



NHS Volunteer Responders

5th November 2020

NHS England and NHS Improvement



What are the aims of the scheme?



Do you need some help while self-isolating?

If you need a hand with collecting shopping or prescriptions, or just want someone to talk to, our NHS Volunteer Responders are here to help.

Call **0808 196 3646** or visit nhsvolunteerresponders.org.uk

Royal Voluntary Service is a registered charity 1075888 (England and Wales) & SC039524 (Scotland)

The NHS Volunteer Responders scheme aims to:

- 1. Provide protection to those clinically vulnerable to the Covid-19 pandemic.** NHS Volunteer Responders help with tasks such as collecting shopping or prescribed medication, driving people to medical appointments, transporting essential equipment and supplies, or helping alleviate loneliness via telephone support.
- 2. Enable more individuals to step forward to support the NHS through micro-volunteering opportunities.** Volunteers can switch between 'on duty' or 'off duty' in the GoodSam app, to fit around their other commitments (such as working, childcare or leisure).
- 3. Increase capacity within the local healthcare economy and respond to 'real-time' needs in the system.** Volunteers are available to respond to time critical tasks such as shopping, prescription and equipment drop-offs, and so on.

The programme will continue until 31 March 2021.

NHS Volunteer Responders headlines

NHS Volunteer Responders continues to be a very active and responsive programme; week-on-week new referrals and clients come onto the system. This week:

- 2,421 new referrals (an increase of 36 from the previous week)
- 2,113 new clients (a decrease of 15 from the previous week) █

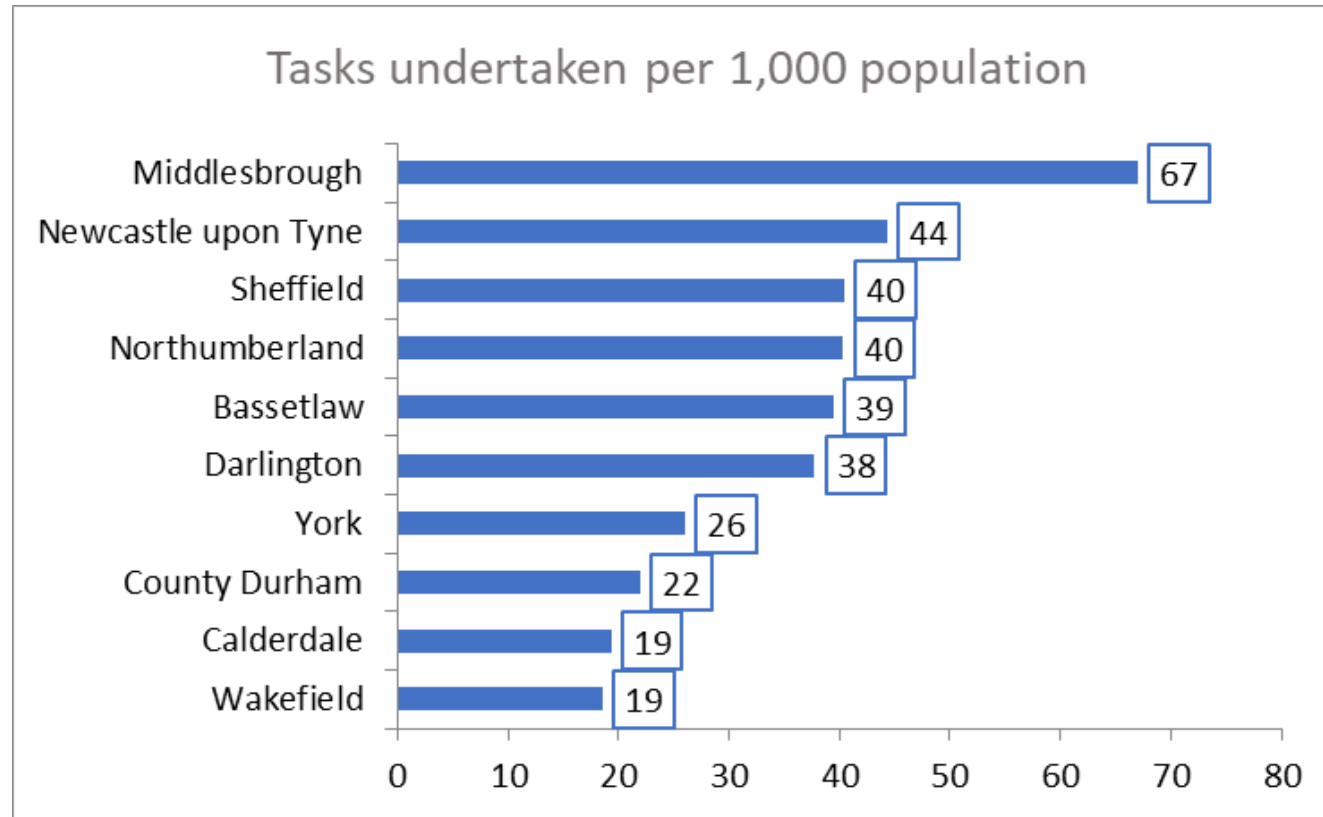
Up to 25th October 2020:

- **109,614 unique clients** have been supported.
- **1,000,189** tasks have been undertaken (in support of the shielded and self-isolating groups). This represents 83.8% of all tasks requested.
- **Self referral** exceed any other individual category, with Local Authority & GP categories being the next largest.

For the period 19th October to 25th October 2020:

- **78.1%** of NHS Volunteer Responders on duty last week were offered a task by notification through the GoodSAM app.
- **26%** of NHS Volunteer Responders who were offered a task in the last week undertook a task.
- The number of on duty volunteers has dropped in some areas of the country over the summer as people have had other commitments. Through September and October we are encouraging volunteers to switch back on duty and there will also be some localised recruitment in areas of the country where additional volunteers are needed.
- Analysis of the patient/client survey underway; findings to be released shortly

Top ten local authorities by tasks undertaken per 1,000 population



Available roles

Volunteer Responders support vulnerable individuals through one of the following roles:

Community Response Volunteer

This role involves collecting shopping, medication or other essential supplies for someone who is self-isolating, and delivering these supplies to their home. A DBS is not required for this role.

Community Response Plus Volunteer

This role supports individuals who have been identified by referrers as living with a significant vulnerability. An enhanced DBS check with barred list is required for this role.

NHS Transport Volunteer

This role involves transporting equipment, supplies and/or medication between NHS services and sites, it may also involve assisting pharmacies with medication delivery. A DBS is not required for this role.

Patient Transport Volunteer

This role supports the NHS by providing transport to patients who are medically fit for discharge or to transport patients to medical appointments. An enhanced DBS check with barred list is required for this role.

Check In and Chat Volunteer

This role provides short-term telephone support to individuals who are at risk of loneliness as a consequence of self-isolation. A DBS is not required for this role.

Check in and Chat Plus Volunteer

This role provides a regular check-in by telephone support to the same individual for a duration of 10 weeks, with 3 calls taking place each week. An enhanced DBS check is required for this role.

New NHS Non-clinical support roles

Examples of support available:

Stewarding patients

supporting the safe movement of patients around internal and external sites.

They will be able to monitor patient numbers, ensure safe social distancing and identify patients who may need extra support.

Signposting support

directing patients in hospitals through a specific route, ensuring social distancing and safe COVID-19 practices are adhered to.

All existing support roles are still available, including patient transport to vaccination sites.

Recruitment of new volunteers

Recruitment of volunteers is underway in areas that have been selected because demand for services is high in comparison to the number of active volunteers available.

Recruitment details and the sign-up link are here: <https://nhsvolunteerresponders.org.uk/i-want-to-volunteer> .

This includes an option for people who do not live within the current target areas to register for an alert if recruitment is opened in their own home areas.

Details of the areas recruiting new volunteers is on the next slide

Communications toolkits for each recruiting area is available on the NHS Volunteer Responders NHS Futures portal.

Fortnightly webinars to discuss regional recruitment plans have been arranged on the following dates and times:

- 5 November 12:30-13:30. [Click here to join the meeting](#) or dial [+44 20 3794 0272](tel:+442037940272), using conference ID: 355 133 029#
- 19 November 11.30-12.30 [Click here to join the meeting](#)
- 3 December 11.30-12.30 [Click here to join the meeting](#)
- 17 December 11.30-12.30 [Click here to join the meeting](#)

Areas recruiting new volunteers

London:

Barnet
Brent
Tower Hamlets
Camden
Croydon
Ealing
Hackney
Hounslow
Islington
Kensington
& Chelsea
Lambeth
Lewisham
Redbridge
Southwark
Wandsworth
Westminster
Haringey
Hillingdon
Waltham Forest
Havering
Hammersmith and
Fulham
Merton

North East and Yorkshire:

Middlesbrough
Northumberland
Sheffield
Rotherham
Newcastle upon Tyne
County Durham
Wakefield
Leeds
Redcar and Cleveland
Bradford

North west:

Preston
Liverpool
Manchester
Rochdale
Tameside
Oldham
Cheshire West and Chester
Lancaster

South East:

Hastings
Eastbourne
Brighton and Hove
Thanet
Canterbury
Dartford
Rother
Wealden
Medway
Portsmouth

South West:

Swindon
Plymouth
Bristol, City of

East England:

Southend-on-Sea
Harlow
Norwich

Midlands:

Birmingham
Wolverhampton
Lincoln
North Kesteven
South Kesteven
East Lindsey
Leicester
Gedling
South Holland
Nuneaton & Bedworth
Coventry
Melton
Nottingham
Walsall

How we want to work with you

- This is not intended to compete or replace local volunteering arrangements
- It is designed to complement other provision
- Please help us spread the word



Referrals for volunteer support can be made by anyone with an nhs.uk or gov.uk email, including:

- GPs and all primary care staff
- Social prescribing link workers
- Community pharmacists
- Hospital staff
- Ambulance trusts
- Community health staff
- Mental health staff
- Local authorities and social care providers

Voluntary, Community and Social Enterprise (VCSE) sector staff can also refer and the list of referrers will expand further.

Referrals can also be made by other professionals who may come into contact with vulnerable people including MPs, police, fire service.

Who to refer

Volunteer Responders can support anyone who:

- Has ever been advised to shield by a health professional.
- Is vulnerable for another reason, (for instance, due to disability, pregnancy, aged over 70, has a long-term condition such as Parkinson's or epilepsy, or are vulnerable due to a mental health condition).
- Is someone with caring responsibilities.
- Is self-isolating because they've been diagnosed with COVID-19 or have symptoms, or they've been in contact with someone who has.
- Has been instructed to self-isolate by the 'Test and Trace' service, because they've been near someone infected.
- Is self-isolating ahead of planned hospital care.
- Has been instructed to self-isolate following entry into the country.

The programme is also open to frontline health and care staff.



The information you need for a referral

GoodSAM

goodsamapp.org/NHSreferral

REGISTER... | Login

GoodSAM

DELIVERED BY ROYAL VOLUNTARY SERVICE

NHS

PATIENT REFERRAL FORM

This is a live request for a volunteer - by submitting your first request you will automatically be registered. Please do not use this form as a registration form unless you are requesting for a volunteer to carry out the task below.

Please note a patient (hereafter referred to as client) could be an individual that needs support or a NHS service that requires volunteers providing they meet the referring criteria and would benefit from one of the 4 volunteer roles as determined by a health care professional or a local authority referrer.

A referral form will need to be completed for each individual request eg if more than 1 volunteer is required or various types of support required.

Please ensure the client details reflect the name and location of where the support is required as this information will be sent to a volunteer.

- Please ensure you have read the **instruction** document.
- We cannot accept requests for patient transport that involve wheelchair users.
- You will receive a notification if we are unable to match a volunteer to support the client.

Client or Organisation Name *

Client or Organisation Email Address

Client or Organisation Mobile Number * ?

All referrers will need
Verbal consent to refer the patient ('client') for support from a volunteer
The client's name
The client's date of birth
The client's phone number
The client's address
To select the type of support required
To select how regularly the support is required
To make clear the priority
To provide their own contact details

Self-referral

Self referral

The programme is open for self-referrals from anyone who meets the programme criteria. People with caring responsibilities can make a referral for someone that they care for.

Frontline health and care staff can also request help so that they can continue to support those most in need at this time.

Call **0808 196 3646** between 8am and 8pm.



You can find more information about the programme at www.nhsvolunteerresponders.org.uk

Further information

You can find more information about the programme, including FAQs, at www.nhsvolunteerresponders.org.uk

This presentation, data reports, case studies and the latest communications resources - including posters and social media graphics - are available on the NHS Volunteer Responders COVID-19 Future NHS workspace. Local authorities, NHS colleagues and other referrers can ask for access to the workspace by emailing NHSVolunteerRespondersCOVID-manager@future.nhs.uk