

Why Use NHSCVR?

Seamless integration with the NHS framework

NHSCVR seamlessly integrates with the NHS framework, ensuring that our volunteer services complement and enhance the care provided by healthcare professionals.

Centralised volunteer coordination and support

Volunteers are coordinated centrally, with expenses paid for by the programme. They undergo appropriate checks and receive the necessary guidance for each volunteer activity.

Comprehensive Support and Assurance

The programme is backed by comprehensive support and assurance. Volunteers, those receiving support, and referrers all have access to a Helpline, Safeguarding Team, and Problem Solving Team available 7 days a week.

Proven Impact and Positive Outcomes

Our proven track record demonstrates significant positive changes within healthcare settings, highlighting the measurable benefits of NHSCVR's volunteer support.

Inclusive programme

We actively recruit volunteers from diverse backgrounds to ensure that our volunteers are as diverse as the communities they support.

How to make a referral

Making a referral is quick and easy to do. You can either:

Make a referral online
Search 'Volunteer Responders'

There are lots of resources online to help you get started.

Call the Support Team for help
0808 196 3382

Or scan the QR code below to book time with your Regional Relationship Manager

Scan the QR code to book an appointment



NHS CARE
Volunteer Responders



Volunteer Support Available Now

NHS and Care Volunteer Responders

The NHS and Care Volunteer Responders (NHSCVR) programme is a large-scale, NHS-approved initiative designed to support healthcare teams across England. Built on a digital platform, the programme connects a pool of available volunteers to live tasks and pre-scheduled shifts via the GoodSAM app.

This free service is delivered by Royal Voluntary Service and GoodSAM on behalf of NHS England. Our volunteers work alongside healthcare professionals in Integrated Care Systems (ICSs), Trusts, Ambulance Services, and Primary Care Services, offering vital non-clinical support to streamline operations and improve the experience of both staff and patients.



Volunteer services available

Healthcare teams can access over 40,000 volunteers who offer a variety of services, including:

Driver Support (Pick Up and Deliver)

Delivery of medication and equipment between NHS sites and to and from patients' homes.

Community Response

Assistance with essential shopping and prescription delivery.

Community Response – Connect

Supporting people to enjoy social activities within the community.

Telephone Support

Calls to people who may need a friendly voice and a listening ear.

Site Support

Stewarding at vaccination sites and providing refreshments for ambulance crews at A&E bays.

By offering non-clinical support through our dedicated volunteers, NHSCVR helps bridge the gap between healthcare services and patient needs, promoting a more cohesive and efficient care delivery system.

How Do I Use NHSCVR Services?

We understand the demands on NHS staff, so we've made accessing NHSCVR services straightforward and hassle-free. This allows healthcare teams to quickly request the volunteer support they need.

Our user-friendly process enables you to make online referrals through our digital platform, GoodSAM. Through the app, you can request volunteer support and monitor the status of your referral in real-time.

We also offer comprehensive training tools and sessions to help you navigate the referral process, with a dedicated Support Team available daily to address any questions or concerns.

To learn more about the NHS and Care Volunteer Responders, scan the QR code or search 'Volunteer Responders' online.

