The patient referral form is to request a volunteer's support which is a live system against the defined volunteer roles. You will automatically register by making your first referral. Therefore do not use this form as a registration form unless you are ready to request a volunteer for specific support.

FACT SHEET

Patient (hereafter referred to as client) Referral Criteria

As a Health Care Practitioner or a Local Authority you will be able to place a referral on behalf of an isolating - vulnerable at risk - patient providing the person meets the below criteria and would benefit from one of the 4 volunteer roles as determined by you a health care professional or a local authority referrer. The following criteria has been supplied in order to assist you in your decision to refer. However, discretion can be used by a health care practitioner/local authority if someone is deemed a vulnerable patient but does not fall into the below.

- Those that have been asked to self-isolate or 'shield' and are part of the 1.5 million
- People aged 70 years and older with underlying health conditions
- Others with high-risk conditions could include:
    - People with chronic lung disease or moderate to severe asthma
    - People who have serious heart conditions
    - People who are immunocompromised including cancer treatment
    - People of any age with severe obesity (body mass index [BMI] >40)
    - certain underlying medical conditions, particularly if not well controlled, such as those with diabetes, dementia, renal failure, or liver disease might also be at risk
- People who are pregnant
- People who are newly socially vulnerable as a result of Covid 19 and would benefit from one of the 4 volunteer roles as determined by a health care professional or a local authority referrer
- People who are registered disabled

Important information – Inappropriate Referrals

- **Community Support:** When referring a patient/client for this support, you will be asked to tick whether the individual has a cognitive impairment or other significant vulnerability. As the NHS Volunteer Responders Programme has developed we are aware that a small cohort of patients may require volunteers with a DBS check and additional guidance due to a patients cognitive impairment and/or significant vulnerability. We are therefore in the process of creating a new role 'Community Response Plus' which will ensure these volunteers have a DBS check and are provided with additional guidance to support these referrals. This role is being developed over the coming weeks, therefore we will hold your referral and submit this once our new volunteers are ready to go. Please be aware that these referrals will not be supported by a volunteer until we have recruited for the new role, we will send you an email to update you as to when this is. Therefore please ensure you have sourced other support in the intervening period.

- **Check In and Chat Support:** Please be aware that the support offered by our volunteers is a preventative service for isolated/shielded individuals not a treatment service for those with high needs and/or significant cognitive impairment (low level dementia/cognitive impairment can be supported). Our volunteers should not and cannot support these patients. If you are unsure whether a patient/client sits within this 'significant vulnerability' category, consider the following:
  - ➢ Was the individual able to carry out certain basic tasks prior to COVID-19 such as shopping?
  - ➢ Would the individual recognise inappropriate behaviour of a volunteer?
  - ➢ Would a volunteer be able to chat with the individual without any background in cognitive impairment?

  If the answer is no to at least one of the above questions, then please do not refer them for this support.
  - ➢ Does the individual have high level of mental health support needs
  - ➢ Is the individual known and in treatment for suicidal thoughts
  - ➢ Is the individual receiving treatment for drug and alcohol abuse

  If the answer is yes to at least one of the above questions, then please do not refer them for this support.

Patient Referral Form

The following guidance will help you through your request for a NHS Volunteer Responder. Please note that if you are a pharmacy or organisation requesting a volunteer for assistance (rather than on behalf of an individual) further guidance has been included at the end of this document.

If you have a NHS or Gov email address:

- If you are already registered with GoodSAM, your referral will automatically be accepted and pushed into the system
- If you are not already registered and this is your first referral, an account will be generated for you and login credentials along with a **request to confirm the referral** sent to your email

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

- If this is your first referral, your account will be need to be approved – please allow up to 72 hours for this to take place. Once approved, you will receive an email confirmation with your login credentials along with a request to confirm the referral sent to your email.

Once you have been provided with your login credentials, you can log in to your account at any time to view or cancel your referrals - https://www.goodsamapp.org/login
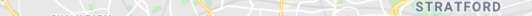
STEP 1

Gather and input specific contact details for the person who requires support including:

- ✓ Client Name:
- ✓ Client Email Address:
- ✓ Client Contact number:
- ✓ Client Address:
- ✓ Client Postcode:

Please ensure that client details reflect the name and location of where the support is required as this will be the information used to suitably match to a volunteer and will be the contact details they receive.

Please note as you start typing the address options will come up please double check you have selected the correct address. You can reposition the red pin to the exact location.

You now need to select from the drop down menu what volunteer support is required from the below 4 options.

- ✓ Community Support
- ✓ Patient Transport Support
- ✓ NHS Transport Support
- ✓ Check in and chat Support

The below outlines a little more information about what this support looks like for each of our roles. **Ensure you select the correct support as this is matched to a volunteer with specific vetting for that role.**
An individual requiring shopping or prescription pick up is Community Support. A pharmacy/GP surgery/NHS site requiring the collection and delivery of many prescriptions/supplies is NHS Transport Support. **IF YOU ARE UNSURE PLEASE CALL 0808 196 3382.**

Community Support: Self isolated individual requires assistance such as shopping and/or medication collection/delivery.
Patient Transport Support: NHS site requires support transporting patients who are medically fit for discharge, and ensuring that they are settled safely back in to their home.
NHS Transport Support: NHS site requires transporting equipment, supplies and/or medication between NHS services and sites. Pharmacy needs support with delivery of medication.
Check in and chat Support: Self isolated individual requires short-term telephone support to provide companionship.

If you select **Patient Transport:**
You will be asked to confirm the following. If you are unsure please select 'possibly':

☑ **- Patient Transport Support:** Provides transport to take patients home who are medically fit for discharge.

☐ **- NHS Transport Support:** Provides transport for equipment, supplies and/or medication between NHS services and sites. Also involves assisting pharmacies with medication delivery.

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

Yes
No
Possibly

STEP 3

Periodicity: Confirm how often the support is required. Note – this will generate an automatic alert to a volunteer according to the frequency requested e.g. if you requested community support (such as shopping) and would like a volunteer to do this every week, you would select 'weekly'. The system will generate an alert to volunteers once a week showing the task and information you have entered.

Periodicity *
This will automatically
alert a volunteer for the
frequency requested -
this is LIVE - it is not a
registration form

One-off
Daily
Weekly
Fortnightly
Monthly

STEP 4

Priority: Select the priority of this referral:

Priority *

er First Name *

High
Medium
Low

This will allow the system to appropriately prioritise the support and ensure that we match to a volunteer in the appropriate sequence. Below are some tips on deciding the level of priority.

HIGH:

This is someone who is in immediate need of support and ideally that day:

✓ They have no essential food items or supplies
✓ They have ran out of essential medication which may pose further risk to health
✓ They have no support network who can assist them
✓ They are self-isolating as they are over 70 or have an underlying medical condition

MEDIUM:

This is someone who requires support within the next 48 hours

✓ They have access to essential food items and medication but this will be running out in the next couple of days
✓ They have no short term access to any support network who can assist them
✓ They are self-isolating but are not over 70 or aware of any underlying medical condition

LOW:

This is someone who requires support in the coming week or beyond

✓ They have all they need for the next week but will require support after this
✓ They are self-isolating but are not over 70 or aware of any underlying medical conditions.
✓ They need our support but also do have friends or neighbours that could assist if required

Now you need to record the referrer (your) contact details: name, email and contact number. Please note that if a safeguarding issue were to arise, we will use the number you have provided to contact you.

Referrer First Name *   [first name ...]

Referrer Last Name *   [last name ...]

Referrer Email *   [referrer email...]

(You will receive an approval link after your first referral, once you have confirmed this, you will receive your login details - Requests from NHS/Gov email addresses will then go live automatically, alternative addresses will need approval and may take up to 72 hours)

The volunteer that is assigned will always call the client first to ascertain their needs.

Finally select register referral.

ORGANISATION/SERVICE REQUEST

For healthcare organisations the guidance is as above but you will need to enter details as follows:

Client/Organisation Name: Please enter the name of the person that the volunteer will need to speak to on arrival – alternatively if you are unsure of this, please enter the name of the organisation/service eg Boots Pharmacy.

Client Contact number: The contact number of the person the volunteer may need to speak prior to completing the task/arriving at the location.

Client address: Enter the address where you would like the volunteer to arrive

Any **additional information** that may help the volunteer can also be included examples provided below:

I require a volunteer to attend the discharge lounge to help transport numerous (5-10) individuals back to their homes – a list will be provided by a member of staff.

I require a volunteer to arrive at XXX pharmacy to assist with prescription deliveries. A list of these will be provided when you arrive.

NO MATCH IS MADE

If you receive a notification that there is not a suitable volunteer match in your area you can always log a new request for support as we have new volunteers who join our network daily.

WHAT NEXT?

The referral will go into the system and an automatic search will take place 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 an alert or does not accept an alert, it will move on to the next volunteer.

After you have confirmed your first referral (a link will be sent to your email address), you will receive a password. This will then become your log in and you will be able to view the referrals you have made and cancel referrals if needed. If you have any problems, please contact the support team on **0808 196 3382.**

What does a volunteer see?

Each volunteer is approved for a specific role. It is therefore important that you select the correct role e.g. do not select Check in and Chat volunteer if you are requesting a volunteer to undertake shopping. Otherwise you are likely to find that the alert gets 'rejected' by volunteers as this is not the role they have signed up for (e.g. they do not have access to transport and have not received any guidance on how to perform the tasks).

Alerts

A volunteer will receive an alert which they can accept or reject:
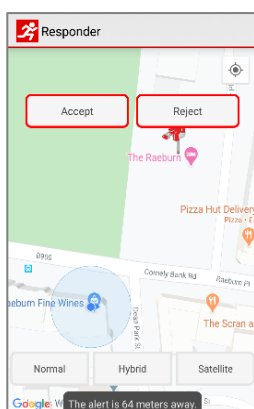
If they accept, they will receive a message such as below:
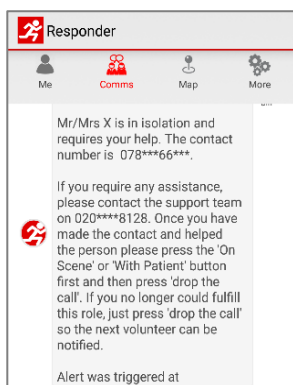
If the volunteer does not want to accept the task then they can 'drop the call' which will then push the alert to the next volunteer. This cycle continues until a match is found. It is therefore essential that you are requesting tasks that they are prepared for, otherwise the person needing support may end up with a no match as all volunteers have 'dropped the call'.
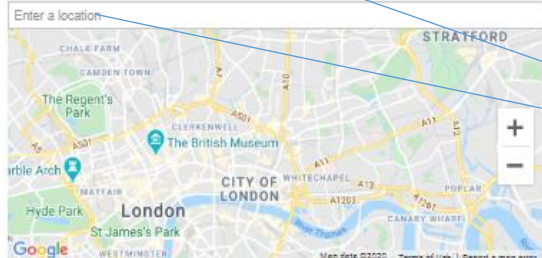
The below will show you what information is pulled through the system to the volunteer. Please note the message is adapted for each role and the key information that is pulled from the form you complete may be different. For example, if a Check In and Chat role has been matched, the address field will not pull into the message to the volunteer as they should not have this data.

Client or Organisation Name *
Client or Organisation Name...

Client or Organisation Email Address
Client or Organisation email addr

Client or Organisation Mobile Number *
Client or Organisation mobile nun

Client or Organisation Address *
Enter a location...

Support Required *
You must select the correct support as this is matched to a volunteer with specific vetting for that role. An individual requiring shopping or prescription pick up is Community Support. A pharmacy/GP surgery/NHS site requiring the collection and delivery of many prescriptions/supplies is NHS Transport Support. IF YOU ARE UNSURE PLEASE CALL 0808 196 3382.

☐ - **Check in and Chat Support:** Provides short-term telephone support to individuals who are at risk of loneliness as a consequence of self-isolation.

☐ - **Community Support:** Provides collection of shopping, medication or other essential supplies for someone who is self-isolating, and delivering these supplies to their home.

☐ - **Patient Transport Support:** Provides transport to take patients home who are medically fit for discharge.

☐ - **NHS Transport Support:** Provides transport for equipment, supplies and/or medication between NHS services and sites. Also involves assisting pharmacies with medication delivery.

Support required: Community Response.

[Name] is in isolation and requires your help. The contact number is [contact number]. Their address is [address]

If you require any assistance, please contact the support team on 0808 XXXXXXX. Once you have made contact and helped the person, please press the 'On Scene' or 'With Patient' button first and then press 'drop the call'.

If you can no longer fulfil this role, just press 'drop the call' so the next volunteer can be notified