

STANDING OVATION AWARD WINNERS

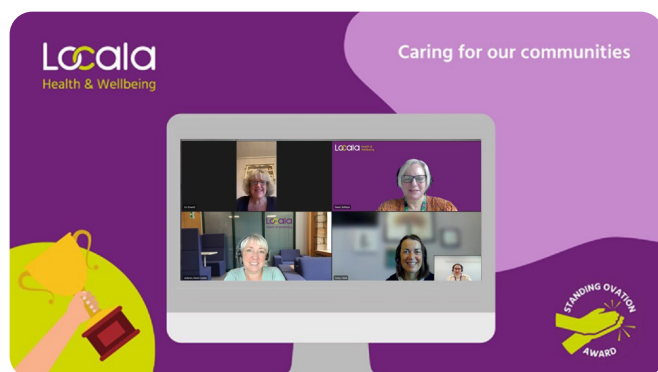
Our volunteers are regularly nominated for a monthly Standing Ovation Award as people who truly live Locala's values; unsung heroes who deserve some recognition. **Here are our most recent winners since the last edition**



Georgia Carey, Patient Helper, Walk-In Centre

Georgia was nominated for a standing ovation award for truly going above and beyond. She is a breath of fresh air, always positive and outgoing. She commits to the volunteering with so much enthusiasm and ability, able to complete all tasks plus using her initiative to find other work to do.

She 'organised' the entire storeroom leaving it spotless, tidy and ready to use the next day. She is friendly and helpful and eager to help in any way she can. Georgia is a huge asset to the team and even though she has multiple commitments such as college, her job and dance she is still committed and will make sure she can always make it to the walk in centre for her shift. We have an amazing bunch of volunteers at the moment and have to say Georgia is really a part of our team.



Liz Philpot, Befriender, Moorlands Grange

Liz, one of our befrienders, was nominated for a Standing Ovation Award because she brightens up both staff and patients' days as soon as she walks into the building. Our patients really enjoy having a chat with her and going out into the garden; nothing is ever too much trouble for Liz and she always goes above and beyond in her role and is excellent when it comes to putting patients at ease and giving them

reassurance when they are feeling down or worrying about other things.

Liz has brought in baking, knitting, plants and flowers for staff and patients, and everyone loves to hear her stories and looks forward to her coming every week.

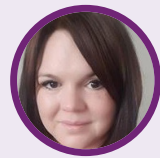
Liz is hugely committed to her volunteer role and even let our Communications Team come and film an interview with her as part of a volunteering promotional campaign, in which she was happy to talk about her motivation behind being a befriender and encourage others to give it a go, for which the volunteering team are extremely grateful. She is an asset to Moorlands Grange and highly deserving of this recognition.

Meet the Teams

Meet the Locala Volunteering Team:



Heidi Curry
Volunteering & Partnerships Manager
0303 330 9392 volunteering@locala.org.uk



Louise Sykes
Volunteering Services Manager
0303 330 9392 volunteering@locala.org.uk



Bridget Hall Calderdale Breastfeeding Peer Support Network Lead Co-ordinator
033 3043 6277
calderdalepeersupport@locala.org.uk



Michelle Davies Calderdale Breastfeeding Peer Support Network Assistant Co-ordinator
033 3043 6268
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Heidi & Louise's roles are to recruit and support volunteers and to work with teams to increase the number of volunteering opportunities within Locala. They also liaise with charities and other third sector organisations, looking at how Locala can work in partnership with them, to benefit our patients and service users.

Bridget and Michelle's role is to recruit, train and support all Locala Breastfeeding Peer Supporters within Calderdale.

Meet the Locala Engagement Team:



Sarah True
Interim Head of Engagement & Inclusion, Integrated Community Services Business Unit
033 3330 9946 sarah.true@locala.org.uk



Emma Boyes
Engagement & Inclusion Manager
0033 3330 9694 emma.boyes@locala.org.uk



Jo Vaughan
Engagement Officer
030 0304 5140 joanne.vaughan@locala.org.uk



Nicola Barber
Engagement Officer
Nicola.barber@locala.org.uk

The role of Locala's Engagement Team is to understand patients' experiences, both good and not so good, to improve how services are designed and delivered and to celebrate when things have gone well. They work closely with services to make the patient voice loud!

Breastfeeding Peer Supporter Conference

Saturday 14th October 2023

Calderdale Breastfeeding Peer Support Service held their annual conference at Square Chapel Arts Centre, Halifax, with over 30 Peer Supporters from Calderdale and Kirklees attending.

The day was an opportunity not only for learning and development, but to also say a huge thank you to all our amazing Breastfeeding Peer Supporters. The day started with Coordinators Bridget Hall and Michelle Davies giving an overview of the achievements of the service during the past year and we celebrated Peer Supporters Kathryn Ashmore and Jenny Oldroyd who have each achieved over 10 years of volunteering.

We also celebrated and congratulated Kathryn and Beth Gorman who have been successful in gaining employment with Locala in Calderdale as Infant Feeding Assistants, due to funding from the Family Hubs programme.

During the morning there were three speakers: Rachel Smith, Senior Health Improvement Practitioner from Calderdale Council, spoke about how the Family Hubs model is being implemented in Calderdale, and what this means for breastfeeding support services.

Dr. Marilyn Rogers (Infant Feeding Advisor Calderdale and Huddersfield Foundation Trust) gave a fascinating presentation about Tongue Tie, and its impact on breastfeeding.

Alison Walklate (Infant Feeding Lead, Calderdale Public Health Early Years Service, Locala) gave us an important update about mastitis and how it can be prevented and treated.

After a tasty lunch we were treated to a session with Olivia Norton "Time for me...a quick introduction to practical mindfulness" which was appreciated by all.

This piece of feedback summed up the day: "Breastfeeding, science, like minded powerful women! Amazing fantastic day! Thank you!"

It was a wonderful day and we're already looking forward to next years' conference!



New Baby Self-Weigh Team up and running in Chickenley!

We are thrilled to have a brand-new team of Self-Weigh Link Supporters at Chickenley Children's Centre, running a weekly baby-weigh session launched in August.

Our team of volunteers are there every Tuesday morning to support parents, guiding them through use of the self-weigh equipment and signposting when necessary.

This is our second volunteer-led baby-weigh session, which we hope will be extremely valuable to the local community.

What does the word 'engagement' mean to you? It may be a sparkly ring and a promise of marriage! To others, engagement means connecting with people and listening to their opinions and ideas. Engagement can help us to find out about people's experience of health care and involve them in ways to improve our services. Locala's Engagement Team are not the only ones who are out and about engaging with our local communities – our clinical teams are too!

Children's Immunisation Team

From before babies are born to the final year at school, our Immunisation team offer information and advice and deliver vaccines in many different venues. From clinics to the school hall, to summer galas and reaching local communities in the clinical van - they are there to protect our families!



Diabetes Team

Our Diabetes Specialist Nursing Team and Dietitian Emma attended 'Health and Wellbeing' events organised by Huddersfield charity The Lipstick Project. They talked with people about living well with the condition, answered questions and provided information. The Engagement Team were also there to capture feedback!



Superheroes!

Tissue Viability Team are ulcer prevention superheroes! They marked National STOP pressure ulcer day 2023 by taking the van to central Huddersfield. They raised awareness and arranged further treatment for a passerby who had a leg ulcer that needed attention.



Thriving Kirklees 0-19



Laura regularly attends family events on behalf of Locala's health visitors and school nurses. Her stall is a treasure trove of information on infant feeding, oral health and advice on minor injuries and childhood illnesses. She even has a booklet with traditional nursery rhymes! Laura listens, offers advice when she can and signposts parents to local services. Locala organised six 'Antenatal Fayres' during 2023. Laura was there with colleagues and volunteers from Infant Feeding, Immunisations and Health Visiting, plus other organisations including midwives and Kirklees library services.

Parents-to-be were very positive about the fayres! All Dads-to-be surveyed said they had found the event helpful and 98% of Mums-to-be said they would recommend the Antenatal Fayres to others. "To have everyone in the same room – all experts together – it's so useful! I'm expecting twins! Please do this again!"

Clinical Van

It's not just the Immunisation Team who have been clocking up the miles in the Clinical Van. Locala's Sexual Health team have been out and about in Tameside, Stockport, Braford and Kirklees, clocking up the miles in the clinical van meeting, treating and listening to patients!

100% of people surveyed said they would recommend visiting our Sexual Health service in the clinical van!

The team were told, "This is a great service and I feel it would be great to keep it so people have access to local support."

Our Whitehouse GP practice have been hitting the road too! A patient told them, "It was easy to come to and stopped me from having to go to A & E."

Both Locala's Tissue Viability Nurses and the Dental Care team took their turns behind the wheel as well. A patient said, "There was nothing I didn't like about the clinic in a van."



Our Community Rehabilitation Service took the van to local supermarkets on 'Allied Health Professions Day' to chat with shoppers and to raise the profile of physiotherapy, occupational therapy and speech and language therapy.

Not only have people been positive about their own experience in the clinical van, many people have suggested other places they think the van should visit, plus ideas about different services that should use the van too!



Patient Engagement Champion Spotlight!



All Locala's services have a Patient Engagement Champion. Someone who is passionate about involving patients to make their team is the best it can be!

Meet Helen Arnold, Senior Nurse and Team Leader of the new 'Self-Management Team.'

Helen explains more about the team. "Self-Management' is about supporting people to be more independent with their health needs."

She gives an example of a patient to show how the team can help.

"We are currently looking after an elderly gentleman with diabetes who had started on 'insulin' and wanted to remain as independent as possible. Although this gentleman learnt how to inject his own insulin, he lacked some understanding about living with diabetes and the best ways to look after himself. Would he remember to take the insulin? Would he remember what to do if his blood sugar was low?"

"We worked with Locala's Diabetes Specialist Nurse Team and the gentleman's insulin was changed to a daily dose. This means that he can independently give his own insulin to coincide with his daughter's daily visit, so she can help supervise if needed during the week. It means he only needs visits from a nurse at the weekend."

"What mattered most to this gentleman was to feel as independent and trusted as possible. With support from the Self-management Team, this gentleman feels capable to take charge of his insulin."

Helen continues,

"It's important to listen to what people want, because then we find out what matters most to them. It helps us to make sure our care is holistic and meeting our patients' needs. Working with our patients can improve the service we provide."

VOLUNTEER STORY

Colleague Volunteers

Colleagues Diane and Sophie have volunteered as Telephone Befrienders for over two years. They both began giving their time during covid and have continued to do so, making more than 80 calls each to two individual patients, which is wonderful and has made a real difference to both patients.



Sophie Reynolds, Child Development Practitioner has been calling her patient since January 2021. Sophie has made 84 calls up to date and has built a good relationship with the lady. They enjoy having regular catch ups and chatting about outings and activities that the patient has been involved in.

The patient was recently approached to ask if she still wanted to receive calls from Sophie and to get some feedback from her. She said she wanted to continue as she still looks forward to having a chat with Sophie and the calls have made a difference to her life, especially during lockdown, as she didn't really speak to anyone and couldn't get out. She has now started socialising and has more

friends, but still enjoys a catch up over the phone with Sophie.

What Sophie enjoys about volunteering: "I feel like we have been speaking on a regular basis for so long now that we have formed a real friendship, even though we have never met in person. I look forward to our calls, I like to hear what she has been up to. She's great for recommending books and TV programmes she thinks I'll like. During covid she was very isolated but since, she has joined some groups and is getting out more and meeting people. It's lovely to hear that she's made new friends and doesn't feel as isolated anymore."

Diane Hirst, Bank Administrator, began making fortnightly calls to her patient in August 2020 and has since made 81 calls to the gentleman!

As both of their circumstances changed, they agreed to speak less often, but still have an occasional call to catch up and have a chat about the sport on TV – an interest they both share.

What Diane enjoys about volunteering: "It's very rewarding knowing that a phone call can make all the difference to that person's day!"

Huge thank you, Diane and Sophie, for continuing to make time to speak to our patients – your time makes such a difference!

Locala
Membership

Community Membership

Locala is a colleague owned, membership organisation and we have an ambition to be an organisation where members are the driving force for positive change and play an active role in shaping community healthcare services. All Locala volunteers are invited to become community members' when they apply.

What does being a Community Member involve?

Community Members' can get involved as little or as much as they like, here are some of the activities you will be invited to get involved in:

- Receive weekly newsletters, bringing together Locala news and sharing opportunities to get involved with projects in the geographical areas that Locala provides services
- Join focus groups, engagement activities and the Reader's Panel
- Attend events to find out more about specific projects or services
- Ask questions and challenge us at the Locala Members' Council meetings through the Community Member representatives
- Vote for projects you think we should support through the Locala Community Fund
- Vote for Community Member Representatives to represent you on the Locala Members' Council or nominate yourself and be part of it!

Contact us

If you would like to join Locala as a Community Member, or ask any questions about membership, email membership@locala.org.uk.

Readers Panel:

The Locala Reader's Panel brings together volunteers, colleague and community members to review patient information. The Reader's Panel make sure information is easy to understand, free of jargon and accessible for patients. If any volunteers would like to join the Reader's Panel, please email - membership@locala.org.uk

Thank you!

We would like to say thank you to all of our volunteers for their generosity of time and valued contribution and for their continued commitment.

Volunteers have the opportunity to make a real difference for our patients and service users and we really do appreciate the time that they are able to give. We hope that we can give them something in return, whether this be training, practical experience, a sense of belonging, or the knowledge that they are helping others.

Would you like to become a Volunteer? Benefits:

Volunteering provides you with opportunities to:

- Make a real difference for our patients and service users
- Use your skills and talents as well as develop new ones
- Build your confidence and gain work experience
- Enjoy what you do and make new friends

Volunteering provides Locala with the opportunity to:

- Value and benefit from the skills and knowledge that volunteers bring
- Enhance the patient services we provide
- Interact with our local community

If you're interested in becoming a volunteer for Locala, either:



Visit: www.locala.org.uk/get-involved/volunteering/vacancies-and-application/

Email: volunteering@locala.org.uk

Call: 030 3330 9392



LocalaVolunteering



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