GoodSAM and East of England Ambulance Service: FAQ v 4.0

We are working in partnership with GoodSAM in an innovative project to improve the survival chances of patients who experience a cardiac arrest. On average in the UK, there is an 8.6% chance of a patient surviving a cardiac arrest out of hospital. Working with GoodSAM, we aim to transform out of hospital cardiac arrest survival in the East of England.

What is GoodSAM?

GoodSAM is a community of registered responders, willing to assist during a cardiac arrest. Many are off duty doctors, nurses, paramedics and other members of the emergency services. All are trained in basic first aid and qualified to perform lifesaving cardiopulmonary resuscitation. The GoodSAM app will automatically notify nearby GoodSAM responders of the medical emergency. By alerting our community of GoodSAM responders, the platform connects those in need with those who have the skills to provide critical help before the emergency services arrive. The app is free to download on all smartphones.

How will GoodSAM work with EEAST?

The GoodSAM platform is integrated with a number of ambulance services so that every time a suspected cardiac arrest call is received by those services, the nearest GoodSAM responders are notified. When a 999 call is received by our control room for a patient who is in cardiac arrest, the Computer Aided Dispatch system's (CAD) inbuilt module will automatically alert three responders within a 800 metre radius who are logged onto the app. If a registered responder receives the alert and is available, they can accept via the app. It will give directions to the location of the patient. If the responder is not in a position to accept the alert, it can be declined and the app will continue to alert the next nearest registered individuals. At the same

time (or normally before) as notifying app users, our control centre will be identifying the nearest ambulance resource to send to the emergency.

How does GoodSAM make a difference?

GoodSAM is based on the theory that, just as you are rarely more than five metres from a spider, you are probably rarely more than a few hundred metres from someone trained in life support. GoodSAM is there to alert people who may be able to provide immediate help. This is particularly important in cardiac arrest situations. It is important to alert people with the right life support training skills who are in the immediate vicinity of the patient to start CPR until ambulance personnel arrive.

How does the GoodSAM partnership with an Ambulance Service work?

The lifesaving community of GoodSAM responders can be automatically alerted directly from a 999 call via an Ambulance Service's Computer Aided Dispatch (CAD) system. EEAST will alert to EEAST employed staff, Community First Responders and non-EEAST Registered Health Care Professionals. This means that when someone dials 999 and reports a patient as 'not conscious and not breathing', in addition to dispatching an ambulance, the three nearest responders are also alerted. By arriving a few minutes before the ambulance and undertaking high quality resuscitation they will improve survival from cardiac arrest. The system does not replace the ambulance service - ambulance resources will continue to be dispatched in the usual way.

Where is GoodSAM being used?

GoodSAM is available globally, but the highest densities of responders are in the UK, Ireland, USA, Canada, Australia and South Africa - particularly in regions where local ambulance services have integrated with the platform. The app is currently integrated with

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the London, North West, Wales and East Midlands Ambulance Service and EEAST is one of five UK ambulance services rolling it out. The system is also integrated with Ambulance Services in Australia and New Zealand.

How do I become a GoodSAM responder?

To become a GoodSAM responder download the "GoodSAM Responder" app from your Apple, Android or Windows store. You will then need to register, accept our code of conduct and create a profile. For more information on how to register, please visit https://www.goodsamapp.org/regResponder. To activate the app you will be required to complete a short registration form. This includes some personal details and also proof of your CPR qualification. This can be a picture of your certificate or of your NHS Identity badge/ HCPC registration. You will then be asked to provide a verifying organisation, please select EEAST. If you are an EEAST member of staff or CFR, you are eligible to register on the GoodSAM app selecting EEAST Ambulance Service as the Verifying Organisation. All non-EEAST HCPs should select GoodSAM as their registering organisation.

What happens after I register as a GoodSAM responder?

Your application will be approved if all the supporting information has been completed. The application will then be live and run in the background of your phone, presenting alerts within your radius as appropriate.

The application uses my phone's location services, who accesses that information?

The GoodSAM application is automated and operates in the background of CAD. The CAD will automatically push an alert to nearest responders based on their GPS location. Dispatchers will also receive an alert on the CAD system to notify them of a responder accepting a notification, however this will not affect the way we

dispatch to emergencies. The nearest available EEAST response will always be sent. You can control how your profile appears via the app (select whether you would like to appear with just your first name, full name or as an anonymous responder).

Will the app require lots of mobile data?

Being alerted about a patient and accepting the alert is no different to spending time on Facebook or other mobile apps. GoodSAM uses the latest iOS technology called "significant-change location service". According to Apple: "The significant-change location service provides a low-power way to get the current location and (to) be notified when significant changes occur."

How much battery will be used?

GoodSAM has developed a lot over the years and it has made substantial changes to the way in which it locates its responders. Having the GoodSAM app loaded in the background of your phone will have a minimal impact on your device. Of the trial users no one has reported any impact on their battery life. This being said there is an option within the app which adjusts the accuracy of your location, adjusting this will increase/decrease the "pull" on power:

Will I need to travel far to reach a patient?

No, the application will only alert you if you are within 800 metres of a patient. The GoodSAM app is about providing CPR to a nearby patient in cardiac arrest before an ambulance arrives, there is no expectation that you would be required to drive to a scene under emergency conditions. If you are a blue light responder, you should only respond under blue light conditions if you are booked on with AOC as an EEAST resource, if you are logged onto CAD as a blue light responder you do not need to be logged into GoodSAM at the same time. When responding as a volunteer for GoodSAM, you should drive at normal road speed.

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If I am an EEAST employee, am I expected to register and how does attending a call affect my work duties?

The purpose of GoodSAM is to create a network of people volunteering to render aid to a patient that collapses in their vicinity. There is no obligation or requirement for anyone to register with the application or accept an alert. Therefore, attending a GoodSAM alert does not have any connection to your work with EEAST. If you attend a patient, you can't claim additional time off, payment, time off in lieu hours, or start your operational shift later. As an EEAST member of staff you should always declare any hours spent responding to incidents on your timesheet in line with the 'Secondary employment' policy. The GoodSAM app is a voluntary endeavour to provide CPR to patients near you until the ambulance arrives and takes over.

What will happen in an alert?

Simply leave the app running in the background of your phone. When a member of the public uses the GoodSAM Alerter app or calls 999, you will be notified if you are near the scene:

1. You will hear a siren when you are being alerted to a nearby incident. Accept the alert, if you're able to attend. Reject the call if you are unable to attend. If you do not respond, the next nearest responder will be alerted after 15 seconds.
2. If you accept the call, a map appears with the location of the patient and the nearest AEDs. If possible, retrieve an AED and confirm by pressing the "I have an AED" button.
3. Confirm "I am on Scene" when you arrive.
4. Introduce yourself "My name is… and I have been alerted while the Ambulance arrives. Would you like me to assist?
5. Start appropriate first aid until the ambulance arrives.
6. Handover as soon as the ambulance arrives.

As a responder, do I have to go?

There is no obligation on responders to attend an alert. Additionally, there is no liability for not attending an alert. If responders do not acknowledge or reject an alert, the next nearest responder is alerted after 15 seconds. A responder should only respond if fully alert and prepared (for example, do not respond if you've drunk alcohol).

Patient Information

There is a report function within the GoodSAM app that allows entry of a patient name post attendance at an incident. EEAST does not support the utilisation of this function and as a GoodSAM responder for EEAST you must **NOT** enter any patient identifiable information into the GoodSAM app. A normal handover should be given to the attending ambulance resource and EEAST/CFR patient records completed.

What about liability?

As an individual trained or affiliated with EEAST, when you attend a GoodSAM alert you will be protected by the NHS Indemnity Scheme, which has confirmed they will cover acts of responders acting within their skill set. You should be sure to follow the code of conduct set out in the app when registering.

As a paramedic employed by EEAST, would I be expected to provide paramedic skills when the crew arrives?

EEAST will continue to provide our normal response to calls regardless of who attends through GoodSAM, this includes the allocation of a paramedic to the call. In the event that the first EEAST response does not include a paramedic, then volunteers are reminded of their HCPC obligations set out in the code of conduct.

What do we do with GoodSAM responders at the scene of the emergency?

Anyone responding to a GoodSAM alert is doing so as a member of the community providing CPR. They should therefore be handled in the same way a bystander would be.

What if I think the call or area is not safe?

The app will provide you with initial details about the call: the only alerts you will receive are to those patients who are in or who are near cardiac arrest due to medical reasons. You will not be alerted to risk calls such as overdoses or assaults. The GoodSAM app is over and above EEAST'S normal ambulance response so if you do not feel able to attend, click reject. There is no obligation to accept the alert. Remember, your safety is paramount and if upon arrival at scene you deem it to be unsafe, please do not enter and wait for the statutory response.

Will the app alert at night?

Yes, calls will be received day and night and as the alerts are automated you could be alerted through the night. You can log out of the app at any time and you won't receive any alerts until you log back in. You can enable the app to 'override silent' feature if you want to be alerted when your phone is on silent.

What happens if I am alerted while on shift?

Will EEAST support me attending the emergency? All alerts will be issued as a result of a 999 call, so if you are frontline and already on duty, the control centre will already be sourcing the nearest resource. You will therefore NOT be required to attend the scene unless you are dispatched as part of your normal duties. The app must not be used while on operational duties or replace any dispatch system employed by EEAST. This includes the mobilisation of our volunteer responders.

How is GoodSAM funded?

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GoodSAM is a not for profit developed in close collaboration with the UK ambulance services. In order to cover costs, GoodSAM charges a service fee to ambulance services who wish to integrate the GoodSAM platform with their 999 Computer Aided Dispatch systems in order to generate alerts to GoodSAM responders. GoodSAM has also benefitted from funding from the Department for Culture, Media and Sport and the Big Lottery Fund, to allow the platform to continue to innovate and support rollout across the whole of the UK.

How do I download the GoodSAM Responder app or find out more?
The GoodSAM Responder App is available on Apple, Android and Windows. Further information on GoodSAM can be found at www.goodsamapp.org or by contacting info@goodsamapp.org

Who do I contact if I have any queries?

EEAST has a dedicated email address for GoodSAM and you can get in touch at GoodSAM@eastamb.nhs.uk

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