# NHS Volunteer Responders and Pulse Oximetry
## 1st October 2020

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NHS England and NHS Improvement

# What are the aims of the scheme?



**The NHS Volunteer Responders scheme aims to:**

1. **Provide protection to those clinically vulnerable to the Covid-19 pandemic**

2. **Enable more individuals to step forward to support the NHS through micro-volunteering opportunities.**

3. **Increase capacity within the local healthcare economy and respond to 'real-time' needs in the system.**

**The programme will continue until at least 31 March 2021**

**Over 890,000 tasks have been completed by volunteers to date**

# Support available

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

**Community Response Volunteer / Community Response Plus**

This role involves collecting shopping, medication or other essential supplies for someone who is self-isolating, and delivering these supplies to their home.

**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.

**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.

This role could be used to deliver and pick up pulse oximeters.

**Check In and Chat Volunteer / Check in and Chat Plus**

This role provides telephone support to individuals who are at risk of loneliness as a consequence of self-isolation.
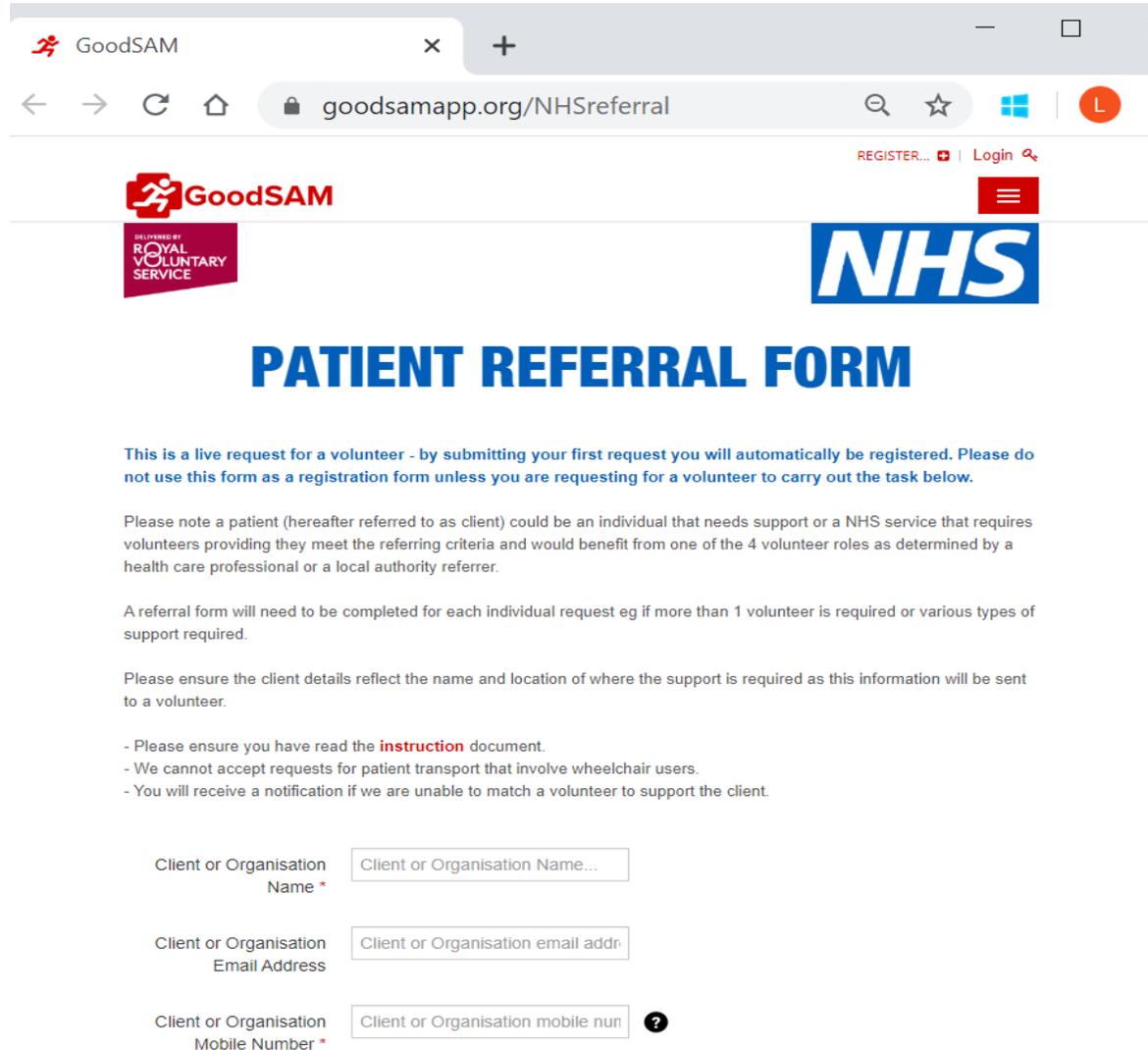
# Who can refer?

- Anyone with an NHS or .gov.uk email address automatically accepted

- Others who comes into contact with vulnerable people

- Self referral



If you need help at this time call on the NHS Volunteer Responders

Call 0808 196 3646

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

# NHS Volunteer Responders referral process

**ROYAL VOLUNTARY SERVICE**

**NHS**

*Process for requesting an NHS Volunteer Responder for a task*

**Referrers**

Health and social care practitioners

Pharmacists

Local authorities

VCSE organisations

**GoodSAM approves your account
(first time users only)**

**Automatic search for on duty volunteers to make a volunteer match**

**Max 72 hours**

Identify patient who meets criteria and who would benefit from one of the volunteer roles

Ensure patient is aware of referral and has given their consent

Visit goodsamapp.org/NHSreferral or call 0808 196 3382 to request an NHS Volunteer Responder - identify specific task that patient requires and match to corresponding support role

Receive email with login credentials and request to confirm referral

Click on verification link within email to confirm referral

Login to check status of referrals and cancel referrals if and when required

If a volunteer match is not made, log request again at later date to search for new volunteers

To refer a patient, visit goodsamapp.org/NHSreferral or call 0808 196 3382

# The information you need for a referral



| 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 |

# Monitoring tasks

Status – here you can see the status of the task

- Active – Current with a volunteer

- Triggered Tasks – means that the task has been pushed out in to the system to be try and be matched with a volunteer

- Waiting on approval – Referrer is not pre-approved and the referrer is awaiting approval from NHSVR Programme

Tasks – click on tasks to find out more information about the referral

*To see a full status of a task click on "Tasks" and follow the steps on the next page.*

# 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

## Thank you for joining us today!