

Dear Practice Manager,

Additional support for your patients with Check In and Chat calls from volunteers

I'm getting in touch about the NHS and Care Volunteer Responders programme, to let you know that our volunteers are available to support your patients through the Check In and Chat service.

This free service provides friendly phone calls from volunteers, offering companionship and support to those who may feel isolated or in need of a little extra connection.

Research shows these calls can make a meaningful difference, with 42% of people in receipt of Telephone Support reporting fewer GP less often thanks to the calls received from Volunteer Responders. By connecting patients with this service, you can help reduce unnecessary appointments and ease pressure on your team.

In December alone, our volunteers made over 5,200 calls, providing reassurance that your patients will receive the support requested.

Booking volunteer support is straightforward, allowing you to quickly arrange volunteer calls for the people you support.

To make a referral online visit: nhscarevolunteerresponders.org

Or call the Support Team: 0808 196 3382

We're also hosting a free, short webinar on the Check In and Chat service on Tuesday February 18. Visit the website for more information and to register.

Please can you cascade this information through to Practice Managers in your Primary Care Network to make them aware of this valuable service. Scan the QR code for a digital version of this letter.

Best wishes,

Sam Ward

Deputy CEO | Royal Voluntary Service

The NHS and Care Volunteer Responders programme is a large-scale, NHS commissioned and funded volunteering initiative that supports the NHS and healthcare teams across England