

STANDING OVATION AWARD WINNER

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 :**

Sam's Standing Ovation

Sam joined our team of Breastfeeding Peer Supporters in May 2023 whilst training to be an NCT counsellor. She is a mum of four young children, who've all had very different feeding journeys, and Sam is using her vast knowledge and experience to help other mums.

Sam was nominated because she goes over and above by volunteering regularly at not one but three of our community-based sessions. Being part of three teams means she is offering her experience to an increasing number of mums throughout Kirklees (Almondbury, Dewsbury Moor and Melody Makers in Dalton). She also helped out at an antenatal fayre.

Sam is hoping to become a lactation consultation and

we hope she can build up confidence and experience to reach her goal. The ongoing commitment she shows to all three team rotas whilst still juggling running a home and being mum to her four children is outstanding, which is why I think she deserves this recognition and appreciation. Thank you Sam!

Sarah's Standing Ovation

Sarah was nominated because she makes a huge difference to our Sexual Health Team in Dewsbury. The time she saves the clinicians making the procedure packs helps so much.

Sarah is truly dedicated to her volunteering role, she is always friendly and polite and happy to help the team. She has become part of the team and the support that she gives by making the packs also saves time within a patient appointment.

Thank you so much Sarah!

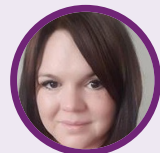


Meet the Teams

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
calderdalepeersupport@locala.org.uk

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 & Involvement Team



Sarah True
Head of Engagement & Involvement
033 3330 9946 sarah.true@locala.org.uk



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



Jo Vaughan
Engagement Co-ordinator
030 0304 5140 joanne.vaughan@locala.org.uk



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

The role of Locala's Engagement & Involvement 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!

Calderdale Breastfeeding Peer Supporters Conference-Saturday 9th November 2024

Calderdale Breastfeeding Peer Supporters held their annual conference at Calderdale Royal Hospital's Learning and Development Centre where 31 Peer Supporters from Calderdale and Kirklees attended the full day event.

The day started with Coordinators Bridget Hall and Michelle Davies giving an overview of the past year's achievements for the service and giving a big thank you to all of our Peer Supporters. Individual thank you's were given to those Peer Supporters who have been volunteering for a number of years:



Rebecca Lavery – 5 years

Victoria Sharpe – 5 years

Fern Yates – 5 years

Claire Young – 6 years

Bev Woolhouse – 8 years

Carmel Myles Pollard – 8 years

Lay Hong Hirst – 8 years

Rashda Itaf – 8 years

Claire Butters – 10 years

Clare Briggs – 10 years

Ellen Limebear – 10 years

Sarah Gledhill – 11 years

Jenny Oldroyd – 11 years

During the morning there were three speakers. Jenny Oldroyd, one of our long serving Peer Supporters gave a fascinating presentation about the history of breastfeeding. Alison Walklate, (Infant feeding Lead for Locala, Calderdale Public Health Early Years Service) spoke about a new initiative in Calderdale, The Latch Clinic. Dr. Marilyn Rogers (Infant Feeding Advisor Calderdale and Huddersfield Foundation Trust) presented about Acceptable clinical reasons for use of formula milk in the early postnatal period and how to support mothers and babies to continue breastfeeding during this time.

Following lunch we heard from Rachel Smith (Senior Public Health Practitioner, Calderdale MBC) who told us about the progress in producing Calderdale's new Infant Feeding Strategy.

The afternoon closed with Olivia Norton who led us in a very relaxing session in how to Unlock the keys to feeling yourself again. A beginner's guide to Mindfulness.

We received some fantastic feedback about the day and how enjoyable it was for everyone including that the conference "Really made the messages clear, reassuring us of the importance of the role we play and can have in encouraging and supporting a successful breastmilk journey".

The impact of community events!

Sharing positive health messages!

Locala Health and Wellbeing colleagues are often invited to community events. Our Engagement and Involvement team listen to feedback about the services we run and talk to people interested in becoming a volunteer or signing up as a Community Member. They also invite local organisations and charities to join them, providing them with an opportunity to help more communities.

When our clinicians go to events, they bring their expertise, knowledge and skills and use these to educate and advise. By answering questions and sharing information, they help people live healthier lives!



Myth busting at Kirklees College!

Deanna and Kendal from our Sexual Health service attended Kirklees college on 14 January for 'Sexually Transmitted Infection' (STI) awareness day. They set up a stall in the atrium for students to raise awareness of the importance of screening for sexually transmitted infection and to remove the stigma. Deanna says,

"This was a really successful day! We were there from 10am – 2.00pm and spoke to 45 students and also signed up 18 students to the 'C' card scheme, also answering questions and busting some myths around sexual health!"



Networking and hearing feedback!



Nicola from Locala's Engagement team went to Eureka! – the national Children's Museum - in Halifax to meet families at an event to mark the end of Baby Week Calderdale 2024. Locala provide the Health Visiting and School Nursing services in Calderdale, as part of the 'Public Health Early Years Service' (PHEYS). Nicola was interested in hearing feedback from parents. It was also an opportunity to meet other Calderdale organisations and to answer questions from them about Locala Health and Wellbeing. Nicola feels conversations at public events can be very useful. She says, "It is always a positive experience attending community events and being able to have face to face conversations with members of the public. It gives us the opportunity to hear their experience first-hand, and discuss what worked well and what could be improved."

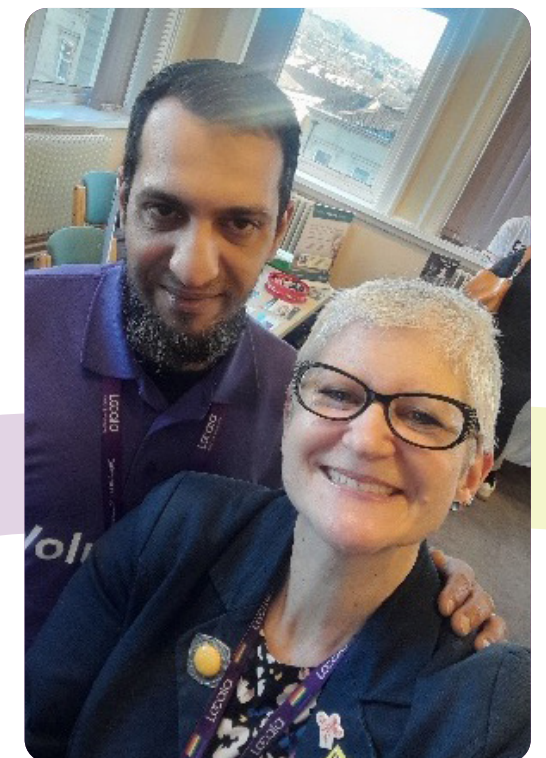
Meeting people who want to get involved!

It's important to hear what patients think about our services, but we are also interested in hearing what matters to carers. So being invited by Carers Count to join their Carers' Rights event in Batley, provided our Engagement team with a great opportunity to do just that! Engagement Officer Jo was joined by Usman, who volunteers for the team. They met carers and heard about their experience, including caring for family members with cancer and children with additional needs.

Usman says,

"We can learn so much from carers as they can give us insight on their own personal experiences and, in turn, we can use this information and understanding to improve standards for all our service users."

Some of the best conversations create opportunities, and at this event, two people signed up as a Locala Community Member.



Patient Engagement Champions

All of our clinical services have a member of the team who is their 'Engagement Champion'. They are colleagues who are committed to making sure 'patient voice' is heard!

Debbie Harris is Engagement Champion for Locala's Children Community Nursing Team.

"Listening to feedback from patients, parents, carers and families helps us to shape the service we deliver.

We know what is right for one person isn't right for another so, by listening to people we can try to make changes that will make a difference and help us identify areas that require improvement. "

"Feedback helps us understand needs and expectations. It helps build trust and ultimately it helps us deliver higher quality care based on direct patient experience."



Want to know more about our Community Members?

Locala currently have 110 Community Members. They are members of the public who live in the places we provide services – Kirklees, Calderdale, Bradford, Tameside, Stockport, Wigan and Leigh.

Our members include people who

- Have lived experience of health needs and want to be a voice for patients using our services
- Are previous patients, carers and parents of patients, or people who have not used our services – yes, anyone can join!
- Are also involved in community groups and organisations. For example, a Diabetes Support Group and local Youth Groups. Some of our members even have experience developing national services
- Are professionals, both working and retired including teachers, nurses and fitness instructors
- Are young people at school or college

Our members have most recently helped us

- Develop and improve patient documents through our reader's panel
- Select the new name for our Diabetes Education course
- Look at ways to improve care for vulnerable patients at one of our services

To find out more about becoming a community member and to join us –

Web: locala.org.uk/get-involved/membership

Email: makingadifference@locala.org.uk

Telephone: 030 33309781

Pat's story Oct 2024

Medicines Support Team

The service supports house-bound patients with management of their medicines supporting patients to understand their medication. This includes what it is for, when to take it and side effects. The team can carry out a review of prescribed medication, as well as helping to maximise patient independence by explaining about techniques (e.g. inhalers) or providing various medication aids (e.g. eye drop aids or monitored dose systems).



Pharmacist Caroline helped Pat when she became unwell due to a change in her medication.

Pat says, "I'd been put on an increased dose of medication, and I felt dizzy, sick and I'd fallen over. Caroline sorted a lot for me. She talked to my neurologist – she stuck her nose in! Professionally of course! And the meds were reduced again to the original level. I instantly felt better."

What is it like to have appointments with Caroline?

You can talk to her.

We have so much fun but we get things sorted. She's real.

She is 'consistency' when Doctors come and go.

I trust her with my life!

What is it like to have appointments with Caroline?

"I had 3 inhalers. She gave me this new thing to use – to help breath it in – it means you don't have to rush it. Because of doing it like this, I'm now only using 1 inhaler not 3! It's brilliant."

I used to be gasping half way through the day. I'm no longer gasping. I'm feeling so much better!



New Volunteering Roles Launched!

We are thrilled to announce the launch of seven new volunteering opportunities!

- **Le Sorelle breastfeeding support** opened in November offering a drop in and chat session on a Tuesday morning in the comfortble surroundings of the lovely café.
- **Denby Dale breastfeeding support** also opened in November offering a drop in and chat session on a Wednesday morning during a busy stay and play session.
- **The Treatment Room Clinic in Huddersfield** now have a Patient Helper to support the service three times a week.
- **The Day Surgery Unit in Holmfirth** now have a Team Supporter to support patients through their surgery journey.
- **We have a Patient Feedback volunteer** with our Dental service in Huddersfield.
- **We also launched a Cardiac Rehab Buddy** role in Huddersfield and a Team Supporter role with our Bradford Sexual Health Team.

We would like to welcome our new volunteer Breastfeeding Peer Supporters who have completed their training course in Calderdale.

Welcome to the team!

- | | |
|---------------|------------------|
| Aimee Buffham | Gina Davidson |
| Ame Knight | Hanah Griffiths |
| Annie Price | Hazel Cockle |
| Beth Deltenre | Jessica Dinsdale |



A Special Thank You



Breastfeeding Peer Supporter Gina Davidson attended an event for Calderdale’s Baby Week in November. The market place event was organised by Todmorden Family Hub and was held at Todmorden Health Centre.

Gina was available to speak with parents about breastfeeding and also to promote the Peer Supporter role.

The event was attended by over 80 families.



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 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.

Reader’s 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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