

## Volunteering and Health Inequalities – Making a Tangible Difference at Locala

At Locala, we are committed to reducing health inequalities and ensuring that everyone, regardless of their background or circumstances, can access the support they need. Our **volunteer programme** is a key part of this mission, providing practical solutions to remove barriers, building trust within communities, and ensuring that no one is left behind.



Michelle, Breastfeeding Peer Supporter



Keziah, Breastfeeding Peer Supporter

Between **October and December 2024**, our volunteers dedicated **2,302** hours to supporting patients and services, making a direct impact by:

- **Addressing barriers to care:** 25 families accessed our **volunteer-led baby-weigh facilities**, enabling them to monitor their babies' health when travel limitations or service accessibility might have been a challenge.
- **Enhancing patient experience:** **664 patients** at Princess Royal Health Centre received assistance from our **Patient Helpers**, reducing stress before appointments and ensuring **11.5 hours** of clinician time is used within services.
- **Reducing social isolation:** Volunteer befrienders made **97 visits** to patients at **Ings Grove (Intermediate Care)**, providing companionship, improving mental well-being and combatting loneliness.

**This work is not just about support; it aligns with Locala's THRIVE strategy (2024-27), particularly our focus on:**

- ✓ Delivering accessible, inclusive, and responsive services – ensuring our volunteer programmes are meeting the needs of those facing the greatest barriers to healthcare.
- ✓ Expanding our reach to serve more communities – embedding volunteering into our work to tackle health inequalities.
- ✓ Partnering with others to enhance our impact – working collaboratively to improve patient outcomes and social impact.



Breastfeeding Peer Supporters after Graduating from their training for the voluntary role

Volunteering is not just about providing extra support—it is about embedding inclusivity and equity into our services. The impact is twofold: patients access support from volunteers, and volunteers gain skills, purpose, and a stronger connection to their communities.

At Locala, we see volunteering as a key part of tackling health inequalities. It provides practical solutions to access barriers, builds trust within communities, and ensures that no one feels left behind. We are proud to champion a model of care that prioritises both community participation and strategic action to reduce disparities in healthcare.

**Find out more and get involved:** [locala.org.uk/get-involved/volunteering/vacancies-and-application](https://locala.org.uk/get-involved/volunteering/vacancies-and-application)