



Big Society Group  
North Bucks GP Over 75s Team



## Telephone Befriending Service

### Introduction

Not having someone to talk to regularly can be lonely and isolating, particularly if you're used to sharing your home and time with others. A friendly chat on the phone can make all the difference.

### Service Description

Weekly telephone calls for a friendly chat can make all the difference if someone is feeling lonely.

The aim is to match older persons with volunteers for a weekly/ fortnightly/ monthly (subject to requirements and wishes of the older person) 'Friendship Call' which can be up to 30 minutes long. Every attempt will be made, as far as is possible, to match with a volunteer who has similar interests or who we think will get along with the older person.

### Who is the Service For?

The service is primarily for people over the age of 75 who would benefit from the additional support a telephone friendship could provide.

These people could be:

- Living alone
- Living away from their family and friends
- Socially isolated or lonely
- Recently bereaved
- Caring for someone
- Isolated from their immediate community due to physical disability or health problems
- Recently out of hospital or experiencing a significant change to their daily living arrangements
- Assessed as benefiting from the service

### Volunteer Recruitment

Volunteers will be recruited following a robust process which will include interview, references and DBS check.

### Contact for more information

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