

# NHS Volunteer Responders

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## Volunteer Scheme

The NHS Royal Voluntary Service ([RVS](#)), and GoodSAM have an excellent [website](#) where people can obtain advice and join the volunteer scheme.

To join they need to:

1. Live in England and be over the age of 18
2. Use a smartphone. This is because tasks will be sent directly to their phone through the [GoodSAM](#) app
3. Decide which of the NHS Volunteer Responder role/s they would like to do
4. Consider their own health condition when choosing role/s. If clinically vulnerable to coronavirus (COVID-19) they can volunteer telephone-based Check In and Chat roles
5. Be able to volunteer and go on duty as much as possible
  - How to register as a volunteer - [FAQs](#)
  - Support phone number for volunteers **0808 196 3382**

## Volunteering Roles

There are 6 [roles](#) to choose from, people can sign up for as many as they want.

1. **Community Response Volunteer:** Volunteers to collect and deliver shopping, medication or other essential supplies.
2. **Community Response Plus Volunteer:** Volunteers to collect and deliver shopping, medication or other essential supplies for patients with cognitive impairments and or significant vulnerabilities who are shielding.
3. **Patient Transport Volunteer:** Providing transport to patients who are medically fit to attend routine medical appointments.
4. **NHS Transport Volunteer:** Volunteers to transport equipment, supplies and/or medication between NHS services and sites. It may also involve assisting pharmacies with medication delivery. This role can also help Local Resilience Networks with transportation and delivery of items such as food parcels.
5. **Check In and Chat Volunteer:** Volunteers to provide telephone support to individuals who are at risk of loneliness.
6. **Check In and Chat Plus Volunteer:** This is a peer-support role, provided by responders who are shielding themselves. Regular telephone support and a 'listening ear' is offered to clients who are also shielding or experiencing challenges as a result of coronavirus.

## **Good SAM App**

- The volunteers registered operate from 9am-6pm every day and choose when to put themselves on or off duty.
- The app will notify the nearest available volunteer asking them to arrange to deliver the equipment
- If a volunteer does not [respond](#) to the message via the app in 1.5 hrs then an automatic alert is sent out to all volunteers
- Over 1M tasks have been delivered by NHS Volunteer Responders since April this year via the app

## **Training for the Volunteer Role**

The NHS & RVS have an excellent website and [training](#) resource for volunteers which covers 6 roles and people can sign up for as many as they want. For example:

The [Guidance](#) for getting started as a Community Response [Plus](#) Volunteer, provides information on:

- Safely taking and making [payments](#)
- Using the [GoodSAM](#) app
- [Data](#) protection and confidentiality
- [Equality](#)
- [Safeguarding](#)
- Keeping [you](#) safe
- [Reporting](#) accidents and incidents
- Driving and [transport](#)

## **DBS Checks**

- [Patient Transport role](#) requires an Enhanced DBS Certificate with Adult Barred or Both Barred and needs to be issued in the last 12 months.
- [Community Response Plus role](#) requires an Enhanced DBS Certificate with Adult Barred or Both Barred and needs to be issued in the last 12 months.
- [Check In and Chat Plus role](#) requires an Enhanced DBS Certificate and needs to be issued in the last 12 months

## Involving Volunteers in the oximetry@home scheme

- Localities need to establish an agreed location for collection, distribution and return of monitors
- NHS Volunteer Responders can be called upon to support this. You can find out more information about how this works:  
<https://nhsvolunteerresponders.org.uk/pulse-oximetry>
- There needs to be in place a robust mechanism outside of the hours (9am – 6pm) to deliver oximeters if required e.g. fire service, St Johns Ambulance
- The GoodSAM platform could easily be adapted to the oximetry@home model it can provide a video consultation and interpret into 104 languages, records the person HR while on the call and can add subtitles for those with hearing problems
- The RVS have commissioned a customer care call centre called [Ventrica](#) who could also be involved in the oximetry@home programme if required. They arrange their own training package.
- There are many volunteers who already work for the NHS who have been based in Trusts but have been furloughed. They will have already gone through a robust recruitment process already who could be utilised
- There needs to be more advertising and promotion locally and nationally to recruit more volunteers to become involved in the oximetry@home scheme. There is also likely to be demand on volunteers' time with the implementation of the Covid Vaccine scheme
- The information and advice available ([FAQs](#)) re volunteers around PPE, uniform and use of ID needs to be circulated to a wider audience
- The [Ability](#) Net scheme is currently being offered in North Yorkshire and provides impartial advice on computer hardware and software to older people/individuals living with one or more disability in their own homes, or remotely during the COVID-19 outbreak. This should be available nationally.
- A variety of platforms should be used to provide information on the role of NHS [volunteers](#) for the benefit of individuals and organisations both during and post Covid.