

An abstract graphic on the left side of the slide, composed of several overlapping triangles in various shades of blue, teal, and lime green, creating a dynamic, geometric pattern.

Using Volunteers in General Practice as Call Coordinators to support the COVID-19 vaccine programme

Resource Pack

Summary of Contents

General Information – useful reports and guidance
Information Governance
Recruitment of volunteers – policies and procedures
NCL Training offer for volunteers



General Information and guidance

This section includes national reports and best practice guidance on successfully recruiting and embedding volunteers in the NHS.

Resource

[Volunteer Centre Enfield: Good volunteer management practice, guidance overview and checklist](#)

[NHS England: Recruiting and managing Volunteers in NHS providers – a practical guide](#)

[NHS England: COVID-19 communication materials](#)

[Royal Voluntary Service: Volunteering, COVID-19 and Integrated Care](#)

[British Society for Immunology: A guide to vaccinations for COVID-19](#)

Information Governance



North Central London
Clinical Commissioning Group

This section includes best practice guidance on ensuring information governance requirements

Resource

[Template: Data Protection Impact Assessment](#)

[Briefing: Data protection for volunteers](#)

[Example confidentiality agreement](#)

Recruitment of volunteers – policies and procedures

This section includes a range of policies and procedures agreed for North Central London to support recruitment and retention of volunteers.

Resource

[NCL Role description: Call coordinator](#)

[NCL Volunteer agreement](#)

[NCL outline script for call and recall](#)

[Example site risk assessment](#)

[Good Volunteer Management Practice - Safeguarding](#)

General Resources

This section sets out resources that can be used at the vaccination site or practice to support volunteers.

Resource

[NHS England: Covid-19 Frequently Asked questions](#)

[Accessing AccuBook and an NHS email account](#)

[Healthy London Partnership: Responding to vaccine hesitancy](#)

[Example vaccine hesitancy training for call handlers](#)

[Recording outcomes from conversations with patients](#)

[Operational tips for patient recall](#)

[Patient transport for Covid-19 vaccination sites](#)

[Guide: Booking patients on Acubook](#)

[Guide: Pinnacle – COVID-19 vaccination forms](#)

[NHSE Advice about COVID-19](#): including symptoms, testing, vaccination and staying at home

NCL Training Offer



North Central London
Clinical Commissioning Group

This section sets out the training requirements for volunteer call coordinators and the NCL training offer

Training	Location
Call handling/Safeguarding	Virtual
Confidentiality/GDPR what it means and how to apply it	Virtual
Where vaccinations are being delivered in each borough and how to get to the appointment (1 st and 2 nd doses)	On site
Who is being vaccinated – understanding the cohorts	Virtual
Information about each vaccination	Pre-reading/ On site
Site induction: including health and safety, named supervisor, escalation process	On site
IT systems - Emis, AccuBook training /how to record outcome of calls	On site
How to manage patient questions and concerns – COVID hesitancy	On site