COVID-19 Volunteers Pathway

NHS
York Teaching Hospital
NHS Foundation Trust

Try GoodSam First

GoodSAM

This service has been stepped up as part of the 'call to arms' for the new NHS volunteers

Referrals should be made via the

NHS Volunteer Responders referrers' portal

or **www.goodsamapp.org/NHSreferral**

or call **0808 196 3382**

How can people volunteer?

The process for volunteers is:

- Register on the NHS Volunteer Responders page.

- Complete your details and identify which volunteer roles you are interested in.

- Once your registration and checks are complete you will be emailed a verification code and log-in details.

- Download the GoodSAM Responders app and log in.

- Switch on the app when you're available for volunteering jobs.

Volunteers must be over 18, fit and well with no symptoms. Those in high risk categories (over 70, pregnant), can offer support over the phone.

There are four types of support available to your patients including:

Community Response volunteer: volunteers to collect and deliver shopping, medication or other essential supplies.

Patient Transport volunteer: volunteers to provide transport to patients who are ready for discharge and ensure that they are settled safely back into their homes.

NHS Transport volunteer: volunteers to transport equipment, supplies and/or medication between NHS services and sites. It may also involve assisting pharmacies with medication delivery.

Check in and Chat volunteer: volunteers to provide telephone support to individuals who are at risk of loneliness

How patients are matched to volunteers

Once a healthcare professional has made a request for patient support, the request is identified as an active volunteer task to volunteers registered in the local area. The volunteers pick the job they want to do that day and close the task once complete. Volunteers show themselves as 'available' when their app is switched to 'on'.

DBS checks

ID checks will be carried out for all volunteers. Patient transport drivers will need an enhanced DBS check and will receive additional guidance. Volunteers will receive guidance, including on social distancing rules to ensure the group being asked to shield themselves is protected.

Volunteer training

All new volunteers will receive a get-started pack appropriate to the roles they sign up to so they will have specific, clear and detailed guidance which will enable them to provide support safely.

Owned by: NHS England, NHS Improvement, Royal Voluntary Service GoodSam Responder app

Finding local support in your community during coronavirus

Other help available

City of York Council

City Of York volunteering:
If an **individual** needs support this is through

covid19help@york.gov.uk
or **01904 551 550**

If your organisation needs more volunteers please contact
request.volunteers@york.gov.uk

North Yorkshire County Council

if you have no one who can help such as family,friends or neighbours, our customer service centre can signpost you to your nearest community support organisation for help with shopping,prescriptions, caring for pets and having someone to talk to.

Call 01609 780780
Open every day 8am to 5:30pm