NHS Volunteer Responders
Guide for Referrers

This guidance will cover the following topics:

1. **How to register as a referrer and raise a referral**
2. **What support is available**
   a. To patients
   b. To organisations
3. **Who can be referred for support**
4. **How to fill in the referral form**
   a. Completing referrer information
   b. [Appendix 1](#) – For Community Response/ PLUS and Check in and Chat/PLUS
   c. [Appendix 2](#) – For individual Patient Transport referrals
   d. [Appendix 3](#) – For Steward Volunteers (COVID-19 Vaccination), multiple Patient Transport referrals, NHS Transport and Health and Care Non-Clinical Support.
   e. [Appendix 4](#) – for Collection/delivery of Pulse Oximeters and/or Inhaled Budesonide for COVID-19 patients.
5. **Managing my referrals**

### 1. How to register as a referrer and raise a referral

To request support from the programme a patient referral form will need to be completed to raise a referral. To raise a referral go to the GoodSAM platform by clicking this link - [GoodSAM](https://www.goodsamapp.org)

If you have an NHS or Gov email address:

- If you are already registered with GoodSAM, you will be able to log into GoodSAM directly using the link below. You can complete the referral form and the referral will automatically be accepted and sent on to available volunteers.
- If you are not already registered with GoodSAM, enter your first referral. Once the referral is submitted a verification email will be sent to you to create an account. Once your account is created you can log into the GoodSAM platform and raise/manage your referrals.

If you do not have an NHS or Gov email address:

- Enter your first referral into the GoodSAM platform and allow up to 72 hours for your account to be approved. Once approved, you will receive a verification link by email. Click on the link to create an account then log in to raise/manage your referrals. Any further referrals raised will be automatically approved.

Once you have set up an account, you can log in at any time to view or cancel your referrals at this link: [https://www.goodsamapp.org/login](https://www.goodsamapp.org/login)
Once your referral has been entered into a verified account it the GoodSAM app will automatically send an alert to available volunteers asking them to complete the task at the time you have specified. (The exception to this is for the Steward Volunteers, Health and Care Non-Clinical Support and Patient Transport, as these requests are for future tasks. Further details are in section 4 below).

Please note: Within the referral form and other communications, we use the word ‘patient’ for people who receive support from the volunteers.

All support requests, except COVID Vaccination Stewards are time limited. Referrals can be requested for 4 weeks support only. After this you will need to place a new referral should a patient still need support. For example, if you would like a volunteer to provide patient transport support weekly, tasks will stop alerting volunteers after 4 weeks.

2. What support is available

a. To patients

- **Check in and Chat**: Self-isolated person requires telephone calls for companionship (these will be from a number of different volunteers).
- **Check in and Chat Plus Support**: Self-isolated person requires telephone calls for companionship, and these should be from the same volunteer because of significant vulnerabilities such as dementia. (3 calls per week for 4 weeks from a DBS-checked volunteer).
- **Community Support**: Self-isolated person requires a volunteer to collect essential supplies such as food and prescribed medication on their behalf.
- **Community Support Plus**: Self-isolated person requires a volunteer to collect essential supplies such as food and prescribed medication on their behalf, and has significant vulnerabilities such as dementia. (Volunteers will be DBS checked).

It is important that referrers select the correct type of support as this is matched to a volunteer with specific vetting for that role.

b. To organisations

- **COVID 19 Vaccination Steward Volunteers**: NHS organisation requires volunteers who will support the safe movement of patients around vaccination sites. They can monitor patient numbers, ensure safe social distancing, and identify patients who made need additional support. The maximum shift length is 4 hours.
- **Patient Transport**: NHS organisation requires patient support for one of the following reasons:
  - taking patients home from hospital
  - taking patients to and from NHS appointments
  - attending a site (e.g. hospital discharge lounge) and transporting patients during a shift e.g. 9am-2pm
• **NHS Transport**: NHS organisation requires a volunteer to transport equipment, supplies or medication between NHS services and sites. Pharmacy needs a volunteer to deliver prescribed medication to patients’ homes/alternative sites.

• **Health and Care Non-Clinical Support Volunteers**: NHS organisation requires volunteers who provide support by stewarding patients both internally (e.g. flu clinics, GP surgeries, pharmacies etc.) and externally (e.g. car parks, queues outside health clinics) within social distancing guidelines.

• **Urgent Delivery Support**: This can only be utilised for those requiring collection/delivery of Pulse Oximeters and/or Inhaled Budesonide for COVID-19 patients

### 3. Who can be referred for support

The aim of the programme is to support people who are clinically vulnerable to COVID-19 to protect their health by self-isolating. You can use your discretion as an approved referrer to decide whether it is appropriate to refer a person for support from a volunteer. It is essential that the person understands and agrees to the support which you are requesting.

In addition, we have determined that people in the following categories who need support to self-isolate can always be referred into the programme:

- Has been advised to shield by a health professional
- Is vulnerable for another reason (for instance disability, pregnancy, over 70, has Parkinson's, epilepsy, or is vulnerable due to a mental health condition, etc.)
- Is self-isolating because they have confirmed COVID 19 or suspected symptoms; or they have been in contact with someone who has.
- Is self-isolating as a requirement of official advice or legislation (such as before surgery or following entry into the country).
- Is someone with caring responsibilities, if this support helps them to continue in their caring role.
- The programme is also open to frontline health and care staff.

### 4. How to fill in the referral form

**Complete the referrer information**

- Select your Local Authority and which type of organisation you represent from the dropdown list (see diagram)
- Select which type of support you require:
  - Steward Volunteers (COVID-19 Vaccination)
  - Check In and Chat Support
  - Check In and Chat PLUS Support
If you select Check in and Chat PLUS, you will need to answer the following question – Is this referral for someone who has been discharged from a hospital?

- Community Support/Community Support Plus
- Patient Transport Support
  - If you select Patient Transport, you will need to answer the following question – Would you like a volunteer to transport one individual or arrive at a site to transport multiple individuals?
- NHS Transport Support
  - If you select NHS Transport, you will need to answer the following question – Would you like a volunteer to transport one item to a specific address or arrive at a site to transport multiple items/prescriptions?
- Health & Care Non-clinical Support

**Appendix 1 – Raising referrals for the following services:**
- Check In and Chat Support/PLUS
- Community Support/ PLUS

**Appendix 2 – Raising referrals for the following services:**
- Individual Patient Transport Support referrals

**Appendix 3 – Raising referrals for the following services:**
- Multiple Patient Transport Support referrals
- NHS Transport Support
- Health and Care Non-Clinical Support
- Steward Volunteers (COVID-19 Vaccination)

**Appendix 4 – Raising referrals for urgent delivery support**
- collection/delivery of Pulse Oximeters and/or Inhaled Budesonide for COVID-19 patients.

For further guidance please call 0808 196 3382.
Appendix 1 - Raising a referral for Community Response/Plus and Check in and Chat/Plus

1. **Patient details** - Enter the patient information including:

   - **Patient's Full Name**
   - **Patient's Date Of Birth** - 2021-06-22
   - **Patient's Email Address**
   - **Patient's Contact Number**
   - **Patient's postcode**
   - **Patient's address**
   - **Patient's letter format** - Standard
   - **Patient's preferred language** - English

   A patient will receive a letter to ensure they have the information they require about the programme.

   Please note that the system will firstly attempt to find volunteers who have your preferred language however if a volunteer is not found, the system will search for volunteers who speak English.

2. **Support details** – Select the frequency. If support is needed on a more regular basis, select yes then select the frequency. Please note that support will only be provided for a maximum of 4 weeks, after this duration you will need to place a new referral.

   - **Is the support required ongoing?** - Yes
   - **How often do you require this support?**
     - Daily
     - Weekly

   Daily: The system will assume that the appointment time is the same each day and will generate this automatically. If this is not the case please state No to the previous question and place a separate referral for each appointment. All other options for recurring tasks: The system will assume that the appointment day and time is the same for each week/month etc and will generate this automatically. If this is not the case please state No to the previous question and place a separate referral for each appointment.
3. Your details - Complete the referrer contact details and declaration

**Your details**

- **Contact Number**: Enter your contact number.
- **Where did you hear about us?**
  - NHS England professional communication

- **Referrer contact number**
  - If a safeguarding issue were to arise, we will contact you on this number.

- **Confirmation**
  - ☐ I confirm that the patient or organisation is aware of this referral and that I have permission from them to refer for support and for Royal Voluntary Service to use the information included in this form (including information about their health) for the purposes of providing support to them through the NHS Volunteer Responder Scheme.
  - ☐ Allow duplicate referrals

**YOU ARE ABOUT TO REQUEST A VOLUNTEER - THIS IS NOT A REGISTRATION FORM.**

**Register Referral**
What next?

Once completed the referral is live it will automatically search for nearby 'on duty' volunteers. Alerts will be sent to one volunteer at a time. If a volunteer accepts then the referral will be matched. If a volunteer rejects or does not accept an alert, it will move on to the next volunteer.

No match is made

If your dashboard shows that a task was not matched with a volunteer, you can always log a new request for support as we have new volunteers who join our network daily.

If you have any problems, please contact the NHS Volunteer Responders support team on 0808 196 3382.

Volunteer alerts or notifications

A volunteer will receive an alert which they can accept or reject.

- If they accept, they will receive details of the task.
- If the volunteer does not want to accept the task then they can ‘drop the call’ which will then push the alert to the next volunteer.
- This cycle continues until a match is found.

The information you have entered into the referral form is shared with the volunteer:

- Type of support required
- Contact name
- Address (not for Check in and Chat roles)
- Telephone number

Please cancel referrals if your patients no longer require support. This avoids unnecessary calls being made, which can be frustrating for both the patient and the volunteer. All support requests, except COVID Vaccination Stewards are time limited. Referrals can be requested for 4 weeks support only. After this you will need to place a new referral should a patient still need support. For example, if you would like a volunteer to provide patient transport support weekly, tasks will stop alerting volunteers after 4 weeks.
Appendix 2 - Raising a referral for Individual Patient Transport Support

If support is only required for patient transport for one individual, you will need to complete the following. If you need to raise a referral for patient transport for multiple individuals refer to Appendix 3.

When selecting Patient transport support you will need to answer the following question:

- **Patient Transport Support**: Provides transport for patients who are medically fit for discharge or to support patients going to NHS appointments.

Would you like a volunteer to transport one individual or arrive at a site to transport multiple individuals? [One individual] ▼

1. **Patient details** – Full name, Date of Birth, Email address, Contact Number, Postcode and Address

You will be asked the following question, if ‘Yes or Possibly’ are selected we will not be able to support this referral.

Do the patient(s) have suspected or confirmed COVID 19 (High Risk)? [Possibly] ▼

Unfortunately we are currently unable to support patients who are confirmed or suspected to have COVID-19. It will therefore not be possible to submit this referral, and we recommend that you source other Patient Transport support for this request.

You will also need to select the letter format and preferred language.

Patient’s letter format * ▼ ▼
Patient’s preferred language * ▼ ▼
2. Appointment details – Postcode, address, select whether this is a return journey and date and time of the appointment. Please enter the date and time of the patient’s appointment. The system will calculate when the task needs to be generated to alert volunteers.

<table>
<thead>
<tr>
<th>Appointment Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Appointment’s postcode *</td>
</tr>
<tr>
<td>Appointment’s address *</td>
</tr>
<tr>
<td>Is this a return journey? *</td>
</tr>
<tr>
<td>Date and time of the appointment *</td>
</tr>
</tbody>
</table>

3. Your details - Complete the referrer contact details and declaration

<table>
<thead>
<tr>
<th>Your details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Contact Number *</td>
</tr>
<tr>
<td>Where did you hear about us? *</td>
</tr>
</tbody>
</table>

**Referrer contact number**
- If a safeguarding issue were to arise, we will contact you on this number.

- I confirm that the patient or organisation is aware of this referral and that I have permission from them to refer for support and for Royal Voluntary Service to use the information included in this form (including information about their health) for the purposes of providing support to them through the NHS Volunteer Responder Scheme.

- Allow duplicate referrals.

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Register Referral
Appendix 3 - Raising a referral for:

- Steward Volunteers (COVID-19 Vaccination)
- Multiple individuals requiring patient transport support
- NHS Transport Support (You will need to complete the ‘Transport Details’ information)
- Health and Care Non-Clinical Support

1. **Site details** – Steward Volunteers (COVID-19 Vaccination) Only - Site type, site name, site email address, site contact number, postcode and address. You will need to confirm if the patient has confirmed or suspected COVID-19, if ‘Yes or Possibly’ are selected we will not be able to support this referral.

   **Site Details**

   Site type *
   
   Site's Name *
   - Mass Vaccination Centre
   - GP-led Site
   - Pharmacy
   - Hospital Hub

   Site's Contact Number *

   Site's postcode *

   Site's address *

   Do the patient(s) have suspected or confirmed COVID 19 (High Risk) *

   Unfortunately we are currently unable to support patients who are confirmed or suspected to have COVID-19. It will therefore not be possible to submit this referral, and we recommend that you source other Patient Transport support for this request.
2. Shift details - Steward Volunteers (COVID-19 Vaccination) and Health and Care Non-Clinical Support Only

**Shift Details**

- **Date and time of the shift**: The date and time of when you need the volunteers (e.g. Tuesday 26 January – 9:00). If you are entering multiple dates please enter the details of the first shift. E.g. 25/01/21 09:00)

- **Time when you need the volunteers until**: The end time of the shift. The maximum shift length is 4 hours. Enter the time of when you need the volunteers until (e.g. 13:00).

- **Number of volunteers required**: The number of volunteers you require for each shift.

- **Additional information**: Enter any additional information that will be relevant to volunteers. **As a minimum, this should include where/who to report to on arrival. Do not enter any personal or sensitive data into this section as this information is shared with volunteers.**

- **Is this a recurring shift?**: Yes

- **Shift frequency**: Daily

The system will duplicate the first referral entered and will generate the multiple shifts based on the frequency entered.
3. Transport details – NHS Transport Support ONLY

- Date and time of the transport *
- Additional information *
  e.g. Volunteer required for X. Please report at reception by 9am and ask for Mary Jones.

- Is this a recurring transport? *
  - Yes

- Task frequency *
  - Daily
  - Weekly

- Priority *
  - Daily

Daily: The system will assume that the appointment time is the same each day and will generate this automatically. If this is not the case please state No to the previous question and place a separate referral for each appointment. All other options for recurring tasks: The system will assume that the appointment day and time is the same for each week/month etc and will generate this automatically. If this is not the case please state No to the previous question and place a separate referral for each appointment.

4. Your details

- Contact Number *
- Where did you hear about us? *
  - NHS England professional communication

Depending on the support you require
- For Steward Volunteers please enter – 0808 196 3646
- For all other support requirements enter your contact number

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Register Referral
What the task will look like for a volunteer?

This is a screenshot of the volunteers’ app. This is an example of a request which has selected the ‘Periodicity’ as ‘Daily’ and the number of days as 3. The date and time of the first shift was entered as the 13 Jan 9am – 3pm and the system has generated multiple requests for the 3 shifts required.

If the ‘Periodicity’ was ‘Weekly’ and the number of weeks was 3, the dates showing within the app would be Wednesday 13 Jan, Wednesday 20 Jan and Wednesday 27 Jan.

The below are examples of how the volunteer will view the additional information you have entered and the contact details.

Contact number will be the telephone number for the NHS Volunteer Responders Support Team.
Appendix 4 - Raising a referral for Collection/delivery of Pulse Oximeters and/or Inhaled Budesonide for COVID-19 patients.

1. **Patient details** – Full name, Date of Birth, Email address, Contact Number, Postcode and Address

You will also need to select the letter format and preferred language of the patient letter.

2. **Pick up location details**

Enter the location of where the Pulse Oximeters and/or Inhaled Budesonide will need to be collected before delivering to a patient.

3. **Your details**

Enter your contact details.

**Referrer contact number**
- If a safeguarding issue were to arise, we will contact you on this number.
5. Managing my referrals

Log into the GoodSAM platform to monitor the progress or status of a referral or make amendments to: the address, phone number, periodicity, start and end time of a shift or cancel the whole series.

To review the number of volunteers required (for Steward/scheduled referrals)

Click referrals, then search referrals. Either search by a start or end date or use the free text box to enter information regarding your referral to search.

Once you have found the referral, click on tasks. Within this section you can search using the task ID number, if you know it. See image below.

You can change the phone number, address for all referrals raised at any time.

For Community Response, Check in and Chat, Patient Transport and NHS Transport you are able to change the periodicity or frequency of the referral.

For Vaccination Steward referrals you can also change the start time or end time of the shift. **Click on the ‘change’ box under each category to amend the referral.**
Task status terms explained

- Matched, waiting on volunteers – The system has found volunteers available and is waiting for a volunteer to accept or reject task
- Looking for volunteers – The system is searching for an ‘on duty’ volunteer to accept or reject the task
- Could not find any volunteers – This means the task is in the past and could not find any ‘on duty’ volunteer
- You will also see a status of how many volunteers have confirmed out of the required number e.g. (14 confirmation / 15 volunteer(s) required).

Cancelling a referral

To cancel a referral, log into your dashboard and select ‘Cancel referral’.

For Health and Care Non-Clinical Support or Steward Volunteers (COVID-19 Vaccination) a message will be sent to all volunteers who have already accepted the task and the task will be removed from the volunteers’ app.