

Welcome to the 8th edition of **ALL ABOARD**



Diabetes Specialist Nurse seconded to HealthBus

Since July 2024, Sam Whittle, a Diabetes Specialist Nurse (DSN) from the Royal Bournemouth Hospital (RBH) has been integrated into the HealthBus clinical team one day a week, which is a transformative step for the care of homeless patients. Homeless individuals face significant challenges in managing diabetes due to unstable living conditions and limited access to healthcare. A DSN brings specialised expertise, ensuring accurate diagnoses, effective treatment plans, and continuous monitoring to prevent complications.

Additionally, Sam can provide tailored education, teaching patients to manage their condition in their unique circumstances. This includes managing blood sugar levels, understanding the importance of regular foot care, and the role of diet and exercise. Empowering patients with this knowledge is crucial for long-term disease management.



Chairman's Remarks

"It's been another busy summer for our superb HealthBus team who have been working tirelessly to provide essential care to those who are most in need. We are thrilled to have Sam Whittle from RBH, integrating and supporting our team. Her expertise and contribution is already making a positive and significant difference for our patients. Working in partnership is essential for the holistic care of patients."

Christopher Wakefield
HealthBus Trust, Chairman of Trustees.



Fundraising Convention 2024

On 03 July 2024, the Fundraising Convention in London gathered over 1500 non-profit professionals at the QEII Centre in Westminster. Among the attendees was Deano (Executive Director) from HealthBus, representing the charity to make new connections to improve fundraising.

The convention's theme, *"Innovation and Impact,"* featured keynote speeches, workshops, and networking opportunities. Deano found the sessions on digital transformation in fundraising particularly beneficial, gaining insights into using data analytics to enhance donor engagement. The importance of digital tools in engaging donors and optimising operations was a significant takeaway.

Reflecting on the convention, Deano expressed enthusiasm about applying the learned strategies at HealthBus. *"The Fundraising Convention 2024 has been an incredible experience, as like all charities we are charged with doing more for less ...,"* Deano remarked. *"I am excited to implement new ideas to advance our mission."*



**LUKE'S FUNDRAISING
England's South West
Coast Path Walk!**

**650
MILES**

Luke's Epic Coastal Trek: A Journey of Miles and Minds

At the start of June 2024, Luke Saxy embarked on an extraordinary adventure: tackling England's South Coast Path in one continuous hike. This daunting path, stretching 650 miles around the scenic southern edge of England, was no small feat. Luke estimated it would take him between 40 and 45 days to complete.

But this wasn't just a personal challenge. Luke's trek was a heartfelt fundraising mission aimed at raising £5000 for Dorset Mind, Great Ormond Street Hospital, and the HealthBus. These causes are incredibly important to him, not only because of the work they do but also because of his own 25-year battle with severe depression. By taking on this challenge, Luke hoped to boost his own mental health while making a difference for others.

After covering an impressive 515 miles over 38 days, Luke's journey hit an unexpected hurdle: a knee injury forced him to pause his trek. Despite this setback, Luke's dedication and resilience shone brightly. His social media updates not only chronicled his adventure but also opened up conversations about mental health, stressing the importance of speaking openly and positively about such issues.

Luke returned to Bournemouth on 09 July 2024, greeted like a hero by some of the HealthBus team. While his knee injury was a disappointment, it hasn't dampened his spirits. Luke is already gearing up for his next challenge, driven by the desire to raise awareness and funds for causes close to his heart. He hit his fundraising target - Thank you Luke!



Phillipa's Race Across Scotland: 215 Mile Race

Phillipa Rolle embarked on her latest formidable challenge, the 215-mile Race Across Scotland Ultra, which took place on 10 August 2024. Known for her relentless dedication to supporting vital charities through extreme endurance races, Phillipa's efforts this year were focused on raising funds for the HealthBus Trust.

As she tackled the arduous race, Phillipa's journey captured significant attention, earning her the lead feature on the GB Ultras Facebook page. Her story, marked by months of rigorous training and an unwavering commitment to helping those in need, resonates deeply with many followers.

Phillipa's determination and perseverance are evident as she pushes forward in one of the UK's most demanding endurance races. Her mission to raise awareness and funds for the HealthBus continues to inspire and motivate supporters, both online and along the race route.

Phillipa Rolle Exits Endurance Race due to Foot Injury

Due to an unforeseen injury, the extraordinary GB Ultra runner Phillipa had to cut short her epic 215-mile Race Across Scotland. The GB Ultra medical team made the difficult decision to withdraw her from the race after she sustained lacerations on her feet from running through boggy, wet terrain.

After an incredible 53 hours and 132 miles, we are immensely proud of Phillipa and share in her disappointment during this challenging moment. We want to take a moment to reflect on the heroic journey Phillipa has undertaken over the past few days and to express our deep gratitude for her dedication to supporting HealthBus. She has impressively raised 95% of her fundraising target.

"The GB Ultra team are truly amazing, providing all the support we need to ensure that us runners are as safe as possible when undertaking the race. Its a gruelling challenge, but I love every moment of it. The sites across Scotland are beautiful and breath-taking as we encounter so many varying landscapes. I have trained extremely hard and I know I can conquer the distance, but this year the wet ground got the better of me ... the GB Ultra's medics were very gracious in making sure my injury didn't get any worse. I am so grateful of the support and online wishes. Thank you to everyone and especially the HealthBus team who have been so encouraging and supportive." - Phillipa Rolle.

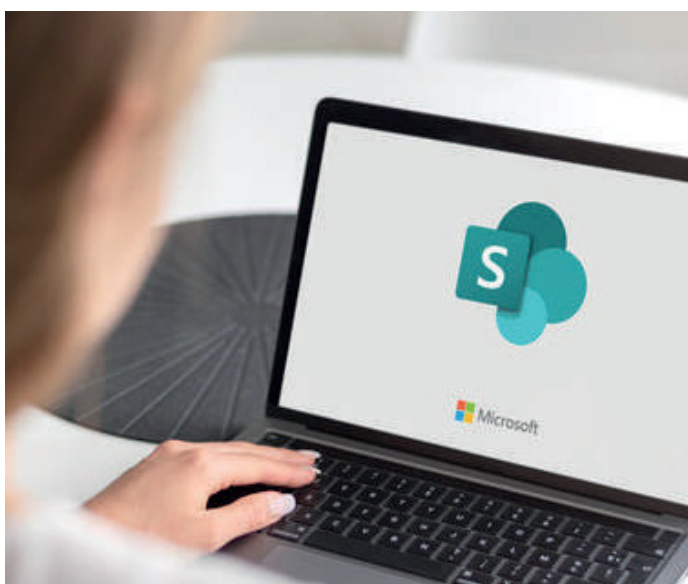




Dorset Living Magazine Celebrates HealthBus being awarded the King's Award

The August 2024 edition of Dorset Living Magazine proudly celebrated the HealthBus Trust's remarkable achievement of receiving the King's Award for Voluntary Service, the highest accolade for local voluntary groups in the UK, equivalent to an MBE. The award ceremony took place on 24 May 2024, hosted by His Majesty's Lord-Lieutenant of Dorset, Angus Campbell. Representatives of HealthBus were honoured with a crystal award and certificate. Two dedicated volunteers attended a prestigious garden party at Buckingham Palace on 8 May 2024. This recognition underscores HealthBus's invaluable contributions to the community, celebrated in Dorset Living Magazine's special feature.

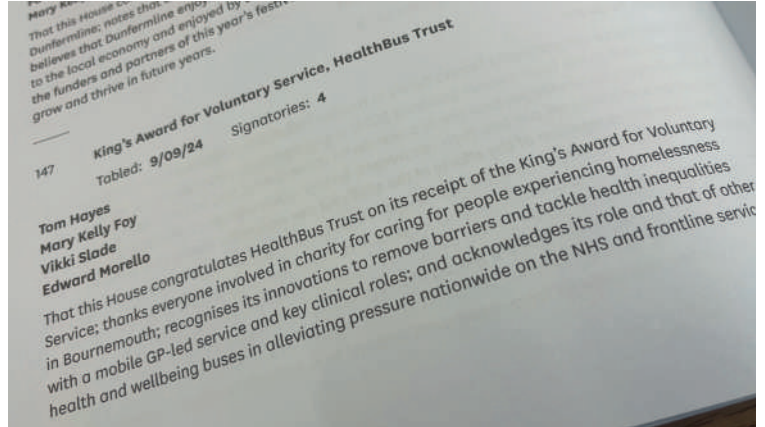
Huge thanks to Paul Collins Photography for his support and fantastic images. More can be found [here](#).



Microsoft Software

To help with communication, data management and compliance all HealthBus staff/volunteers will be able to access essential information via MS365 SharePoint, OneNote and Teams. Kate will be emailing relevant HealthBus members with suitable links.

Cyber training and software updates will also be implemented by SPC IT ensuring team members are safe working online, especially when undertaking digital work when on outreach or remote.



HealthBus celebrated in Parliament

On 09 September 2024, HealthBus was recognised and celebrated in Parliament. The Early Day Motion (EDM) submitted to Parliament by new Bournemouth East MP Tom Hayes celebrates the charity's receipt of the prestigious King's Award for Voluntary Service, the highest honour for voluntary organisations in the UK and the work the team does to bring healthcare to Bournemouth's most vulnerable.

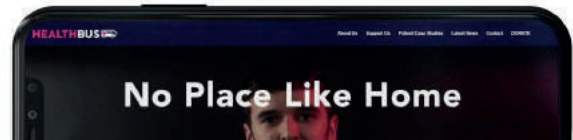
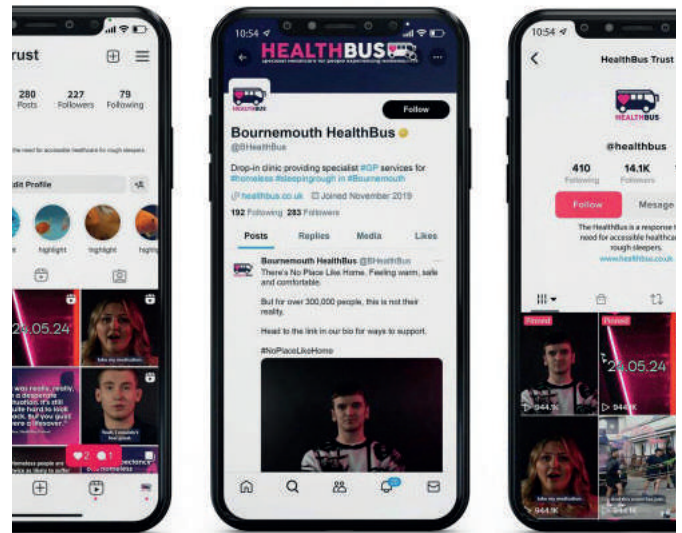
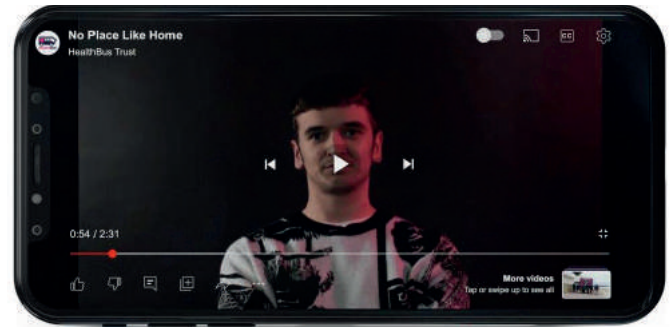
The EDM highlights HealthBus's dedication to addressing health inequalities and removing the barriers to care that many homeless individuals face. It also acknowledges the charity's crucial role in relieving pressure on front-line NHS services through its innovative mobile service. Other MPs have signed the Motion in support, including Neil Duncan-Jordan, MP for Poole.

Tom Hayes MP said: *"HealthBus is an example of Bournemouth's kindness and a force for good in our town. The King's Award is much-deserved. As a former homelessness service CEO who has spent time with HealthBus service users and support workers, I was proud to ensure this recognition of their achievements in Parliament. Everybody deserves healthcare."*

Bournemouth University, No Place Like Home Online Campaign

Media students at Bournemouth University successfully completed their 'Client Brief' project, in May 2024. The students were tasked with developing innovative strategies to motivate university students to engage with local charities and contribute to their communities.

A group of 2nd Year Media students, known as the *Tigers Collective*, created a powerful 2-minute video exploring what "home" means to university students. They interviewed peers, asking them to reflect on the emotional significance of home, before posing a challenging question: how would they feel if it were all taken away and they found themselves homeless? The video aims to confront unconscious biases around homelessness and foster empathy. It also encourages collaboration with local charities, such as HealthBus, that support marginalised groups facing housing insecurity.



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.



Bags of Sunshine provided from JP Morgan

In a heart-warming display of community spirit, J.P. Morgan has extended a generous helping hand to HealthBus through their 'Bags of Sunshine' campaign. This thoughtful initiative has resulted in the donation of 100 bags filled with essential items, specifically designed to bring comfort and care to our homeless patients. Each bag, carefully curated with kindness, includes sunscreen, dried food, water bottles, lip balm, body wash, and shower gel—items that are often taken for granted but make a world of difference to those without a permanent home.

The impact of these donations has been immediate and deeply felt. Our patients, many of whom face daily struggles to meet basic needs, have expressed immense gratitude for these gifts. The essential items not only address their immediate physical needs but also provide a sense of dignity and care that is often missing in their lives. The smiles and words of thanks from our patients are a testament to the positive effect this campaign has had.

J.P. Morgan's contribution goes beyond mere charity; it reflects a strong commitment to social responsibility and community well-being. By supporting our cause, they have set a powerful example of how local businesses can play a pivotal role in uplifting the most vulnerable members of our society. Their involvement has brought a ray of sunshine into the lives of those who need it most, demonstrating that even small acts of kindness can create ripples of change.



Love Church Provides Crucial Support to HealthBus

We are thrilled to extend our deepest gratitude to Rev. Glenn and the senior leadership team at Love Church, St Swithun's, for their incredible kindness and generosity. Love Church has graciously granted HealthBus access to their site, enabling us to offer vital clinical sessions to our patients experiencing homelessness. This collaboration is a significant milestone in our mission to provide specialist healthcare to the homeless community. The passion and commitment demonstrated by Love Church in supporting our cause have made a profound impact.

Kate Hibbitt, Operations Director, expressed, *"Having a dedicated site where we can connect safely with patients each week is essential. Already, we are seeing that the environment where people access care has an impact on their perceptions and mental health, and now it's being improved. Thank you, Love Church!"*

The dedicated space provided by Love Church not only offers a safe and welcoming environment for our patients but also plays a crucial role in improving their overall experience and mental well-being. This partnership embodies the true spirit of community support, and we are deeply grateful for Love Church's unwavering support in our ongoing efforts to deliver compassionate and effective healthcare to those in need. Thank you, Love Church, for standing with us!



Healthwatch Dorset Report: Urgent Healthcare for the Homeless need!

Healthwatch Dorset has released its latest report, [“Voiceless, Unheard and Socially Excluded,”](#) which brings to light the immense challenges faced by people experiencing homelessness and those who are vulnerably housed when attempting to access health and social care services.

The report, published on Wednesday, 11th September 2024, highlights not only the systemic barriers that hinder access to essential services but also the complex and often harsh realities these individuals endure in their daily lives. This comprehensive report reflects the voices of those who are too often ignored, showcasing the dire need for systemic change within the healthcare and social care sectors across Dorset.



HealthBus welcomes New Trustee: Sam Acton

We are delighted to announce that Sam has agreed to be our latest Trustee member. Sam is a serial entrepreneur specialising in disruptive growth and expansion models. Sam is keen to share her wealth of business experience for the greater good and joins HealthBus at its juncture to growth. As an Independent member of the BCP Council Audit & Governance Committee and lead for the MPHERoes/Savvitas expansion project on behalf of the House of Lords, Sam brings much experience in local and national government, understanding of compliance and the complexities of engaging with multiple agencies for success.



HealthBus features in AUB Postgraduate Show 2024

Arts University Bournemouth's Postgraduate Summer Show 2024 featured an exceptional piece of work by postgraduate artist Jamie Yeates, blending abstract animation with social commentary on homelessness.

Jamie, an academic on Interior Architecture and Design, presented a compelling animated piece focusing on the challenges faced by people experiencing homelessness. This piece was particularly inspired by the narrative of Gail, a volunteer from the HealthBus Trust, who has been actively supporting vulnerable patients and helping them transition off the streets. Gail shared her thoughts on the work, saying, "What Jamie has created is moving and impactful. He has captured the humanity of those battling homelessness and shown that we all need compassion, kindness, and love. I am honoured to have played a small part."

[View Jamie's work here.](#)

Patient Feedback

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

"I consider myself privileged to have met the HealthBus team and received excellent treatment from them. At all times, I have been welcomed with love, compassion and understanding by every member of the team." - 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.