



GoodSAM NHS Volunteering Frequently Asked Questions



We are very grateful to the 750,000 people who have signed up to help as an NHS Volunteer in the Covid-19 Crisis.

This is a rapidly evolving situation and we appreciate that there are many questions. We will try to address some of the common ones here – please do read through this document as your question is probably answered in one of the following 4 sections – **Registration, Approval, Going Live and The GoodSAM App.**

If you have other questions, please contact the support team at Royal Voluntary Services Team in the first instance – they can be found at: signupsupport@royalvoluntaryservice.org.uk or by calling **080 8196 3382**.

If you're looking for your starter pack information, click on on www.goodsamapp.org/contact or on the links below:

[Check in and Chat Volunteer.](#)

[Community Response Volunteer.](#)

[Patient Transport Volunteer.](#)

[NHS Transport Volunteer.](#)

We have now paused the recruitment campaign so you can currently no longer register - however, please look through other FAQs

Registration:

- **I can't upload a picture**

The picture HAS TO BE in an IMAGE format e.g. .JPEG or .png. Not a PDF, not a word document. These formats would be too large. Take a screenshot or use your phone.

- **How do I provide my DBS if it's online or I've used the update 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. 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.

- **I have not received my "activate" email to confirm my email address**

Have you checked junk email? Go to 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 don't have a smartphone**

Ok – 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... Stand-by...

- **Why have you paused recruitment?**

GoodSAM is acting on behalf of the NHS and Royal Voluntary Service. They have 750,000 volunteers and that's a lot of people to check through! This is a only a pause and recruitment will re-open in the next few weeks. . You can always volunteer through other organisations. Please check our website for other options.

Approval:

- **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.

- **Why did you reject me?**

Royal Voluntary Service and the NHS have criteria that enable them to approve volunteers. It may be that your documentation could not be verified. Please understand that this governance is vital. If you require further information regarding reasons why an application may have been rejected, please contact 080 8196 3382. Note – they may not be able to state the exact reason why your application may have been declined as once an application is rejected, all your data is removed for security purposes.

Going Live:

- **I have been approved – what next? Why don't I have any jobs?**

Download the app (GoodSAM Responder) on Apple / Google Playstores 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.

The GoodSAM App:

***DO NOT RE-REGISTER ON THE APP
USE YOUR EMAIL AND PASSWORD WHEN YOU REGISTERED TO LOG IN***

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 NOT WORRY - YOU WILL NOT BE ALERTED TO ANY EMERGENCIES

Please do read your guides (links at the top) as they explain the basic functionality of the App. But in the first instance simply log in on the sign in page using the email and password you registered with.

You will then see a screen showing other volunteers (and defibrillators – don't worry you will not be alerted to cardiac arrests) around you.

You can control your appearance on the map under the “Me” Tab – revealing your name to other volunteers around you as you feel comfortable.

Please take and upload a good profile picture of YOURSELF as this will be your ID as a Volunteer. Your profile should be shown to everyone you support.

We will be supplying more information about how the App works in the next few days, but for now, just forget about it and self-isolate! We'll be in touch when the deployment phase starts.

Other FAQs relating to volunteering:

Do I need to change my car insurance?

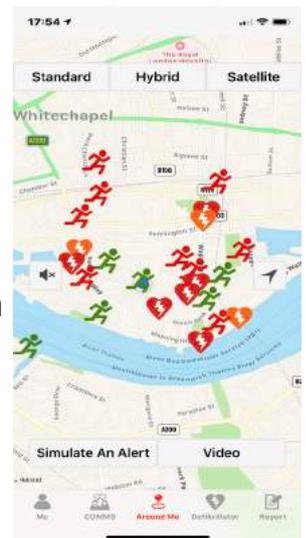
If you are using your own car for voluntary purposes to transport medicines or groceries to support others who are impacted by Covid-19, your cover will not be affected. You do not need to contact your insurer to update your documents or extend your cover. This applies to all categories of NHS Volunteer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

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

Yes this is 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. Within the app you just need to ensure that the 'ON DUTY' toggle is clicked ON when you're available and toggle to OFF when you are unavailable. That way you will never be sent requests for support when you are unavailable.

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. If you have any questions or concerns please contact the support team on 080 8196 3382



Thanks again for being an NHS Volunteer Responder

If you have other questions, please contact Royal Voluntary Service on 080 8196 3382

