

Who are we?

The Retired & Senior Volunteer Programme (RSVP) encourages older people to offer their skills and experience to benefit their local communities and to provide them with commitment and support. All RSVP volunteers are covered by personal accident and third party insurance.

The local group is RSVP West. It covers Bristol, Gloucestershire, South Gloucestershire, North Somerset, Bath & North East Somerset, and Swindon & North-West Wiltshire. RSVP West employs no paid staff — every member is a volunteer, including its Regional Coordinator and Management Group.



How to contact us



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Surgery-Based Volunteer Groups

RSVP West is supported in its work by the Friends of RSVP West Region, a local registered charity (No 1108785).



Nationally, RSVP is a project of Community Service Volunteers (CSV). CSV is a company limited by guarantee, registered in England (No 1435877), and a registered charity (No 291222).



What do surgery-based volunteer groups do?

We give personal help and support of a kind that the statutory authorities — the NHS and Social Services — can't be expected to provide. This may include transport for patients to and from the surgery and hospitals, visiting or befriending patients at home or in hospital, collecting prescriptions, form filling, small scale DIY and gardening, and other routine domestic tasks.

Apart from patients, who benefits?

For the surgery: The groups represent a valuable extra service that reduces



unnecessary home visits. Lower prescription costs and other savings can result from patients' improved quality of life.

For volunteers: The satisfaction of helping others. And research shows that staying active as a volunteer results in improved health and longer life.

Why surgery-based groups?

The overwhelming majority of people are registered with a doctor. The health and social-care professionals based at surgeries are excellently placed to identify those most in need.

How do groups operate?

Members are usually drawn from individuals registered with the surgery. They offer as much of their time as they wish to carry out the activities that they're happy to do. The group's co-ordinator - usually also a volunteer - is told about patients' needs by surgery staff and allocates team members to support them.



What are the costs involved?

Groups are normally self funding. Volunteers are not expected to contribute to the costs of the service and will have their expenses reimbursed. If a volunteer provides transport, a small charge is usually collected from the patient to cover the cost of using the car, up to the prevailing standard mileage rate. Though volunteers must declare the use of their cars to their insurers, no increase in premium should result.