

112d

16 APR 2020

Farley Road Medical Practice
53 Farley Road
South Croydon
Surrey
CR2 7NG

20200407-000357
COVID19

14 April 2020

Dear Mr Practice,

As you will know, you have been referred to the NHS Volunteer Responder scheme so you can access volunteer support while you are shielding at home from the coronavirus outbreak. This has been requested by a healthcare professional, your local authority, or the organisation which supports you.

This service is arranged for you by the NHS and is being delivered by Royal Voluntary Service. You will have been referred for one or more of the following types of support:

- A volunteer community responder to undertake errands such as grocery shopping and collecting prescriptions.
- A check-in and chat volunteer who will call you on the telephone to have a friendly conversation and to see if you are OK.
- A patient transport volunteer to take you to medical appointments.

We are delighted that so many volunteers have stepped forward to support. All approved volunteers have had identity checks and those undertaking patient transport roles have been asked for an up-to-date DBS check.

Over the coming days volunteer(s) will be in touch to help you. All NHS Volunteer Responders have been given clear instructions on how to help safely. In supporting you they must:

- Call you on the telephone before they undertake their duties (the exception is check-in and chat which is conducted entirely by phone).
- Tell you their name.
- Show their proof of identity for you to view if they are visiting in person, this will be displayed on their phone, see example in this letter. They should do this at a safe distance, for instance, by placing the phone on your doorstep and standing 2 metres back.
- Keep a safe distance from you when delivering groceries or medicines – 2 metres away.
- Not enter your property.
- Not share their own personal contact details with you.
- Respect your personal data and confidentiality at all times.

You must never:

- Share your debit cards, credit cards or pin codes with your volunteer.
- Give away personal financial information.



PLEASE TURN OVER

Ways to pay for your shopping

If your volunteer is helping you with shopping or collecting prescriptions, you can discuss your preferred payment options with them on your initial phone call. There are a number of choices open to you; for instance, you might want to use online 'click and collect' services from your local supermarket, if you share the reference number, your volunteer can collect your shopping. Alternatively, local shops may allow you to call them to place an order and pay in advance (supermarkets are not able to offer this service). Other local shops – for example, most Spar outlets, are allowing payment to be taken by phone at check-out, allowing you to pay from home, once the volunteer has completed the shop. There are also a range of gift cards, e-vouchers, pre-paid cards and Grocery Choice cards which may be suitable to use. Your volunteer can use the card or the code to pay for your shop when they are in store. As a last resort, and if none of the other options are suitable, you are able to pay for the shopping with cash up to a limit of £45. Your volunteer will always bring you a receipt and will follow necessary hygiene procedures when handling cards or cash. You can find out more about payment options on the NHS Volunteer Responders website nhsvolunteerresponders.org.uk.

Our volunteers are giving their time to support others and are doing so for no reward. However, if the volunteer support you were expecting does not arrive, or if your volunteer behaves in a way you consider inappropriate, you should call us to let us know.

If you have any questions or concerns, please call 0808 196 3382.

We're open 9am-6pm, 7 days a week.

Thank you for reading this guidance. We hope that the volunteer support you receive makes a positive difference during this difficult time.

You may also like to look at Royal Voluntary Service advice and activities online while you are staying at home, you can find these at royalvoluntaryservice.org.uk.

With very best wishes,

The NHS Volunteer Responders Team

Please note: Providing you with volunteer support will involve us using your personal data, although we will keep this to a minimum. We will always ensure that your personal data is safe and we will not use it for any other purpose.

You can find more information about our use of your personal data in our online privacy notice available on our website nhsvolunteerresponders.org.uk.

Alternatively, if you would like a copy of our privacy notice sent to you in the post, please telephone us to let us know.