

# NHS Volunteer Responders

## FAQs

### Signing up

#### **I want to help where can I sign up?**

You can join us by signing up via the website [www.goodsamapp.org/NHS](http://www.goodsamapp.org/NHS). You will be asked to enter some basic personal details and attach a photo of your ID. Then select what support you can offer by selecting which of our 4 volunteer roles you are interested in.

#### **Can I sign up to multiple roles?**

Yes, there are 4 roles to choose from and you can sign up for as many as you are able to support. However the Patient Transport Role requires an Enhanced DBS Certificate with Adult Barred or Both Barred and needs to be issued in the last 12 months.

#### **I don't have a smartphone, can I still support?**

Much of the functionality requires a smartphone (e.g. to be able to acknowledge that you have seen a request). There is a possibility of using the system without a smartphone, but for the moment we will not be able to alert you. Please contact one of your local charities to volunteer.

#### **I'm a GoodSAM Responder for Cardiac Arrests, what should I do?**

Please do NOT re-register. Your services will be transferred to the Royal Voluntary Service, your current affiliation will be lost and you'll need to be approved again. In a few days time your profile will enable you to opt in as a NHS Volunteer Responder

#### **How long do I have to wait?**

Royal Voluntary Service currently have a strong support team of 150 people, going through applications. However due to the large number of registrations, please allow 2-7 days for identification checks to take place

### **I have not received my “activate” email to confirm my email address**

Have you checked junk email? Unfortunately the sign up page has been disabled whilst we pause recruitment, however keep an eye out for when it is live again – which should be in a few weeks time, you’ll then be able to go to [www.goodsamaapp.org/activate](http://www.goodsamaapp.org/activate)– enter your email address in the “Lost your activation code” box and you will get another email. If the system does not recognise your email then you have not actually registered. If it says you are already activated, you’re probably still awaiting approval.

### **I have received an email saying my registration has been rejected?**

Refer to rejection flow chart

### **I have signed up what happens now?**

You will receive an email where you will have a link to verify your email address. Once you do this you will receive a confirmation email advising you that we are now going through the verifying ID process.

### **I have signed up and have not heard anything? I have been approved what’s next?**

Thank you for stepping forward and signing up. As I am sure you have seen the response from the great British public has been outstanding. We are now verifying ID and this should be completed with the next 72 hours and you will then get an email confirming. At that point you will be sent a link to download the GoodSAM App and we can start matching you to local requests for support. Download the app (GoodSAM Responder) on Apple / Google Play stores and log in. The system will go live after the 31st March. Don’t forget to switch to ‘on duty’ when you are available after this date.

### **I am already a Royal Voluntary Service volunteer and can help.**

#### **Do I need to apply?**

If you could apply through [www.goodsamapp.org/NHS](http://www.goodsamapp.org/NHS) this will allow us to make sure we can assign you to specific local support requests as part of this NHS England project. We are delighted you want to continue to support us in these challenging times.

#### **Is the system and site legitimate?**

Yes, the web address (<https://www.goodsamapp.org/NHSvolunteerresponders>) is publicised via NHS England and on RVS website. The NHS volunteer responses initiative in support of Coronavirus is a joint activity between RVS, NHS England and GoodSamApp – the technology provider. It’s a widely known application and used in times of emergency.

## **I've been accepted and have downloaded the app but I have been greeted with some medical questions and/or been instructed I will receive a GoodSAM identity card?**

You have incorrectly attempted to register on the app which has taken you through a different route (e.g. NHS Volunteer Responders do not need a GoodSAM identity card – your profile on the app will become your ID). You do not need to register again, this was done via your sign up process. Simply log in using the email address and password you supplied during the sign up process.

## **What is this App? I'm not a first aider?**

GoodSAM is a platform that has been saving many lives for the last 5 years. It alerts those trained (from resuscitation to cardiac arrest) to nearby incidents, while the ambulance is enroute. It is because of our technology of coordinating volunteers to those in need, that the system has been adopted for the NHS Volunteer Responders Programme. We are in the process of modifying the App for this new purpose and you will see changes in the coming days.

## **Do I need to upload a photo for my profile picture on the app?**

Yes please upload a photo. This will be used as your ID when supporting an Isolated Person or supporting a NHS Partner. Please make sure you have your phone with you at all times when volunteering. You could be asked to provide ID at any time.

## **I have applied for a role and I want to change the role I have applied for?**

Yes, you can re-apply through the same registration process using the same email address. However applications are currently on hold, so you may need to do this in a few week's time once we have resumed the recruitment campaign.

## **I have registered but want to change my details that were keyed in when I originally registered?**

You can go back through the registration process and re-apply with the correct details. . However applications are currently on hold, so you may need to do this in a few week's time once we have resumed the recruitment campaign.

## **I have received several emails saying I have approved/rejected?**

Due to the volume of people we are supporting we have experienced a duplication issue which has caused emails to be generated unnecessarily.

## **I have been approved but I haven't received my "Getting you started" Training pack?**

The "Getting you started" Training pack will be attached to the first email you received when you registered. This is the same email that requested you to verify your email address. You can also find these on [www.goodsamapp.org/contact](http://www.goodsamapp.org/contact).

### **How do people show their DBS if it's on online update system/service?**

By uploading a screenshot, showing full details. The date entered should be the date of your DBS certificate or the date of your update. Please note the only role that requires a DBS is a Patient Transport Role and this would be an Enhanced DBS with adult barred or an enhanced DBS with both and issued in the last 12 months. If you do not have either of these or do not wish to apply for a patient transport role, it may be simpler to select no to the DBS question and simply upload a photograph of your driving license or passport.

### **Have we made contact with local community support groups other charities before launching?**

We have engaged with multiple third sector networks. However, given the timeframes associated with this programme, it has not been possible to engage with all groups.

### **Is the app designed for people with accessibility issues such as individuals who are blind or partially sighted?**

At this stage the app does not support people who are blind or partially sighted. We will update any guidance documents with relevant information if this becomes available.

### **Do I need to change my car insurance to be able to drive as a volunteer?**

If you are using your own car for voluntary purposes to transport medicines or groceries to support others who are impacted by Covid-19, your cover will not be affected. You do not need to contact your insurer to update your documents or extend your cover. This applies to all categories of NHS Volunteer Responders, including transporting patients, equipment, or other essential supplies.

## Questions about ID

Currently volunteer recruitment is paused in order for us to work through the 750,000 applications we have received. However, I can provide you with some information for when we resume recruitment – please be aware that we are continuously updating the system so this may change in the interim.

### What ID do I need?

Depending on which role you would like to do the ID differs.

- Patient Transport Volunteer – A DBS Enhanced Certificate with Adult Barred or Barred Both, issued within the last 12 months.
- All other 3 roles – Community Response, NHS Transport, Check in and Chat
  - A valid and in date passport
  - Driving License
  - One photo with two forms of ID which can be either a P60/P45 and mortgage statement within 12 months, bank statement dated in last 3 months. Please note if you are using two forms of ID make sure they are in the same photo.
  - A DBS – Please note this does not have to be enhanced or with barred lists as this is being used as a form of ID for non DBS roles

### How do I upload my ID?

Take a photo of your ID and then attach a picture of that when you complete the registration form. The picture HAS TO BE in an IMAGE format e.g. JPEG or .png. Not a PDF or a word document. These formats would be too large. Take a screenshot or use your phone.

### Can I upload a PDF with my ID?

No but take a photo of the PDF and upload this as a JPEG or PNG file.

### How long will it take to verify my ID?

We anticipate this will take up to between 2-7 days to the outstanding volume of volunteer registrations we have had at this hugely challenging time.

### What happens once my ID has been verified?

Once your ID has been verified, you will receive an email to confirm this. When you receive confirmation you will be given links to download the GoodSAM App which you can do as soon as you receive this email.

### **I don't have a DBS, what can I do? Why can't I support?**

You only need an Enhanced DBS (with Adult and both Barred list) for one role, the Patient Transport role. If you do not have a DBS then you can still volunteer for the other 3 roles. You can upload a photo of your valid and in date passport or driving license. If you don't have either of those then you can use two forms of ID including P45/P60 (last 12 months), mortgage statement (last 12 months), bank statement or utility bill (last 3 months).

### **How do I convert a PDF to a compatible file type?**

The easiest way for you to do this is to take a photograph/screenshot of the PDF document and then you can simply attach the photograph/screenshot to the registration.

### **The system will not accept my date of birth / certificate date?**

Just check that you are entering in the way the system requires this which is entering in the format of YYYY-MM-YY instead of our conventional way of DD-MM-YYYY

### **I have a DBS but it's just over a year old... can I use it?**

Not for the Patient Transport role. However you can use a DBS that is valid for 3 years for any of the other 3 roles

### **I have a DBS, but I don't have it to hand as its stuck at work and I am at home?**

Due to the emergency nature of this ask, if you do not have your DBS details to hand you can still support us be registering for the other roles and provide an alternative form of ID such as a valid in date passport.

### **When ID checking a passport, do we have to have a full address to approve?**

We require the address to be traceable, so first line of address and town will be acceptable – e.g 12 Fred street, Cardiff.

## Suitability questions

### **Can I volunteer using my bike?**

Yes this is fine as long as you are able to transport goods safely.

### **I am under 18 can I volunteer?**

You are not able to register but could ask someone who is over 18 to register and you can volunteer with them as support.

### **I am over 70 and want to help?**

You could sign up to volunteer as a check in and chat volunteer and offer support by making calls to check in on a high risk persons wellbeing.

### **I live in Wales or Scotland and want to support?**

Currently this is only an initiative for NHS England. You are welcome to apply so if we open this up to other areas, you will already be registered and approved, ready to go.

### **I have signed up but still working so can only do evenings and weekends, is this ok?**

Yes it absolutely fine and excellent that you have chosen to register and support. When your ID has been verified you will receive an email to download the App, on this you just need to ensure when you can support that you make sure the ON DUTY toggle is clicked ON, then when you are unavailable for support click the On DUTY toggle to OFF. That way you will never be sent requests for support when you are unavailable.

### **Where do people go who have not had an NHS letter who need support?**

Although this is targeted at those who have received a letter from the NHS who are high risk and over 70 or have an underlying medical condition, there is a wealth of local support that is appearing all over the country. Check with your GP or local Health Board as they will be able to signpost you to get the support you need.

### **We both want to help and live in the same house so is this allowed?**

As long as you are fit and healthy and have no symptoms in line with the NHS and public health guidelines then you can both support. If either of you do get symptoms then you must follow the self-isolation guidelines to prevent any risk to yourself or others.

### **I am currently self-isolating so can't go out but still want to support?**

If you are well enough then you do have access to a telephone then we do have a volunteer position where you would call people and conduct check in and chat conversations. Obviously if you feel well enough to support then you can register for this volunteer position.

### **I don't have a smartphone – can I still help?**

Yes, you can download the goodsamapp via any app store on many devices like a tablet.

### **We have just set up our own local group – how does this initiative impact ours?**

It doesn't impact the local support being offered. NHS England specifically sent out letters to those over 70 or have underlying medical conditions and as a result there are still local groups and communities coming together and stepping forward. If through you feel your local group could support with this project then ask them to sign up.

## What happens next?

### **PLEASE NOTE THIS PROCESS ISN'T LIVE YET.**

You will receive alerts/support requests after the 31<sup>st</sup> March

#### **What happens when I download the GoodSAM App?**

After you have downloaded the GoodSAM responder app, you will need to log in with the email address and password you used when registering. Please don't try and re-register via the app. When you are available to carry out support requests, ensure your 'on duty' option is switched on and when you are not available remember to turn this off. Step by step guidance can be found in your 'Getting you started guide'.

#### **What if I can't support with a request?**

If you have your ON DUTY toggle as OFF you will not be allocated any requests for support. If the ON DUTY toggle is ON and you are requested for support and are not able to assist, then when you receive an alert you can click on REJECT.

#### **Do I have to accept every request that comes through?**

No, only commit to what you can. Just ensure when you are available that you have your ON DUTY toggle set as ON and select OFF when you are not available. If you do not want to accept a specific request, click REJECT on the GoodSAM app.

#### **Will all support requests come through the GoodSAM app or will I get calls/texts as well?**

All support requests/alerts will come through the GoodSAM app.

#### **What happens if I accept a request, but then find that I can't make it or get delayed?**

You can either "DROP THE CALL" via the GoodSAM app. If you have been delayed please inform the person you are supporting.