

NHS Volunteer Responders

FAQs for Self-Referrers

I think I need the help of a NHS Volunteer Responder, but I have not received a letter, how do I access their help?

You are welcome to call our Support Team **0808 196 3646** and you will be asked if you fall in to one of the following categories:

- People aged 70 years and older with underlying health conditions
- People who are pregnant
- If you are newly socially vulnerable as a result of COVID 19
- People who are registered disabled
- Other high-risk conditions

If you do not have any of the health conditions listed above you will need to contact your Health Professional or GP to raise the referral on your behalf.

I have received a letter and have been identified as one of the 1.5million that have been asked to shield/isolate. How to I access support?

You can call our Support Team on **0808 196 3646** to raise a request for support. Please have your letter and your GP name, GP Surgery name and GP phone number to hand.

What support is available from the NHS Volunteer Responders?

There are currently 3 volunteer roles to support self-referring individuals as part of the scheme;

- Community Response Volunteer: Volunteers to collect and deliver shopping, medication or other essential supplies for shielding patients.
- Community Response Plus (Coming soon): Volunteers to collect and deliver shopping, medication or other essential supplies for patients with cognitive impairments and deliver significant vulnerabilities who are shielding. This volunteer will be DBS checked.

- Check in and Chat: Volunteers to provide telephone support to individuals who are at risk of loneliness.

I would like to request a Check In and Chat Volunteer on a regular basis, will this be the same volunteer calling all the time?

No the alerts or requests to support are sent out to a pool of volunteers within a radius of the person needing support. It's unlikely that the alert will be picked up by the same volunteer on each occasion.

Will I know what time the volunteer will be arriving?

Unfortunately we are not able to give times of volunteers arriving. The volunteer will make contact with you on the number provided when you raised a request of support.

I would like a volunteer to take me to an appointment, how do I know if a volunteer will be turning up?

If you need support to get to an appointment we suggest calling the Support Team on **0808 196 3646** a few days before your appointment. This will give time for a volunteer to be matched and call you. You would then be able to inform the volunteer of the date and time of your appointment and the volunteer can then agree to this task or pass to another volunteer.

Where can I find further information and guidance about the scheme?

You can visit our NHS Volunteer Responders website to find the latest guidance and FAQs - www.nhsvolunteerresponders.org.uk

I want to know if my health professional or GP has already referred me into the scheme?

You can the Support Team on **0808 196 3646** who will be able to look into this for you.

What happens if my referral task is not matched?

Your task will remain in the system for 3 days to hopefully be matched with a volunteer. If it is not matched after the 3 days, please ring the Support Team on **0808 196 3646**.