

GIVING A VOICE TO YOUR EXPERIENCE

**Voice
of
Experience
Forum**

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VOICE OF EXPERIENCE FORUM NEWSLETTER

Welcome to our Spring Newsletter

Welcome to our Spring edition of the 2025 newsletter. We have had a positive year in many aspects, going from strength-to-strength, evidenced in the increase in our membership of over 13% in the last year. We have also increased the delivery of our community events which include the ongoing hospital outreach stalls, at both UH Wishaw and UH Monklands along with the delivery of Health Improvement and Digital Safety Awareness (DSA) events.

We have partnered with AbilityNet to leave a legacy of training for those who have received our DSA events, allowing groups the option to access bespoke training of their choosing.



LOTTERY FUNDED EVENTS



Since the last edition, VoEF has been active in delivering the 3rd of our Health Improvement (HI) events, and the 2nd of our DSA events in line with funding received from The National Lottery.

The Falls Prevention event was held in the Orbiston Neighbourhood Centre on 2nd April and was attended by 32 older people. Presentations were provided by NHS Lanarkshires Falls Team and NLC Assistive Technology and included an active movement session by NLC Active & Creative Communities which was then followed by a free lunch. Feedback from the event was very positive.

VoEF will deliver a further 3 HI and 3 DSA events across the local authority between now and July 2026. A follow up event is being arranged in partnership with Monklands Replacement Project, to allow older people to fully participate in the digital design and layout of the new hospital.

On 10th April, VoEF hosted the 2nd of its DSA events in partnership with Digital Skills Education, at Cornerstone House, Cumbernauld. The event was well received and was attended by 12 people. Once again, a follow-up event has been arranged in partnership with AbilityNet, who will be delivering a workshop on "Getting to Know your Device", thereby strengthening the legacy which we intend to leave behind, following our engagement.



If your group is interested in receiving a free Digital Safety session and can guarantee 25-30 attendees, then contact **Denis** on **07305 692098**.

VOICE OF EXPERIENCE FORUM — YOUR VOICE AND VIEWS MATTER



CHANGES TO THE FREQUENCY OF THE NEWSLETTER

Regrettably, we must inform you that Voice of Experience Forum has taken the difficult decision to reduce the number of editions being issued, from quarterly to bi-annual due to the loss of funding from NHS Lanarkshire. Although we are disappointed that the funding has been withdrawn, we would like to take this opportunity to thank NHS Lanarkshire for their support over the years in getting vital information to older members of the community living in North Lanarkshire. We encourage members to use our social media channels and those of the Engagement & Participation Network to stay up to date with news, information and consultations via our Facebook page <https://www.facebook.com/VoiceofExperienceForum> and our X page <https://x.com/VoefAirdrie>.

2025 Calendar Wordsearch Winner



We are delighted to announce the winner of our Wordsearch Competition is Catherine Love from Motherwell. Catherine correctly identified the missing words as; Safety, Health, and Community. Catherine recently received her £50 vouchers for ASDA, along with a bouquet of flowers and a card.



VOICE OF EXPERIENCE FORUM COMMUNITY OUTREACH

Presentations to Community Groups:

Over the Winter season, VoEF delivered 3 presentations on a range of subjects including SCAMS and the purposes and benefits of becoming a member of Voice of Experience Forum.

Hospital Information Stalls: Voice of Experience continues to undertake outreach activities within University Hospital Wishaw, on the first Tuesday of each month and at University Hospital Monklands Hospital, on the third Thursday of each month. VoEF engaged with 50 individuals (including patients, visitors and NHS staff) through our information stalls at Monklands and Wishaw hospitals during the last quarter, resulting in new members and multiple opportunities to signpost the supports that we and other local organisation can provide. In addition we have supplied the day service at UHW with information from the stall, to ensure the service reaches as many people as possible.



Donation to St Andrew's Hospice: VoEF were pleased to accept a generous donation from Banton & Kelvinhead Women's Group in respect of the SCAMS presentation which was subsequently donated to St. Andrew's Hospice, Airdrie.



Visit to Grantees from the Growth Pot Fund

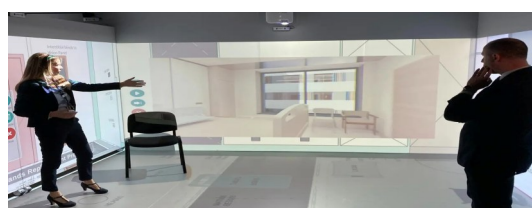
Denis has begun to establish contact with the recipients of the Engagement & Participation Growth Pot fund (Round 2) as part of the support and information which is provided in conjunctions with the funding awards. Grantees from cycle 2 include Bestway Community Development - a project providing support to New Scots affected by drug and alcohol abuse, and The Diamond Group - which aims to raise Mental Health awareness in BAME men and boys through participation in sports and intergenerational activities. **IF YOU ARE A MEMBER OF A LOCAL GROUP PLEASE CHECK OUR WEBSITE FOR INFORMATION ON HOW TO APPLY TO THE GROWTH POT FOR FUNDING TO HELP YOUR ACTIVITIES.**

COMMUNITY AND WIDER INFORMATION

NEWS FROM ACROSS THE REGION



VoEF, as a member of the Monklands Engagement Forum, took part in a visit to the new state of the art Immersive Suite at University Hospital Monklands. Attendees were given a tour of the suite and were able to view a 360-degree view of single patient rooms, operating theatres, corridors and waiting areas in the new hospital. The visit allowed for questions to be asked and answers explained while suggestions for improvement considered and addressed. We were also shown the control/operations room where patient data would be monitored.



WE NEED YOU! Voice of Experience Forum are looking to recruit new Trustees



Can you spare 3 hours a month? Are you active in a local group? We are currently seeking Board members who are passionate and committed to making a meaningful difference for older people in the community. If you are aged 60+ and live in North Lanarkshire, Voice of Experience Forum would like to hear from you. We are particularly interested in those who are currently active in local groups.

All Board roles are voluntary but out of pocket expenses to attend Board meetings and related events will be reimbursed. Board meetings are held on a monthly basis in our offices at Airdrie. If you would like more information on our organisation, please visit our website www.voef.org.uk or contact us at info@voef.org.uk

Care & Repair in Lanarkshire covers all of Lanarkshire. They work with older people and those with disabilities, helping them live independently. Adding to their already extensive list of services, the organisation can now supply and install exterior handrails and safety rails to assist you on your steps and garden paths.

Prices are really competitive, offering great value for money. To arrange a site survey and estimate, please contact them on **01555 6662000** or enquiries@careandrepair-lanarkshire.co.uk or visit their website <https://careandrepair-sl.co.uk/>



NORTH LANARKSHIRE CONSULTATIONS

- Your Views Matter -

There are a number of live consultations on the NLC website via the below link: <https://www.northlanarkshire.gov.uk/your-community/working-communities/consultations/>

INFORMATION FROM ACROSS NORTH LANARKSHIRE

VoEF Membership

FREE Membership of Voice of Experience Forum is open to anyone over the age of 60 and organisations representing older people in North Lanarkshire.

Benefits of becoming a member include:

- Regular Newsletters
- Invitations to events
- Involvement in consultations
- Your views & opinions being heard by other agencies
- Influence in the planning of service provision for older people

VoEF also deliver presentations throughout North Lanarkshire.

If you run a group or attend a group for individuals over the age of 60 and would like to book VoEF for a presentation, please get in touch with Denis O'Keefe using the details on page 1.

Remember, Membership is **FREE!**

NHS LANARKSHIRE MINOR INJURIES

Minor injuries units are designed for the assessment and treatment of injuries of a potentially painful, but non-life-threatening, nature. Minor Injuries Services are currently provided from the following sites:

Acute hospitals – 7 days per week:

Hairmyres (9am-9pm*)

Monklands (9am-9pm*)

Wishaw (9am-9pm*)

**After 8pm they may offer a next-day appointment, depending on the injury and unit capacity.*



The Minor Injury Service within each hospital forms part of the main emergency department. Access is through the main reception. If you need to be seen by Minor Injury Services, you can arrange this by phoning NHS24 on 111.

Digital Telecare Scams

The Scam

There have been more reports of scammers cold calling those who use a telecare community alarm. In some cases, they pose as the local council and ask for payments for a new digital alarm.

Many councils are currently upgrading their Telecare alarms to new digital models, but this is being done free of charge.

There have been other cases where a scammer says a telecare user's system is going to be upgraded and requests their bank details to pay for this.

Other cold callers have claimed to be from a company selling personal alarm packages and told the resident that their current alarm will be closing. They are encouraged to act quickly to ensure the alarm stays active and to provide their personal and payment details over the phone. We have produced the below infographic to provide more information about how telecare devices will be switched to digital networks, examples of common scam calls and where to find trusted information about the digital switchover.

AVOID

How to Avoid

If in doubt about the legitimacy of a call about telecare services, hang up, clear the line and call the alarm provider using a publicly listed number.

Local authorities will NEVER ask for bank details in an unsolicited phone call. Never provide any personal or financial details to a cold caller, even if they already appear to have some of your information.

Contact your bank immediately if you think you may have given your account details to a scammer.

If you are worried about an older relative, you can sign them up to the Telephone Preference Service for free by calling 034 070 0707 or online at www.tpsonline.org.uk.