This is the highest award a local voluntary group can receive in the UK and is equivalent to an MBE.

HealthBus Trust is one of 262 charities, social enterprises and voluntary groups to receive the prestigious award in 2023. Our work, along with others from across the UK, reminds us of all the ways fantastic volunteers are contributing to their local communities and working to make life better for those around them. It was created in 2002 to celebrate Queen Elizabeth II's Golden Jubilee and, following his accession, His Majesty The King emphasised his desire to continue the Award.



Chairman's Remarks

"Our mission is to ensure care is accessible and delivered to the most marginalised in our community. Our collaborative approach and specialist healthcare are built around the trust formed with patients. We are making a positive impact, but more work is needed. We have an outstanding team who are all committed to the delivery of specialist homeless healthcare across BCP, and we will continue to be an advocate for those with no voice. Gaining the KAVS is an honour!"

Christopher Wakefield

HealthBus Trust, Chairman of Trustees.



NHS Dorset Executives visit HealthBus

On 04 October 2023, HealthBus Trustees and the Senior Leadership team were delighted to welcome Patricia Miller - OBE Chief Executive NHS Dorset and Dawn Harvey Chief People Officer NHS Dorset, to visit the mobile clinic in Boscombe. The team were able to share with the NHS Dorset executives the innovative approaches used to address health inequalities and make healthcare accessible for those experiencing homelessness. Dr Maggie Kirk was able to share the unique story of how the charity was birthed and the action that is currently taking place to ensure that inequalities in healthcare are removed. The Trust is making progress in getting essential care to the most vulnerable on the streets and is collaborating with the ICS on research interventions. We look forward to collaborating further with NHS services as we seek to address significant inequities together!



Connecting with Local Businesses

As a way of celebrating World Homeless Day on 10 October 2023, the HealthBus team was at J.P. Morgan's B-Fest, raising awareness of unmet needs in our community. Colleagues visited the mobile clinic to discover more about our vision, mission and values. Thrilled to be supported by the largest private employer in Dorset!

"Living locally, so many are unaware of the significant need that consumes our communities. We are delighted to be supporting HealthBus as they bring care and compassion to many who are in severe need." - Hilliary, J.P. Morgan



Hospital Saturday Fund Award HealthBus with a grant towards a new Electric Response Vehicle

On 13 October 2023, Mark Davies Trustee from The Hospital Saturday Fund (HSF) visited HealthBus Trust to present a £5,000 grant to help fund a new Electric Response Vehicle. We are so grateful for the generosity of HSF as they continue to partner with us as we continue to deliver essential healthcare to people experiencing homelessness in Bournemouth and the surrounding areas.



Ingram Micro UK films HealthBus and PatientSource

On 01 November 2023, Amazon's technology solution provider Ingram Micro UK visited Bournemouth to film and capture the collaboration partnership between the HealthBus Trust and PatientSource: a cloud-based EPR solution, designed by clinicians, for clinicians. PatientSource allows the HealthBus team to record and manage patient information in an accessible, safe, and secure manner. The PatientSource cloud-based system has transformed the operational delivery of how patient information is utilised by the HealthBus clinical team.

"Our collaborative spirit and willingness to be innovative is the lifeline of this charity. We believe that every person has an equal right to effective and evidence-based healthcare in a safe and non-judgmental environment. This can only be achieved through essential partnerships working with organisations and agencies that have similar values to our own." - Myka Wilshire, Trustee



St Michael's Primary School Bournemouth, selects the HealthBus Trust as their festive charity 2023!

Year 4 pupils at St. Michael's Church of England Primary School actively supported the HealthBus and the Christmas Hamper Appeal by generously contributing to the cause. The school made a meaningful impact by donating over 90 essential items such as sweetcorn, custard, pasta sauce, and other food items to be included in the hampers. These hampers, carefully curated with essential provisions, were delivered to families facing crises over the Christmas season. The school's involvement reflects a compassionate community spirit, emphasising the importance of solidarity and support for those in need during the festive season.



HealthBus Trust partners with Dorset Healthcare & YMCA to vaccinate patients

It's estimated that more than 130,800 people who are eligible for the Covid booster vaccination on offer in Dorset this winter still haven't taken it. The HealthBus is partnering with health agencies and accommodation services to ensure that vulnerable patients have access to the vaccination. Together with Dorset Healthcare and YMCA, the HealthBus Clinical team are aiding with the vaccination delivery through drop-in clinics.



HealthBus Trust launches new Electric Response Vehicle for Specialist Homeless Outreach

Over the past 12 months, the team has seen an increase in people needing help and support and the addition of a new car will help the team be more agile, visible, and importantly, see more patients.

For 9 months, Deano Pickering, (Head of Fundraising & Marketing) for the Trust has spent time raising the profile of the HealthBus and has been bowled over by the incredible response to support this project. Together partnering with grant-giving organisations and businesses the vision of having a bespoke urban vehicle dedicated to specialist homeless outreach is now a reality!

The new car was officially launched by the Lord Lieutenant of Dorset, Angus Campbell at JP Morgan on 06 December 2023 alongside distinguished guests and homeless agencies. The HealthBus Trust Trustees and Team are immensely grateful to those who support the charity and have dedicated their time, finances and commitment to enable patient-centred healthcare for people experiencing homelessness. With special thanks to J.P. Morgan, Hospital Saturday Fund, Holidaycottates.co.uk, Sylvia Waddilove Foundation and the Hendy Foundation!



Specialist Nurses from The Queen's Nursing Institute and University Hospitals Dorset visit HealthBus

On 07 December 2023, the HealthBus team had the privilege of welcoming Samantha Dorney-Smith, Nursing Fellow, Pathway, and Specialist Advisor, Homeless Health Programme, Queen's Nursing Institute, London. Samantha established the Kings Health Partners Pathway Homeless Team across 3 NHS Trusts (Oct 2013-July 2015) and has been heavily involved in the London Network of Nurses and Midwives since 2004 and was a previous Chair.

Samantha visited the HealthBus Trust to exchange insights and best practices in homeless healthcare. As a dedicated professional, she brought a wealth of knowledge and experience to enhance collaboration and innovation in delivering healthcare services to individuals experiencing homelessness. This visit signifies a commitment to fostering partnerships and leveraging expertise for the betterment of healthcare for vulnerable populations.

In addition, Sam Whittle, the Diabetes Specialist Community Lead at Bournemouth Diabetes & Endocrine Centre (BDEC) within University Hospitals Dorset, recently visited the Trust. Her purpose was to share best practices in homeless healthcare, underscoring the commitment to addressing the unique healthcare needs of individuals experiencing homelessness. With her expertise, Samantha contributes valuable insights to enhance the provision of healthcare services and foster collaborative efforts between healthcare institutions and organisations like the HealthBus Trust. This visit reflects a dedication to improving healthcare outcomes for marginalised populations and promoting inclusive, patient-centred care.



Alongside Zest, Picnic Park Deli & the community we proudly supported the Christmas Hamper Appeal!

The HealthBus Trust, in collaboration with Zest and Picnic Park Deli, gave its proud support to the Christmas Hamper Appeal. Through collective efforts, they successfully raised over £800 to procure essential items for hampers. These thoughtfully curated hampers brought comfort and joy to families experiencing crises during the Christmas period. The community's generosity and commitment made a significant impact, demonstrating the spirit of compassion and unity during the festive season.

"We are so fortunate to have so many partners, agencies, charities and businesses that are willing to help us bring joy and hope to families in crisis at Christmas. This community collaborative venture helped us deliver over 200 hampers across BCP, feeding over 1000 people for 5 days over the festive season. Thank you everyone!" - Ed Briggs, Hamper Director.



Coastline Vineyard dedicates their Christmas Carol Giving Events to the HealthBus!

As the festive melodies of Christmas carols filled the air and the spirit of giving permeated the season, it became abundantly clear that this time of year was not only about decorations and presents but also about generosity and goodwill. It was the ideal time for communities to come together and make a positive impact, and Coastline Vineyard Church exemplified this beautifully by dedicating its Christmas carol events to raise funds for the HealthBus Trust.

The Christmas carol events organised by Coastline Vineyard were not just about spreading festive cheer; they were a vehicle for creating a positive impact on the health and well-being of the community. By dedicating these events to the HealthBus Trust, the church transformed the joyous melodies into a source of hope and healing for those in need.

The outcome of Coastline Vineyard's dedication was nothing short of remarkable. The congregation, along with the broader community, rallied together, contributing a total of £2440 to support the HealthBus Trust. This substantial sum will undoubtedly go a long way in furthering the Trust's mission to provide essential healthcare services to those who require it the most.



Chrissie on Outreach with New Car and Equipment

The HealthBus's new electric car, is making a significant positive impact on delivering healthcare to the most marginalised members of our community. Nurse Chrissie, equipped with this innovative vehicle, has extended her reach to provide care and support to an even larger number of people in need. The electric car's efficiency and environmental friendliness enable Nurse Chrissie to navigate diverse neighborhoods, reaching individuals who might have been previously inaccessible. This initiative not only improves healthcare accessibility but also reflects a commitment to sustainable and socially inclusive solutions, ultimately contributing to a healthier and more connected community.



Welcome to Tom: Physician Associate

Tom Mills has joined the HealthBus clinical team. Tom is undertaking his MA studies and has qualified as a Physician Associate and is currently working in RBH in A&E. Tom is passionate about specialist homeless healthcare and seeks to gain more experience as he begins his career as a clinician



Spotlight on Policies & Procedures

The HealthBus has now acquired QCS, a digital partner which supports the team with audits, compliance and policies. This CQC approved tool will enable the team to ensure policies and procedures are up to date and relevant for the service.

Please ensure you take time to familiarise yourself with this new app. We always welcome feedback from staff, Trustees and volunteers. 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.



Christmas Party!

The HealthBus team enjoyed their Christmas party in Ringwood this year! This was a chance for the team to celebrate the outstanding achievements of the year and to thank everyone for their valuable contribution. Throughout 2023 the Trust has seen a significant increase in resources and opportunities to develop its service. The team remain committed to its mission of providing patient-centred specialist homeless healthcare to those in need.

Patient Feedback

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

"Finding free care for many of the services I need would have been difficult to find without the HealthBus. When I was homeless getting healthcare would have been difficult due to my mobility issues. Everyone is extremely attentive and caring. My social prescriber is wonderful not only does she help with my needs but we also laugh together. So life is balanced." - Patient Survey, Oct 2023

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