

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. 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.

I'm struggling to use the app is there any other way to access to be able to support?

This is an app based system and all requests to volunteer will come through the app, as will requests for support. Is there any friends or family that may be able to assist you with managing the app.

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

This may be for several reasons, please make sure that the photo of the ID matches the address you have entered, is within date specified, is the relevant ID for the role you have selected.

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?

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. Thank you for being patient with us.

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 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.

I'm head of "organisation name" eg ambulance service etc how can we help?

Due to the sensitivity of this we would encourage any individuals to volunteer. However if you feel you can help as an organisation please email enquiries@royalvoluntaryservice.org.uk and we will arrange a memebre of the team to come back to you.

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 widley known application and used in times of emergency

I have tried to create my application various times and it's not working?

The registration has to be made through the GoodSAM website, once email is verified they volunteer can download the GoodSAM app. Close all browser windows and try again.

Questions about ID

What ID do I need?

Depending on which role you would like to do the ID differs. A driving licence, passport you can attach 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.

How do I upload my ID?

Take a photo of your ID and then attach a picture of that when you complete online form.

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 72 hours due 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.

My DBS is online, how can I send this to you?

Take a screenshot of this and then upload this as a photo as long as it shows your personal details, what type of DBS has been issued (enhanced, basic) and any convictions or offences.

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

You only need a DBS 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 driving licence or passport. If you don't have either of those then you can use two forms of ID including P45, P60, bank statement or mortgage statement in 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 of the PDF document and then you can simply attach the photograph 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?

No

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 by registering for the other roles and provide an alternative form of ID such as a passport

I have signed up for the update service and my DBS is online?

If you are a user of the update service, please generate this via the website and take a photo and upload this photograph.

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. We are looking at ways that we can widen this initiative so please keep your eye out for further information.

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.

I have registered and says I need to inform my insurance company that I will be driving, but I can't get through to them and I have been trying, does that mean I cannot volunteer?

Some roles require driving and so to protect yourself, you would need to inform your insurance company if you're using your car to support. In the meantime if you have access to a phone you can conduct the check in and chat support. Or if you can do local errands that would not require a car that is totally fine.

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 we 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?

What happens when I download the GoodSAM App?

When you download the GoodSAM App you will be live as a volunteer. If you are able to support you need to ensure that the ON DUTY toggle on your My section of App is clicked to ON. When a referral from the NHS, GP or Pharmacy comes through you will receive an alert to say that there is a request for support. If you are able to support with this then you would click Accept. Please note that if you are not available to assist click the ON DUTY toggle to OFF so we can match the request for support to someone who is available in your area.

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 can support that you have your ON DUTY toggle set as ON and select OFF when you cannot support. If you are not available just click REJECT on the GoodSAM app.

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

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

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 do I cancel my sign up – I have had second thoughts and can no longer continue?

You are not able to do this via the app, please just keep the app toggled to OFF duty