

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



Chairman's Remarks

"As we reflect on 2024, we recognise the outstanding work accomplished by everyone on the HealthBus team. Together, we have connected with, supported, and cared for patients who needed our help the most.

For those experiencing homelessness, winter—especially the Christmas season—is the most challenging time. Beyond the harsh weather, the emotional strain and wellbeing pressures of the season make it an incredibly difficult period.

We are incredibly grateful to The Cliffhanger Restaurant for generously hosting our Christmas dinner celebration, where we had the opportunity to express our heartfelt thanks to our outstanding volunteers and staff."

Christopher Wakefield
HealthBus Trust, Chairman of Trustees.



Nepalese Charity visits HealthBus to explore PatientSource

In October 2024, Roshan Dahal, Head of Medical Systems and Chief Pharmacist for The Gurkha Welfare Trust (GWT), continued his mission across the South Coast of England, visiting the Royal Hospital for Neuro-disability and GP practices. Lee Francis (Co-Founder, PatientSource) arranged for Roshan to visit the HealthBus. They participated in morning surgery at St Swithun's Church, where the mobile clinic provides vital healthcare. Operations Director Kate Hibbitt guided Roshan through PatientSource configuration, supporting the 'To-Be' process mapping for GWT.



REND 2: "I Am More Than..." Stakeholder Event

On 07 October 2024, stakeholders from the health and voluntary sectors gathered at The Spire in Poole for a crucial event focused on fostering inclusive community-engaged research. Organised in partnership with Bournemouth University, Lantern Trust, HealthBus, NIHR and NHS Dorset, the event aimed to co-design approaches for developing research collaborations with individuals who are homeless or vulnerably housed.

The "I Am More Than..." project has been working to create inclusive spaces where people with lived experiences of homelessness, alongside staff and volunteers who support them, can share their perspectives with health and social care researchers. By bringing these voices to the forefront, the project seeks to influence policy, research, and health interventions. This particular event marked the transition from "why" to "how" – focusing on practical strategies for co-creating inclusive opportunities in research.

Purpose: The primary aim of the event was to understand the barriers and enablers to involve homeless communities in research and to co-design inclusive methods to overcome those challenges. The insights gained are essential for creating meaningful opportunities for homeless individuals to contribute to health and social care research.



Methods: The event featured a combination of presentations showcasing key learnings so far and an interactive workshop grounded in co-design methods. For those seeking a deeper understanding of the values behind co-production, the Co-production Collective's approach provides a solid foundation ([see here](#)).

Feel: The spirit of the event was designed to be inclusive and welcoming. Organisers aimed to make every participant feel valued, ensuring that each person had the opportunity to be heard and contribute. Participants were encouraged to bring their whole selves, beyond just their professional roles, to foster authentic connections and meaningful discussions. The removal of formal identifiers like lanyards helped participants feel at ease, encouraging personal engagement and collaboration.

This event continued to push forward the mission of the "I Am More Than..." project, ensuring that the voices of people who have experienced homelessness are central in shaping the future of research, policy, and interventions.

More information here: <https://www.bournemouth.ac.uk/news/2024-11-19/homeless-voices-included-heart-research-dorset>



AFC Cherries Community Fund, October 2024

On 09 October 2024, Tim Partridge, Business Relations Manager, and Jordan, Social Media Consultant, proudly represented the HealthBus at AFC Bournemouth's Vitality Stadium. They were invited by the Cherries Community Fund to receive a generous donation, supporting the HealthBus's mission to bring specialist healthcare to vulnerable homeless patients across Bournemouth, Christchurch, and Poole (BCP).

During their visit, Tim and Jordan were warmly welcomed by the Cherries charity team and had the exciting opportunity to meet some of the AFC Bournemouth players. Afterwards, they were taken on a guided tour of the stadium, concluding with a photo session to commemorate the occasion.

"We are delighted to be supported by our local football team and the Cherries Community Fund," Tim Partridge commented. "As a community, we are all aware of the challenges of homelessness in BCP, and working together, we can continue to help rebuild people's lives."

HealthBus tries The YMCA Big Sleep Easy 2024

On 12 October 2024, HealthBus Executive Director, Deano, was honoured to participate in the “YMCA Big Sleep Easy” event over the weekend at Talbot Heath School, alongside Bournemouth One Radio.

The YMCA Sleep Easy campaign is an annual fundraising event designed to raise awareness and funds to tackle homelessness. Participants spend a night outdoors, typically in sleeping bags or makeshift shelters, to experience a small glimpse of what it’s like to sleep rough. The event aims to shed light on the realities of homelessness while raising vital funds to support those affected.

Funds raised through the Sleep Easy campaign help local YMCA branches provide essential services such as housing, education, mental health support, and other resources to people experiencing homelessness or at risk of becoming homeless. The money also supports programmes aimed at preventing homelessness and helping individuals get back on their feet.

YMCA Bournemouth, the Big Sleep Easy event helps address homelessness in Bournemouth, Poole, Christchurch, and surrounding areas in Dorset, offering both direct support and long-term solutions to reduce homelessness in the region. Thanks to Lorna Child, Sheena Dayman, and Deano Pickering for providing live updates on the radio throughout the night.



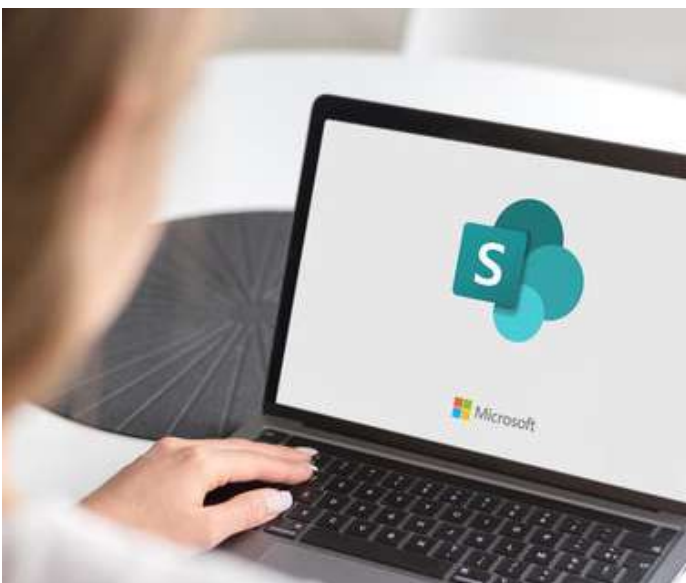


Free 0300 number to assist homeless patients

HealthBus Trust is excited to announce its new collaboration with [Core Telecom Charity Service Information](#), providing a free 0300 number for patients to easily contact the charity. Thanks to Core Telecom's generous support, this number comes at no cost to the caller, ensuring accessible communication for vulnerable individuals seeking healthcare.

Core Telecom, one of the largest independent telecommunications network operators, is renowned for its flexibility and dedication to serving a diverse range of clients, including mobile operators, large enterprises, charities, and non-profits. By donating the 0300 numbers and waiving all incoming call costs, Core Telecom reinforces its commitment to supporting the charity sector. Already collaborating with some of the UK's most established charities, Core Telecom's partnership with HealthBus further strengthens its mission to enhance operational efficiency and outreach for charitable organisations.

This collaboration marks a significant step forward in improving access to HealthBus's specialist homeless healthcare services, ensuring that those in need can receive help without barriers. The new patient number for the HealthBus is **0300 102 4497**.



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.



Charity Quiz with AJC Group and The Grasshopper

The HealthBus extends a heartfelt thank you to [AJC Group](#) and [Hall & Woodhouse](#) Grasshopper Pub in Poole for their incredible support in organising an unforgettable quiz night. The event, held in a wonderfully festive setting, brought together an enthusiastic crowd for an evening filled with laughter, camaraderie, and some friendly competition. Thanks to the dedication and generosity of AJC Group and the Grasshopper Pub team, the quiz night raised an impressive £750 for the HealthBus, which will go directly toward supporting our mission of providing essential healthcare to vulnerable patients in Bournemouth, Christchurch, and Poole.

We are truly grateful for this partnership and for the generosity of all who attended and participated. Every donation helps us reach more people in need, and this contribution will make a meaningful impact on our ongoing efforts to support our community. Thank you once again for making this possible!



Patch Hosts Christmas Jumper Fundraiser

A heartfelt thank you to [Patch](#) at Bobby's for organising a delightful Christmas Jumper Festive Fundraiser in support of the HealthBus. Patch, a vibrant new neighbourhood workspace designed to foster the growth of emerging businesses, has already become a valued supporter of our mission.

The event, held on 12 December 2024 was a wonderful evening of community spirit and giving. Over 70 attendees joined us in the cosy and welcoming space to watch a thought-provoking film on homelessness by Patrick Frost. Alongside the screening, guests had the opportunity to network, enjoy hot drinks and cakes, and capture memories at the festive photo booth.

The evening raised over £419 for the HealthBus, with additional contributions to our Hamper Appeal and generous donations for our Bags of Hope initiative. This incredible support will help us continue providing vital healthcare services to those experiencing homelessness in Bournemouth, Christchurch, and Poole.

We extend our deepest gratitude to Patch and everyone who participated in this event. Your kindness and generosity are making a tangible difference in the lives of vulnerable individuals this holiday season

Free flu and COVID-19 vaccinations 2024

Between October and December 2024, the HealthBus clinical team partnered with NHS Dorset Healthcare to deliver essential vaccinations and healthcare services to individuals experiencing homelessness across Bournemouth, Christchurch, and Poole.

In October 2024, the HealthBus and NHS Dorset Healthcare successfully launched their winter vaccination programme, administering 28 flu and 23 COVID-19 vaccinations at the YMCA in Bournemouth. The clinic also provided vital health services, including diabetes screenings, Hepatitis C treatment and advice, and sexual health support.

Since then other vaccination clinics have been held across Bournemouth and other parts of Dorset. This initiative reinforced the ongoing collaboration between NHS Dorset Healthcare and the HealthBus Trust, ensuring that vulnerable individuals had access to critical healthcare services ahead of the winter season.

Holly Wentworth, Lead Vaccination Nurse for Dorset Healthcare, expressed enthusiasm about the turnout:

"It was fantastic to see so many people respond to our offer. We hope even more will attend as we continue to connect with vulnerable communities across Dorset to stay protected and healthy."





Christmas Lunch for HealthBus Patients 2024

The YMCA Bournemouth continues to be a beacon of hope for HealthBus patients, providing warmth, dignity, and connection. On 19 December 2024, it hosted a special Christmas lunch, serving hot meals to 42 individuals experiencing homelessness.

Helen, a HealthBus patient, shared: "The meals here are superb! The people here are wonderful; they treat me with respect and have time to talk with me. Connecting with others has been really positive for me."

Thanks to funding from the Neighbourhood Fund, Dorset Community Foundation, and BCP Food & Energy Support Fund, this initiative is extended until April 2025. Weekly Thursday lunches now provide hot meals and a vital sense of community for those experiencing homelessness, offering nourishment and connection in a supportive environment.



HealthBus welcomes New Trustee: Sandi Marshall

We are thrilled to welcome Sandi as our newest Trustee. With 35 years in public transport as a London Bus Driver, Inspector, and Manager, she gained a deep appreciation for diverse communities and the need for support during tough times. Overcoming personal challenges, Sandi transitioned to mental health advocacy in 2020, earning a diploma in Stress Management. She now manages a charity supporting adults with mental health challenges and volunteers as a Samaritan, offering active listening and outreach for the homeless. Her experience and empathy make her a valuable addition to our team.



Christmas Hamper Appeal 2024

This year, HealthBus has joined forces with 78 local agencies and organisations to support the [Christmas Hamper Appeal](#) 2024. Together, we made significant impact on families in crisis across Bournemouth, Christchurch, and Poole.

Thanks to the generous contributions of Zest, Howdens, Patch, and Aldridge Brownlee Solicitors, the appeal will provide 200 hampers, feeding an incredible 730 people in need. Each hamper is designed to support a family of five for five days, offering essential sustenance and a little holiday joy during challenging times.

On December 23, 2024, 200 hampers were delivered to families in need, selected from 232 nominations submitted by 27 different agencies. In total, the initiative provided food and support to 730 people facing hardship.

The hamper team collected an incredible 10,600 items of food and seasonal treats, thanks to the efforts of 316 dedicated volunteers who received donations, prepared hampers, and delivered them. Nineteen teams worked in shifts to ensure everything was ready, while a fleet of 64 vehicles brought Christmas cheer directly to those in need.

The appeal raised an incredible £11,187.12 thanks to generous contributions from partners and the public. We sincerely appreciate everyone who donated, volunteered their time, and offered support to help those in crisis.

Support from Cliffhanger Cafe

The Cliffhanger Restaurant generously hosted the HealthBus Christmas meal for 33 staff and volunteers on 19 December 2024. As part of their Take That tribute night, they also organised a charity raffle to support partnering charities and raise funds for HealthBus. We are deeply grateful of this support.

Karen Gold, Restaurant Marketing Director, expressed her support: *"It's a privilege to contribute to the vital work of local charities. Helping those in need is essential, and we are committed to doing what we can to support people in rebuilding their lives."*



Spotlight on Policies & Procedures

The HealthBus is using QCS, a digital partner which supports the team with audits, compliance and policies. This QCS 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.

Patient Feedback

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

"Everyone here is so kind. Each week, I am offered a hot drink and a toastie. Having one of the nurses look and treat my legs is amazing. The HealthBus team are truly super" - 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.

