

NHS Volunteer Responders

Getting you started as a Patient Transport Volunteer

Welcome and thank you!

Welcome to Royal Voluntary Service and thank you so much for choosing to be part of one of Britain's largest volunteer organisations.

Founded in 1938 as WVS, the charity mobilised over one million volunteers to help with almost every aspect of wartime life. Today, Royal Voluntary Service still inspires and enables people to give the gift of voluntary service to meet the needs of the day. Never has that been more important than now, when we find ourselves in frightening and challenging times with the impact of COVID-19. As our founder said in 1938,

'As a nation we require voluntary service today as much as we have ever done in the past'. Lady Stella Reading

Royal Voluntary Service has been supporting the NHS since its birth in 1948 and we are delighted you have stepped forward to be part of this by support the transporting of patients. We want to ensure we are able to support the NHS during this challenging time and may ask you to support in other ways if you are able. However, we will never ask you to do something you are uncomfortable doing. We will be adapting our approach to support as the need arises and will make contact with you and provide you with information and guidance if we feel you may be able to help in a different way.

Please take the time to read and understand the content thoroughly so that we can help people effectively and safely. At the end of this guide you will find fact sheets and important information to support you in your role.

Thank you for joining us, we hope that by coming together we can keep our communities safe and comforted during this difficult time.

Kindest Regards,

Catherine Johnstone CBE
Chief Executive



Let's start with some key information that will help protect you and the people you are supporting.

DATA PROTECTION & CONFIDENTIALITY

During your volunteering you will come across personal and sensitive information about individuals as part of the support you will offer. We want to make sure that all information stays safe and confidential in line with the Data Protection Act 1998 and GDPR Regulations 2018. We want you to treat other people's personal information in the same way you would want yours to be treated. If you do acquire information about an individual you may be supporting (for example, names, addresses and possible medical information), we ask that you maintain confidentiality and do not discuss or disclose any data or information with anyone outside of Royal Voluntary Service or with anyone who doesn't need to know.

DO	DON'T
<ul style="list-style-type: none"> Keep any data secure and treat other people's information in the same way you would want yours to be treated. 	<ul style="list-style-type: none"> Discuss any information or data with anyone outside of Royal Voluntary Service or with anyone who doesn't need to know.
<ul style="list-style-type: none"> If you think there has been a mistake or breach of data protection tell Royal Voluntary Service about it so we can manage this. 	<ul style="list-style-type: none"> Leave any messages on answerphones with any personal information if you are not sure who is going to be able to hear them. Ensure others cannot hear you and avoid calls on loudspeaker if you live with others.

With-holding your phone number

We recommend that you call the isolating person from a withheld number. To withhold your number on individual calls just dial 141 before the telephone number you want to call.

EQUALITY

You will support a diverse range of individuals in diverse communities and we ask that you respect every individual's beliefs and that nobody is treated less favourably or excluded in anyway. We are all different and all have the right to be treated with dignity and respect. If you witness any behaviours where you feel someone is being treated less favourably or excluded, then you must inform Royal Voluntary Service of this immediately so we can tackle this and take appropriate action.

DO	DON'T
<ul style="list-style-type: none"> Treat others the same way you would want to be treated. 	<ul style="list-style-type: none"> Treat anyone less favourably or exclude anyone who we are supporting in our communities.
<ul style="list-style-type: none"> Respect everyone regardless of who they are, their backgrounds and the communities in which they live. 	<ul style="list-style-type: none"> Ignore any unacceptable behaviours towards anyone, and ensure that you report it to Royal Voluntary Service.

SAFEGUARDING

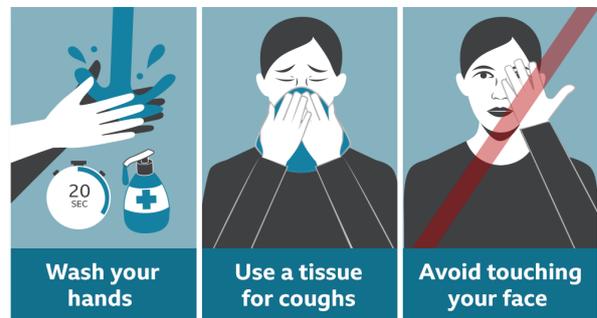
At Royal Voluntary Service we place the safeguarding and well-being of volunteers, employees and people we support above anything else. You may come across vulnerable adults or adults at risk of harm and they should never experience abuse of any kind. We want you to be alert to any signs or patterns of abuse or anything that may concern you and always raise your suspicions. Be assured you will always be supported by the charity and not raising your concerns is worse than raising a suspicion that is incorrect. If anyone tells you of any type of abuse then remain calm, listen and reassure them that it will be taken seriously. Don't promise confidentiality as you will need to speak to a limited number of people once you have this information and we ask that you ALWAYS report this to Royal Voluntary Service.

KEEPING YOU SAFE

The support you will offer will mean you will be out in the community, supporting the most vulnerable, as we come together to support the needs of the day and help people to live well through the COVID-19 virus outbreak. We are committed to keeping you safe and below we have outlined some guidance to support you whilst supporting others.

How to protect yourself – General Guidance

- ✓ Wash hands frequently for at least 20 seconds with soap and water at regular intervals throughout the day.
- ✓ If running water and soap is not available, then ensure you have alcohol-based hand wipes or sanitiser to kill viruses that may be on your hands.
- ✓ Avoid touching your face and keep hands away from eyes, mouth and nose to avoid spread of any virus.
- ✓ If you cough, use a tissue and dispose of the tissue immediately. If the cough becomes persistent then you should follow government self-isolation precautions. If no tissue is available, cough into your arm.
- ✓ Consider social distancing by maintaining at least 2 metres distance between yourself and anyone who is coughing or sneezing, this should be observed at all times.
- ✓ Avoid large and small gatherings in public spaces.
- ✓ Avoid contact with someone who is displaying symptoms of COVID-19. These symptoms include high temperature and/or new and continuous cough
- ✓ Avoid gatherings with friends and family. Keep in touch using remote technology such as phone, internet, and social media.
- ✓ If you feel unwell and have a fever, cough and difficulty breathing, seek medical attention and follow NHS guidance whilst avoiding any contact with people.



What should I do if I think I have COVID-19 Symptoms?

If you are concerned about your health in relation to COVID-19 and believe you have symptoms, then you need to pause your voluntary service and self-isolate for the required period of time. Please check out the Public Health Guidance to identify how long you need to isolate for.

<https://www.gov.uk/guidance/coronavirus-covid-19-information-for-the-public>

Your responsibilities when supporting a person isolating

- ✓ If **you** have any symptoms of COVID-19 such as fever, sore throat or cough then **do not** agree to assist any self-isolated or vulnerable individual.
- ✓ Use telephone contact to agree what errand is required and confirm that you will not be able to enter their home.

REPORTING ACCIDENTS AND INCIDENTS

Royal Voluntary Service needs to be informed of any accident or incident, no matter how small. It ensures we are doing everything we can to make your role as safe and risk-free as possible.

Therefore, any accident or incident that happens must be reported even when the person that has been injured says they are okay. For example, a volunteer may fall coming into a building and bruise their knee, other than being a little shaken, they appear to be fine. This incident needs to be reported as the fall may have caused further damage to themselves they may not be aware of at the time of the fall.

- Contact the emergency services if necessary
- Notify a First aider (if one is available)
- Contact the Support Team to record the accident or incident.

DRIVING FOR ROYAL VOLUNTARY SERVICE

All individuals that are willing to drive their own vehicles for Royal Voluntary Service must read the information below and confirm that they have the following arrangements in place:

- I confirm that the vehicle being used is roadworthy as outlined by UK law, has a valid MOT certificate where appropriate and is taxed for use on the roads.
- I confirm that the Driving license I have uploaded to my profile is accurate at the date of this application.

Support those who use their cars to help their communities. 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.

OUR VOLUNTEERING AGREEMENT

We want to make your volunteering experience with us enjoyable, rewarding and safe. This below outlines what we can expect from each other whilst you volunteer with us.

You can expect us to provide you with:	As a volunteer with Royal Voluntary Service we ask that you agree to:
<ul style="list-style-type: none"> • A safe, respectful, fair and non-discriminatory volunteering environment. • A clear explanation of what your role involves, what is expected of you and who you need to speak to if you need support. • Reimbursement of your out of pocket transport expenses. • The ability to stop volunteering with us without pressure or judgement. 	<ul style="list-style-type: none"> • Recognise that the needs of the charity's beneficiaries are our priority. • Perform your volunteering role to the best of your ability. • Be accountable for your actions. • Support and abide by the charity's instructions within the documents provided to you. • Not accepting any gifts or monetary gifts from people you are supporting. • Respect and maintain confidentiality, keeping any information you gain about the charity, its services and those we help confidential, even after you leave.

PLEASE NOTE

If you choose to continue to support an individual with their practical needs and offer this personal act of kindness, this is a personal choice and will not be under the arrangement of Royal Voluntary Service.

ACCEPTANCE AND AGREEMENT

I confirm that I have read and understood the requirements of the role/s for which I have applied to volunteer. I understand the boundaries and responsibilities associated with this role, and know of no reason that I am unable to safely and competently carry out these duties. I also confirm that I meet all requirements detailed within the Volunteer Driver Declaration section of the supplementary information provided.

FACT SHEET

TRANSPORTING A PATIENT HINTS AND TIPS

Thank you for offering your time to support both Royal Voluntary Service and the NHS with this role. You will be driving patients from hospital to their home on behalf of a NHS service. Please note all patients being discharged have been categorised by referrers as not having a confirmed infection of COVID 19.

When you accept a request, you will need to call the contact number provided within the alert or request for support you have been sent. This will obtain clarification of the support that is being requested. For example the request could contain the individual's name and number that you are being requested to transport or this could be the contact of a healthcare professional who is requesting a volunteer to arrive at a discharge lounge to help with several individuals. It is important that you obtain as much information as you can prior to arriving at the location.

In order to protect yourself and the patient while completing these duties please read the top tips below:

1. Ensure your vehicle is safe, road worthy, taxed, has a current MOT and your insurance is aware that you are driving on behalf of the Royal Voluntary Service
2. We recommend that you carry drinking water, hand sanitiser and a mobile phone in your vehicle at all times.
3. Please make someone aware of where you are going and what time you are expected to return.
4. If lifting heavy items into the vehicle, please make sure you lift by bending your knees not your back.
5. All drivers and passengers must wear a seatbelt and not use a hand held telephone whilst driving.
6. Ensure the car door is locked into the full open position before the individual gets in or out of the car. Do not use the car door as support as car doors are prone to move.
7. Think about where you park - Avoid high pavements and drain covers or uneven ground. Park on the level not on a slope.
8. If you find yourself in a road traffic accident or incident please refer to the "Driving Emergency Procedures" fact sheet.
9. Follow the instructions via the GoodSam app to understand what support is required.
10. Refer to the additional information in the alert/message to understand where the pickup location is, for example you may be directed to a hospital, then a specific area or ward of that hospital.
11. You may be asked by a Healthcare professional or the person you are supporting to provide additional tasks such as shopping please refer them to the Support Team so this can be arranged.
12. If you are given any confidential paperwork please ensure it is disposed or shredded in a confidential manner.

TRANSFERRING A PATIENT IN AND OUT OF A CAR

1. Before attempting to transfer, push the car seat back as far as possible to ensure maximum leg room.
2. Open the car door fully, wind down the window and have someone brace it to stop it swinging back onto the patient.
3. Position the patient with the back of their legs against the car seat before they sit down.
4. Protect the patients head as they sit down into the car.
5. The patient can use the dash or car body for support if necessary.
6. Pivot the patient on their bottom, bringing their legs around into the car. You may need to assist with their legs, but only one at a time.
7. Ensure your back is protected by maintaining good posture, bending your knees and stabilising your core abdominal muscles
8. Reverse the procedure for getting into the car, i.e. legs out first, then stand.
9. Care should be taken to protect the patients head.
10. Guide the patient out of the vehicle by placing a hand on their lower back. This also allows you to protect their head if needed.
11. Have the patients walking aids in the ready position before they stand up.

TRANSFERRING A PATIENT IN AND OUT OF A CAR

The hospital may call upon you to support patients within the hospital. The support required may differ in each hospital.

- This may be transporting patients around the hospital, taking them to different wards.
- If the patient is in a wheelchair make sure they are comfortable
 - Stand in an upright position, wear suitable footwear
 - Put the brakes on when stationary
 - Use ramps and lifts where possible
 - Always push the wheelchair and don't pull
 - Take care of doorways
- You may be asked to sit down and chat with a patient that has been waiting to be discharged
 - Comfort them and try and take their mind off the current situation
 - Reassure them that there will be someone available to help them

SUPPORTING PATIENTS IN THE HOSPITAL

The hospital may call upon you to support patients within the hospital. The support required may differ in each hospital.

- Please remember to always use the hand sanitiser dispensers situated at the entrance ways of hospitals.
- This may be transporting patients around the hospital, taking them to different wards.
- If the patient is in a wheelchair make sure they are comfortable
 - Stand in an upright position, wear suitable footwear
 - Put the brakes on when stationary
 - Use ramps and lifts where possible
 - Always push the wheelchair and don't pull

EMERGENCY PROCEDURES

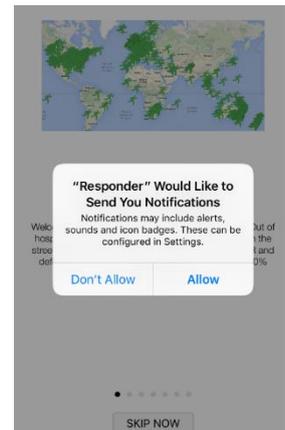
If you are involved in a road traffic accident or an incident which results in damage to your vehicle, loss or damage to property or injury to any people you must inform our support team. All incidents and accidents must be recorded and reported in accordance with the incident, accident and allegation reporting procedures.

Vehicle Accident

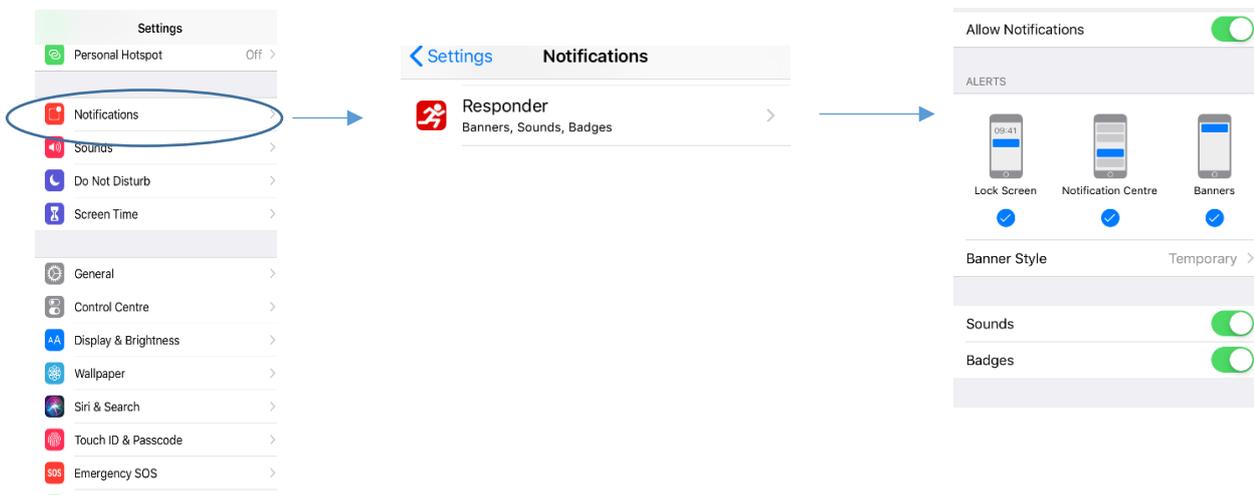
Follow the guidance below if you are involved in a vehicle accident:

1. Use hazard warning lights and switch off your engine
2. Do not move injured passengers unless they are in immediate danger of further injury from other vehicles or from fire or explosion
3. Call the emergency services immediately; provide them with information about the situation
4. Determine the extent of and damage to both vehicles and/or property
5. Do not under any circumstances apologise, admit blame or accept liability
6. Record as far as you are able, the details of the accident
7. Exchange information with others involved as detailed
8. If possible take photographs of the incident, and obtain statements from any independent witnesses
9. Report the accident/incident immediately to the support team
10. Ensure your own safety and stand away from the vehicle in a safe place.

- You may be prompted to give location access and notifications for the app, please ensure you select 'Allow' in order for you to receive alerts/requests to your phone.



- Check that you have switched all notifications on under your settings. This may look different dependent on the mobile phone you are using.



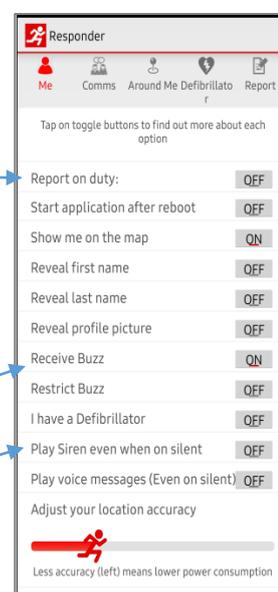
- Spend some time familiarising yourself with the settings on the app, this will ensure that you are alerted when a request to support is near you. See further information below.

ON DUTY

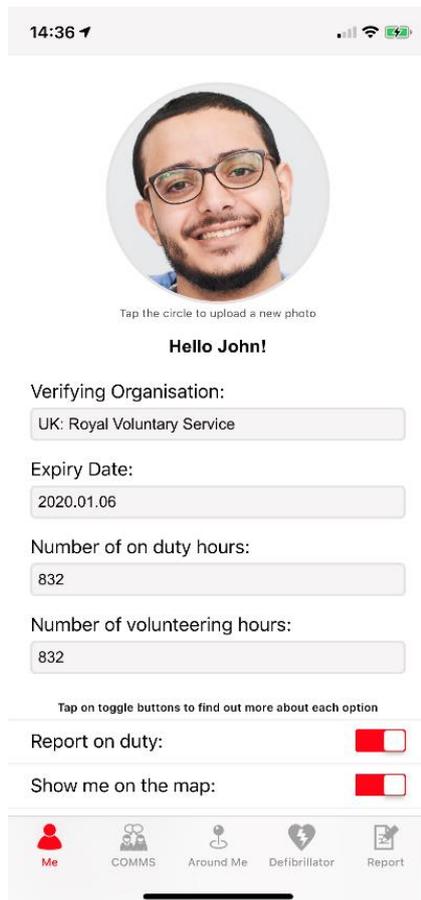
Report on duty needs to be toggled to ON for you to receive any notifications. If you know you are not available to help on a specific day please toggle this to OFF.

On SILENT

Make sure the settings are correct to receive an alert or request of support.



- You now need to set up your profile. This is essential as it becomes your identification for the police and for the person you are supporting. Go into the app and click on the 'ME' tab. Tap the circle and **upload your photo (this must be a photo of yourself)**.

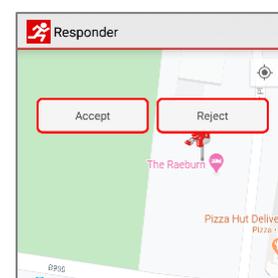


NOTE: You must show your ID to the person you are supporting. You should do this at a safe distance, for instance, by placing the phone on the doorstep and standing 2 metres back.

If the person you are supporting requires further verification, you can call their phone number to prove that you were the volunteer that contacted them earlier in the day.

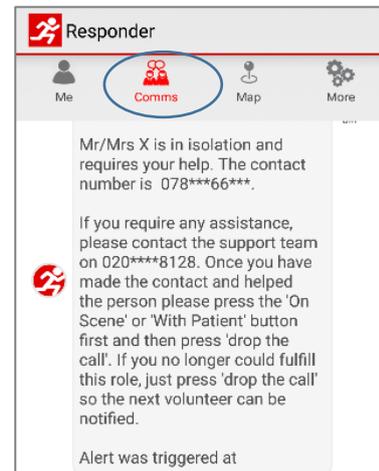
You can also show the individual a copy of the alert/request for support if they require further identification.

- When a request for support is raised you will receive an alert. You will have the option to accept or reject the alert.

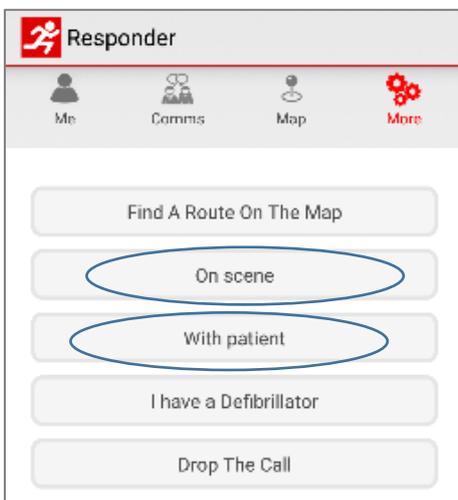


9. Once you have accepted the task, the details will be shown through a message within the app or you can find this under the ‘comms’ section. This message may also contain additional information from the referrer (NB this is an open text box that the referrer completes and could contain sensitive information). If at this stage, you decide the task is not for you, then please ‘drop the call’ (shown in point 12) and this will move to the next volunteer.

Please note that some referrers may request tasks that are incorrect for the role or provide information that could be confusing (e.g. you could receive a message referring to picking up shopping even though you are signed up as a check in and chat volunteer) – if this is the case please select ‘drop the call’.



10. Once you are happy to carry out the task and are sure you will complete this, select “ON SCENE or WITH PATIENT” – this can be found within the ‘more’ section of the app. This means you have completed the task.



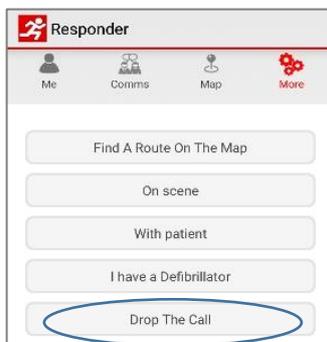
When completed (eg you’ve already selected ‘on scene’ OR ‘with patient’ select ‘drop the call’.

11. If you know you are unable to support a request (e.g. you have accidentally left your device as ‘on duty’), please reject the call – this will move to the next volunteer.

Rejecting an alert will not prevent further requests coming through to you, if you know you are not available to support, please toggle to “OFF DUTY” as stated in the guidance above.



12. As mentioned above, if you accept a request but then find you are unable to complete the task, please go into the more section of the app and select “DROP THE CALL”.



Please note the “I have a defibrillator” is not relevant to you in your role.

NOTE: The app is used by other organisations including medical professionals – If you are signed up as a NHS Responder Volunteer only then you will NEVER receive alerts relating to any medical emergencies. This is a completely separate programme.

POTENTIAL QUESTIONS AND ANSWERS

How do I contact the support team?

We are currently setting up and training our Support Team ready to help you. We will forward the contact details for the Support Team with your first alert or request for support. When you receive the number, fill in the box below:

SUPPORT TEAM PHONE NUMBER	0808 196 3382
----------------------------------	---------------

How do I claim my out of pocket expenses?

We will communicate how to claim your expenses via email in due course.

Do I have to accept every request that comes through?

No, only commit to what you can. If you are not available it will remain live on GoodSAM for a period of time until another volunteer accepts it or is sent back to the referrer.

Will everything come through the GoodSAM app or will I get calls/texts as well?

All communications should be either through the GoodSAM app or via the Support Team. If you have any questions or concerns the Support Team will take your details of your query.

Who do I call if I encounter any problems?

The Support Team should always be your 1st option

How far am I reasonably expected to travel in order to fulfil a request?

Most of the travel requests will be very local, less than 5 miles. In more rural areas this will increase to a maximum of 20 miles.

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. Or please call the Support Team to let them know, they will reallocate the request. If you have been delayed please inform the person you are supporting.

How will the person I'm supporting know that I'm a legitimate Royal Voluntary Service Volunteer?

You will be asked to show your profile page on the Good Sam app, please make sure you have your phone on you and don't hand your phone to the isolating person.