

NHS Volunteer Responders: referrals (1)

NHS Volunteer Responders is delivered by NHS England and NHS Improvement in partnership with Royal Voluntary Service and the GoodSam Responders app.

750,000 volunteers have signed up since 24 March.

NHS Volunteer Responders can be asked to help individuals with tasks such as

- collecting and delivering shopping and other essential supplies
- delivering medicines from pharmacies
- driving patients to appointments
- bringing them home from hospital
- making regular phone calls to check on people isolating at home
- transporting medical supplies and equipment for the NHS

Identity checks are carried out for all volunteers.

Enhanced DBS check for those volunteering as patient transport drivers.

Royal Voluntary Service has completed security checks and the scheme is fully operational.

NHS Volunteer Responders: referrals (2)

Referrals for volunteer support can be made by any health and social care professional

- GPs
- Practice staff
- Practice nurses
- Social prescribing link workers
- Hospital discharge teams
- Community pharmacists
- NHS 111
- Ambulance trusts
- Community health trusts that need volunteer support for patients leaving hospital
- Local authorities
- Social care providers

Who to refer

You can refer people who are at very high risk from coronavirus where no local support is available, including:

- People who have been asked to self-isolate and 'shield'
- People who are over 70 with underlying health conditions
- People who are self-isolating who you consider to be especially vulnerable.

Continue to make use of your local schemes where they exist and please talk to your patients if in doubt about whether they require support.

Professional discretion should be used to determine if an individual would benefit from NHS Volunteer Responders.

How to refer

Submit details online via the NHS Volunteer Responders referrers' portal

<https://www.goodsamapp.org/NHSreferral>

Or call **0808 196 3382** to refer patients

Social care providers can make referrals with an [nhs.net](#) or [gov.uk](#) email address. Without one, they will need to await approval which may take up to 72 hours, or they can make referrals through their local authority.

Once the referral is logged, '**on duty**' volunteers in your area pick the job they want to do that day and close the task once complete.

You can use the portal to track when the patient receives support. You can also use the portal or phone number to remove someone from the scheme if they no longer need assistance.

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 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

Your contact details