

STANDING OVATION AWARD WINNER

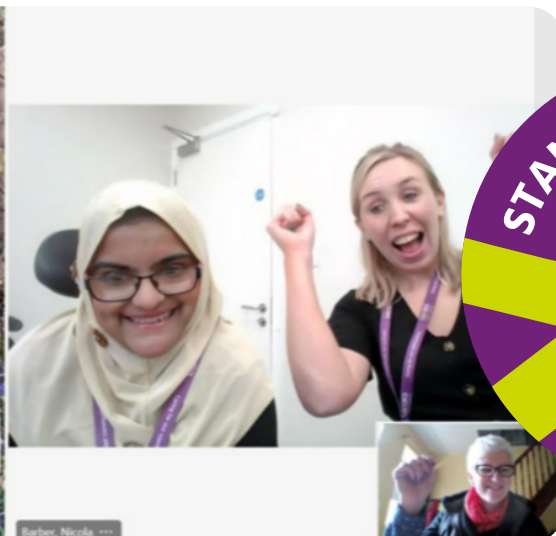
Our volunteers are regularly nominated for a monthly Standing Ovation Award as people who truly live Locala's values; unsung heroes who deserve some recognition. **Here is our most recent winner since the last edition :**

Mariam's Standing Ovation

Mariam has recently joined the Engagement Team in a new role to capture feedback from patients and carers by making calls over the telephone. Mariam was originally going to work from home but after meeting at Fartown Health Centre wanted to base herself there as she enjoyed being part of the team in a healthcare setting.

She has made a big impact already, tackling the list of patients provided on a weekly basis with enthusiasm and energy. She has also been able to speak to patients in Urdu which has meant we have been able to get a better understanding of the experience of care from these patients.

She has very quickly become part of the team and is making a difference to our services by capturing important feedback from our service users.



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 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!

Andrew's Volunteer Story



Andrew has been a volunteer befriender at Ings Grove House for 2 years now.

Andrew began volunteering through his employer and enjoyed it so much he decided to continue in his own time.

We approached Andrew to ask if he would be happy to share his story and tell us more about what he enjoys about his volunteering role. Heidi met with Andrew to have a chat and ask him about his role. Take a look at Andrew's story and what he has to say about volunteering at Ings Grove House:

https://youtu.be/LHHs_1tVJck



Locala support production of exciting youth volunteering podcasts

Over the last four months we have been working with Youth Social to produce a series of podcasts promoting the benefits of youth volunteering.

You can hear Holly-Mae on episode 2, Alfie on episode 4 and our Volunteer Services Manager on episode 6.

These podcasts are now available on all the main podcast platforms including Spotify and Apple Podcasts – Search 'Youth Social Podcast', click the links below or use the QR Codes below.

The podcasts cover a variety of subjects including how volunteering can help with applying for university, gaining experience of work, developing soft skills, and getting an apprenticeship or job.

As an organisation we are committed to supporting the development of young people and one way that we do this is by offering youth volunteering opportunities.



Apple: <http://tiny.cc/5mrwxz>



Spotify: <http://tiny.cc/cmrwxz>

Locala's Engagement Champions

All of Locala's clinical services have at least one Engagement Champion to make sure collecting and reviewing feedback from patients and their families is business as usual for our teams. Our Engagement Champions are colleagues who have a passion for understanding what people think about their experience of care. They include nurses, therapists, administrators, pharmacists and rehabilitation assistants. Their job roles may vary, but they are all committed to making sure the voice of our patients and their families is heard.

Feedback helps us know what we are getting right and what we need to do better. Our Engagement Champions provide our Engagement and Involvement team with a link to each service and support our work to make sure that our patients have the best experience possible.

Twice a year, the Engagement and Involvement Team host an Engagement Champion workshop. This is an opportunity for Champions to share learning and exchange ideas. Over the last 4 years, the workshops have been online, so it was exciting to be 'back in the room' for a face-to-face workshop again!

We looked at patient feedback from 2023-24 and discussed -

- Listening to different communities
- Patient experience - 97% of over 16,000 people say Locala services are 'very good' or 'good'
- over 60 improvements that had been made because of feedback
- the findings of a project involving stoma nursing patients and carers

Our guest speaker was Locala's Social Value Manager Donna, who explained the 'what', 'how' and 'why' of 'social impact'.

Feedback from the Engagement Champions who took part in the workshop

"It was good to be face to face, improving working relationships and sharing ideas."

"It was good to meet other Locala colleagues and be able to network and learn more about each other's roles."



The Engagement Champions discussed improvements following feedback.



Participants enjoyed being face to face and working in groups.

Spotlight on an Engagement Champion

Stacey is a school nurse who is currently undergoing further training to be a 'Specialist Community Public Health Nurse'. She is on student placement with Locala's Calderdale School Nursing service. She got in touch with the Engagement Team to help her design a better feedback survey for children under the age of 10. She is now testing out a new questionnaire for the service with some of her young service users.



Stacey says -

"I think patient feedback, good or bad is important in order for us to improve patient care. It's important to know we are providing the best possible evidence-based care that is holistic and compassionate, ultimately leading to better health outcomes. I have recently been involved in a change in practice around patient feedback, as part of my course, and feel that improving patient feedback essentially improves patient care, as we are able to identify areas of improvement and make changes. It is important that children, young people, and their families have a voice and are heard, and feedback allows this."

Busy in the kitchen!

More2cook

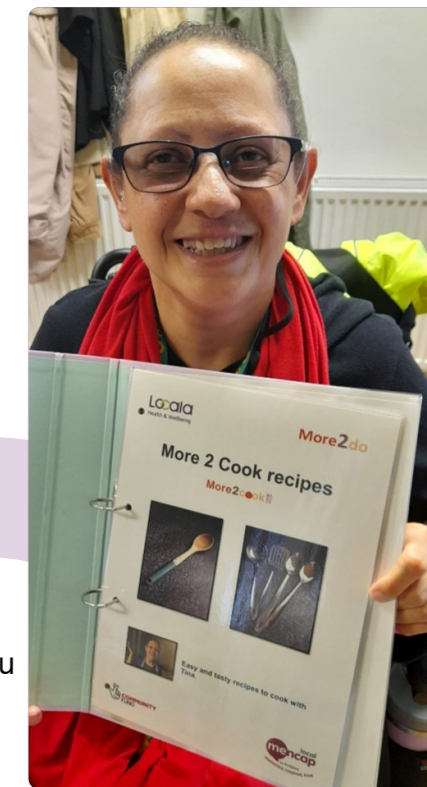
Jo from our Engagement Team and Tina from Mencap's 'More 2 Do' group have been busy in the kitchen!

Together, they have produced an 'Easy Read' recipe folder called 'More 2 Cook', for keen home chefs who need help with reading.

The recipes include delicious cheese scones and tasty pasta bake with tuna and broccoli. Locala's Dietetic team advised - making sure Tina's shortbread recipe was healthier for people with Diabetes.

The recipes are written with simple instructions and illustrated with photos of Tina and Jo.

Tina says, "You can take the broccoli out of the pasta bake recipe if you don't like it! I now want a recipe for a gluten free loaf and also flat breads."



Volunteers' Week 2024

From 3 to 9 June, we celebrated Volunteers' Week at Locala. During the week we handed out thank you cards and visited some of our volunteers in person to say thank you for their hard work, enthusiasm, and the huge difference they make to patients living in their community.



It was lovely to catch up with so many of our fabulous volunteers during the week and we received some lovely feedback too:

Thank you for my card and delicious mints, very kind.

Thank you so much for the card and mints! It was a lovely surprise and I really appreciate it.

Thank you very much for my gift and lovely supportive words on the card

Breastfeeding Peer Supporters

We are thrilled to welcome our new volunteer breastfeeding peer supporters who have just completed their training courses in Kirklees and Calderdale.

Welcome to the team!

Our new Kirklees breastfeeding peer supporters pictured with Ciara Schofield – Infant Feeding Lead - Nazifa, Lynne, Hannah & Nusaiba.



And our new Calderdale breastfeeding peer supporters pictured left

- Amina – Jubilee Family Hub breastfeeding group
- Poppy – Wellholme Family Hub breastfeeding group
- Arriane – Calderdale Royal Hospital, maternity wards
- Sarah – Todmorden Breastfeeding Group
- Sarah – Calderdale Royal Hospital, maternity wards
- Monika - Calderdale Royal Hospital, maternity wards
- Isobel – Wellholme Family Hub breastfeeding group



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  @Localavolunteer  @localavolunteer



**INVESTORS
IN PEOPLE** | Silver