



# NHS Volunteer Responders and Pulse Oximetry

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Emma Easton, Head of Voluntary Partnerships

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](https://nhsvolunteerresponders.org.uk)

Royal Voluntary Service is a registered charity 1075888 (England and Wales) & SC038204 (Scotland)

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.

## 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.

## 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.

## 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?

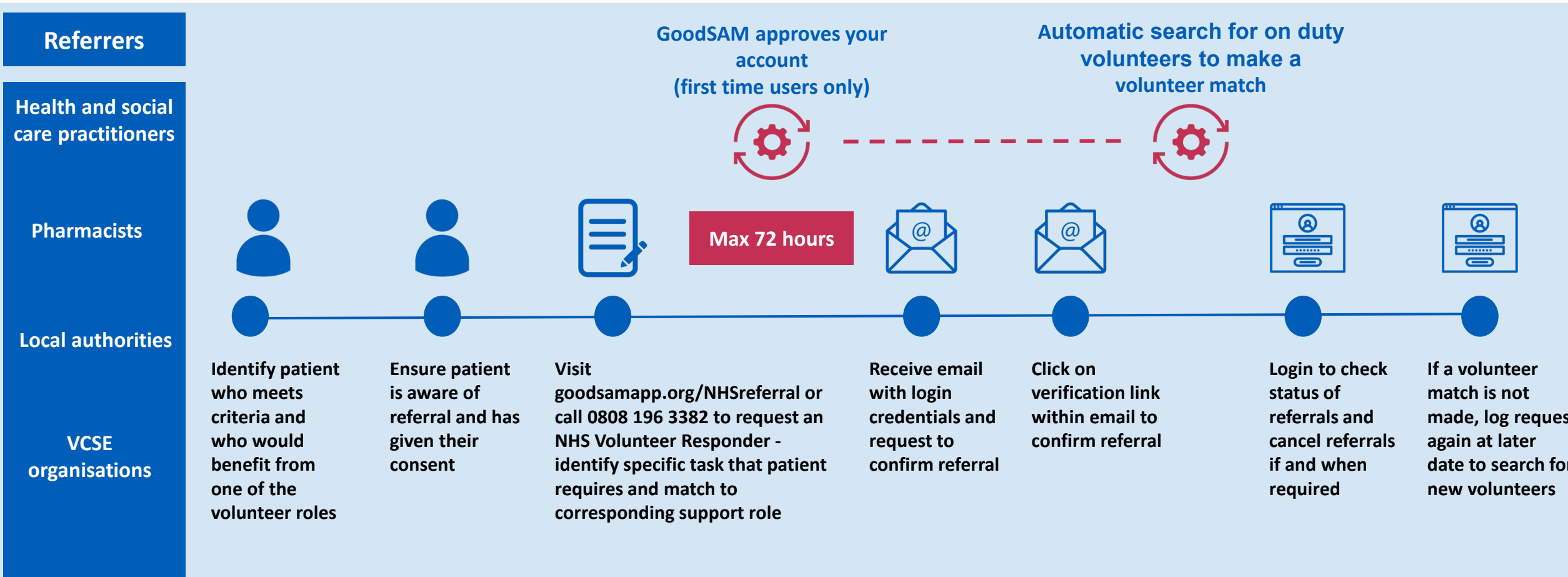
- Anyone with an NHS or .gov.uk email address automatically accepted
- Others who comes into contact with vulnerable people
- Self referral



You can find more information about the programme at [www.nhsvolunteerresponders.org.uk](http://www.nhsvolunteerresponders.org.uk)

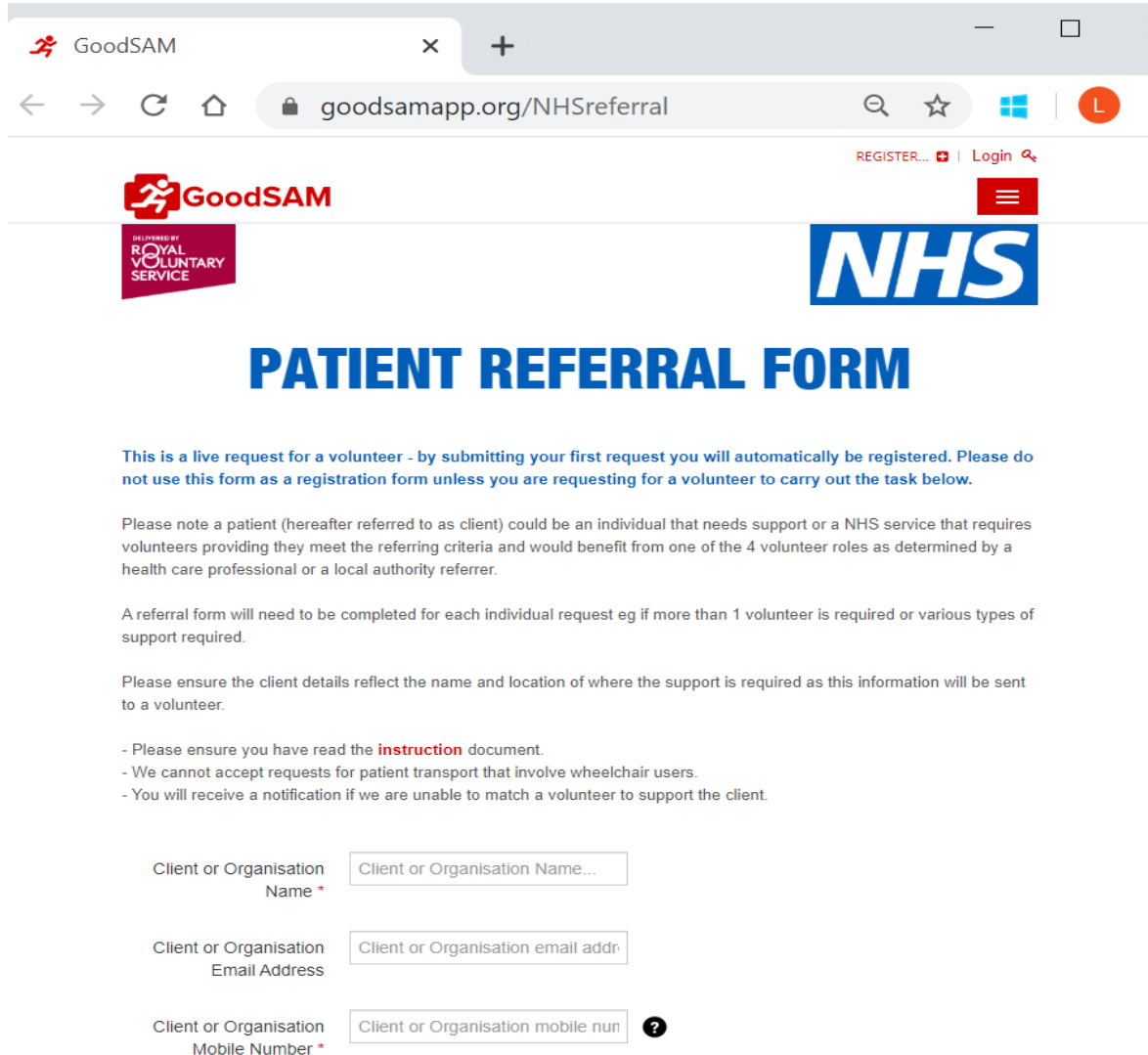
# NHS Volunteer Responders referral process

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



To refer a patient, visit [goodsamapp.org/NHSreferral](https://goodsamapp.org/NHSreferral) or call 0808 196 3382

# 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 \*  ?

<b>All referrers will need</b>
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.

MANAGE | INCIDENTS | REFERRALS | RESOURCES | RECORDINGS | INSTANT VIDEOS | INSTANT CONSULTATIONS | LOG OUT

Add a new Referral
Add a new Self-Referral

Once the referral form is filled in, it would show under Referrals. Referrals trigger tasks based on the given schedule and ultimately each task gets assigned to volunteers.

Approve referrals
Search referrals
Search tasks
Search assignment
Bulk referrals
Report a referral

Start date:

End date:

Or by free text: (Dates will be ignored)

Search Again...

Client or organisation	Client or organisation number	Client or organisation address	periodicity	priority	Help required	Registration date	Referrer firstname / GP's Name	Referrer lastname / GP Surgery Name	Referrer email	Referrer number	Tasks	Status
	<input type="text" value="02088082740"/>		One-off	High	Community Response	2020-08-15				020 8808 2740	Tasks	Active
	<input type="text" value="01604757755"/>		One-off	High	Community Response Plus	2020-08-15				01604 751832	Tasks	Triggered Tasks

## Further information

You can find more information about the programme, including FAQs, at [www.nhsvolunteerresponders.org.uk](http://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](mailto:NHSVolunteerRespondersCOVID-manager@future.nhs.uk)

**Thank you for joining us today!**