



## FREQUENTLY ASKED QUESTIONS

about NIAS HSC Trust collaboration with GoodSAM

~ for NIAS Staff ~



### What is GoodSAM?

GoodSAM is a community of first aid trained Responders, willing to assist during a cardiac arrest. Many are off duty doctors, nurses, paramedics and other members of the emergency services. GoodSAM has been endorsed by the Resuscitation Council UK.

GoodSAM has developed two apps - **GoodSAM Responder** and GoodSAM Alerter. When a suspected cardiac arrest call is received by NIAS control, this information is sent to GoodSAM, who automatically notify nearby GoodSAM Responders of the medical emergency via the GoodSAM Responder app. This is a computerised process and happens instantaneously. Both apps are free to download on all smartphones.

The GoodSAM Responder platform is integrated with most UK Ambulance Services, meaning that every time a call is received for an out of hospital cardiac arrest or a patient choking with ineffective breathing, the nearest GoodSAM Responders are notified. GoodSAM connects those in need, with those who have the skills to provide critical help before the emergency services arrive.

NIAS do not use the GOODSAM Alerter app. The Alerter app allows bystanders or patients to contact the emergency services, and at the same time generate an alert to the GoodSAM community directly. It is intended for use in areas where there is no Ambulance Service or in areas that are very rural. The purpose of having this app is that it calls 999 when the alerter presses the 'Alert' button, and also at the same time alerts the closest GoodSAM Responders to the scene.

### How is Northern Ireland Ambulance Service (NIAS) HSC Trust collaborating with GoodSAM?

NIAS have been working in partnership with GoodSAM, to improve the chances of survival for patients who experience a cardiac arrest, since July 2019. In NI, you have less than a 1 in 10 chance of surviving an out of hospital cardiac arrest and our bystander CPR rate is only 60%. The NIAS/ GoodSAM partnership aims to increase these figures by alerting nearby trained Responders to those in cardiac arrest, to provide assistance until the ambulance service arrives.

NIAS is a **Verifying Organisation** for GoodSAM. This means that staff who have trained in a

minimum of Basic Life Support and the use of an Automated External Defibrillator (AED) in the past 3 years can be approved as Responders directly by NIAS. When registering, please select **'UK: Northern Ireland Ambulance Service'** as your verifying organisation and provide a photo of your NIAS ID badge in the section 'Upload work ID or certificate'. (If you do not have a NIAS ID badge, then please contact NIAS IT who will be able to provide you with one.) We will not be able to approve your registration if you do not provide us with the appropriate ID photo.

## How does the GoodSAM partnership with the Northern Ireland Ambulance Service work?

The GoodSAM system does not replace NIAS, but complements it, as ambulance crews will always be dispatched in the usual way. The lifesaving community of GoodSAM Responders can be automatically alerted, directly from a 999 call via NIAS Computer Aided Dispatch service. This means that when someone dials 999 and reports a patient as 'not conscious and not breathing', in addition to dispatching an ambulance, nearby responders are also alerted. By arriving a few minutes before the ambulance and undertaking good quality CPR, it is hoped this will improve survival rates from out of hospital cardiac arrests.

## As a member of staff how do I register?

The GoodSAM Responder app is available from Apple or Android app stores. 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 (see appendix 1). This includes some personal details (you'll be asked to put in your HCPC registration number, if applicable), and you will need to **take a photo of your NIAS ID badge**. We use this information to speed up the process of authentication.

If you have a minimum of basic life support skills, have received training in the last three years and are employed by or affiliated to NIAS HSC Trust, you are eligible to register on the GoodSAM app selecting **'UK: Northern Ireland Ambulance Service'** as the **Verifying Organisation**.

When you register your email address, use the one you access most - the activation code and details of how to activate your account go to this email address. If you have not received an activation email, please check your spam or junk folder. Once you've got your activation code, activate your account. The NIAS Community Resuscitation Team then verify your registration (allow up to 10 working days), and you're good to go.

## What happens after I have registered?

Your application will be verified if all of the supporting information has been provided. Log in to the app and click the appropriate tabs in the 'Me' section of the bottom toolbar. Select 'Report on Duty' and any other tabs that are appropriate (see Fig 1). 'Report on Duty' refers only to your availability within the app – it has nothing to do with being on shift with NIAS. **You will only**

**receive alerts if 'Report on Duty' is selected.** You can deselect this if you do not want to receive any alerts from NIAS.

The GoodSAM application will then be live and run in the background of your phone (whether the app is open or not). Be aware, NIAS receive under 100 Category 1 Purple (immediately life threatening) calls a day across the whole of Northern Ireland, so it may be many months before you receive an alert.

In order for the app to function properly it needs to have access to your location in the background, and be able to send you push notification when help is requested nearby. Please allow background location access and push notifications.

The accuracy of the location services can be adjusted from the "ID" tab which is the first tab from the left in the GoodSAM App. If the slider is all the way to left, we only use triangulation and this uses less than 1% of your battery.

If the accuracy is all the way to the right, it switches on GPS which can be power hungry and is not recommended.

Fig 1

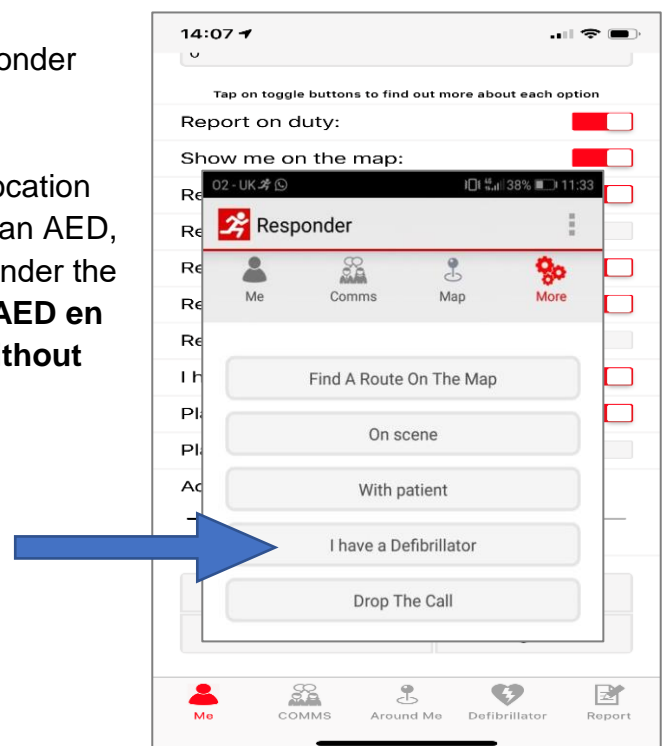
## What will happen when I am alerted?

When NIAS receives a suspected cardiac arrest 999 call, and you have 'reported on duty' on the app, you will be notified if you are within 500 metres of the scene:

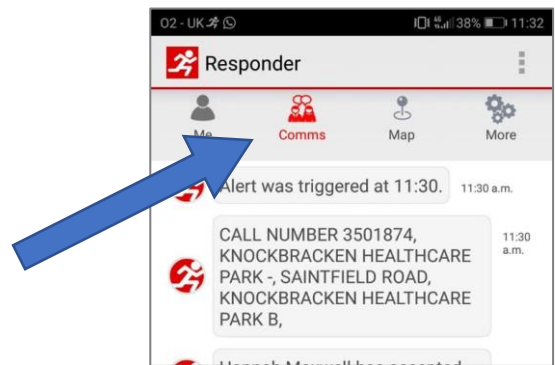
1. Your phone will sound a siren when you are being alerted to a nearby incident.

- 🚦 Accept the alert, if you are able to attend.
- 🚦 Reject the alert 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 alert, a map appears with the location of the patient and the nearest AED. If you have an AED, confirm by pressing the 'I have an AED' button under the 'Me' tab. **Unless you are directly passing an AED en route, proceed immediately to the address without an AED.**



- To find out the address of the call, rather than the map, click the 'Comms' button on the main menu bar.



- When you arrive at the location confirm "On Scene", under the 'Me' section of the toolbar.
- Introduce yourself "My name is... and I am a GoodSAM Responder and have been alerted while the ambulance is on its' way. Would you like me to assist?" (or words to that effect).
- Commence appropriate first aid until the ambulance arrives. If needed, start CPR and use a defibrillator if there is one available.
- Provide a brief history and treatment given, to the ambulance personnel when they arrive.
- Fill in the details of the incident in the inbuilt 'Mission Log' report. Like any clinical interaction, it is essential you keep a record of what happened and what you did. GoodSAM provide this in the form of a Mission Log, which you have access to after your account has been activated.

10:34 4G

Patient Detail > Nature of Event > Interventions >

Please follow this step by step form and provide any known information:

Patient Name:  
Enter the patient name if known

Patient Age:  
Estimation...

Patient Gender:  
Male Female

- Medical Emergency: ☒  
- Trauma Emergency: ☐

< Back Next >

Me COMMS Around Me Defibrillator Report

10:34 4G

Patient Detail > Nature of Event > Interventions >

Emergency:

Cardiac Arrest  
Chest Pain

Please specify if selected Other

Prior Care:

CPR  
CPR and AED

Airway:

Complete Obstruction  
Partial Obstruction/Snoring

Breathing:

Yes - Laboured  
Yes - Minimal

Me COMMS Around Me Defibrillator Report

10:34 4G

Patient Detail > Nature of Event > Interventions >

- Jaw Thrust: ☐  
- Chin Lift: ☐  
- Nasopharyngeal: ☐  
- Oropharyngeal: ☐  
- Intubation: ☐

Other Interventions:  
Did you perform any other interventions?

Position:  
Lateral (on side)  
Lie down - legs elevated

Defibrillation:  
AED not available  
AED not required

Number of Shocks:

CPR:

Me COMMS Around Me Defibrillator Report

## As a GoodSAM Responder, do I have to go?

There is no obligation for 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.

## What equipment do I need?

Your skills, rather than equipment, are the most important thing you can bring - the ability to hold an airway open and perform CPR.

## If I am a NIAS HSC Trust employee, how does attending an alert affect my work duties?

The purpose of GoodSAM is to create a network of people who are willing to volunteer to render aid to a patient that collapses in their vicinity. Volunteering has been defined as **“the commitment of time and energy for the benefit of society and the community, the environment or individuals outside (or in addition to) one’s immediate family. It is unpaid and undertaken freely and by choice.”** (Build a Better Future Volunteering Strategy for NI, 2012.) There is no obligation or requirement for anyone to register with GoodSAM, or accept an alert. Therefore, attending a GoodSAM alert does not have any connection to your work. The GoodSAM app is a voluntary endeavour to provide CPR to patients near you until the ambulance arrives and takes over. **If you attend a patient, there is no ability to claim overtime payment, additional time off or time off in lieu hours, or request a late start to your operational shift.**

## Will I be required to travel far to reach a patient?

**No!** The application will only alert you if you are **within 500 metres** of a patient and you are expected to walk to the 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 or do so under emergency conditions.

## 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 suspected to be in cardiac arrest, or choking with ineffective breathing.**

You will not knowingly be alerted to higher risk calls such as overdoses or assaults. The GoodSAM app is over and above the NIAS normal ambulance response, so if you do not feel able

to attend, click reject when you receive the alert. There is no obligation to accept the alert. You may be sent a '**Stand Down**' message via the app as the call progresses, if control staff deem it is unsuitable.

## Who else can be a GoodSAM Responder?

**Public Responders:** Since going live with the GoodSAM Responder app in July '19, NIAS have only been alerting their own verified staff, to nearby suitable cardiac arrest or choking calls.

From 7<sup>th</sup> February 2023, anyone registered as a GoodSAM Responder may be alerted to a nearby cardiac arrest. Public GoodSAM Responders include both Health Care Professionals and lay members of the public. They are verified by GoodSAM or their own partner agency, but will have a minimum of Basic Life Support training and have signed up join our Community of Lifesavers and potentially attend nearby suitable cardiac arrest calls. The greater the number of trained Responders, the greater chance more lives can be saved across NI.

If you encounter a GoodSAM Responder at a call you attend, please tick 'Other' on your PRF and add GoodSAM Responder in the corresponding box.

**CFRs:** GoodSAM Responders should not be confused with Community First Responder volunteers who are trained by the NIAS Community Resuscitation Team, go to specific medical emergencies and will be easily identifiable by their hi-vis tabard and NIAS ID card.

## What is the liability for Responders?

By attending an alert, Responders are voluntarily acting in good faith. As there is no complete protection from litigation for performing a Good Samaritan act, GoodSAM has developed a Code of Conduct which all GoodSAM Responders are expected to follow (see Appendix 2). The Code contains 'common sense' guidelines such as not to go beyond their own trained skill set. By following the GoodSAM Code of Conduct, the chance of successful litigation is extremely small. The Medical Protection Society have stated that "The MPS considers that the action of **members** acting as Responders to the GoodSam alert will fall within our definition of a Good Samaritan act, provided that the **member** complies with the GoodSam Code of Conduct".

The Department of Health (DoH) in Northern Ireland is prepared to underwrite the costs associated with any legal claim for damages made against NIAS (including any injury to the responder them self), as the organisation responsible for alerting a GoodSAM responder to a suspected cardiac arrest incident. (The same applies to all other HSC Trusts who are responsible for assuring the identity and standing of their employees who volunteer for GoodSAM.) DoH in NI are prepared to underwrite the costs associated with any case arising out of the performance or non-performance of any medical or associated procedure carried out by a GoodSAM volunteer, which is in response to a suspected cardiac arrest incident. It should be noted that cover starts from the time that a volunteer indicates on the GoodSAM App that they have accepted the call.

## **Does the app require lots of mobile data?**

Being alerted about an incident and accepting the alert, is no different to spending time on social network sites or other mobile apps. The GoodSAM app can provide mapping directions to the location of the casualty, and this will utilise mobile data to provide you with a route. Once you have reached the scene location, your GPS data will automatically stop so as not to use your mobile data allowance. It will triangulate your position instead.

## **How does GoodSAM make a difference?**

GoodSAM is based on the theory that, in the same way you are rarely more than 5 metres from a spider, you are probably rarely more than a few hundred metres from someone trained in basic life support. GoodSAM is there to alert them. This is particularly important in cardiac arrest situations, as for every minute someone who is in cardiac arrest does not receive CPR or defibrillation, their chances of survival fall by 10%. It is not possible to have enough ambulance resources to be on scene and able to provide treatment within a couple of minutes. Therefore, it is important to alert people with the right life support skills, who are in the immediate vicinity of the patient, to start CPR until ambulance personnel arrive. Fast response = fast CPR = fast defibrillation = greater chance of survival, together they form the Chain of Survival.

## **Where is GoodSAM being used?**

GoodSAM works globally, but the highest densities of responders are in the UK, Ireland, USA/Canada, Australia, New Zealand and South Africa - particularly in regions where local ambulance services have integrated with the platform. GoodSAM is directly integrated into the 999 dispatch systems of most UK Ambulance Services, in the same way as NIAS.

## **How is GoodSAM funded?**

GoodSAM is a social enterprise 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 Cabinet Office and Big Lottery Fund, to allow the platform to continue to innovate and support rollout across the whole of the UK. There is no cost to Responders or Alerters.

## **How do I find out more?**

Further information on GoodSAM can be found by scanning this QR code, checking the website at [www.goodsamapp.org](http://www.goodsamapp.org) or by contacting the NIAS Community Resuscitation Team – [resus.admin@nias.hscni.net](mailto:resus.admin@nias.hscni.net).



## Appendix 1: NIAS staff registering as a GoodSAM Responder

**Step 1** – Register via the GoodSAM App (downloadable via the app store on your android or iPhone)  
OR Register via the GoodSAM website - <https://www.goodsamapp.org/regResponder>

**Step 2** – Enter your personal details to create an account: **First name, last name, e-mail address, mobile number and password.**

United arab emirates  
United kingdom  
United states  
United states minor outlying islands  
United states

Organisation: (GoodSAM if not listed)

UK: North East Ambulance Service  
UK: North West Ambulance Service  
UK: Northamptonshire Fire and Rescue Service  
UK: Northern Ireland Ambulance Service  
UK: Place Services - Essex County Council  
UK: Powys Teaching Health Board  
UK: South East Ambulance Service

Please ensure you select:  
UK: Northern Ireland Ambulance Service  
in the drop down box

Occupation:

Occupational therapist  
Operating Department Practitioner  
Other Health Student (first aid qualified)  
Paramedic  
Physiotherapist  
Policeman/woman  
Other

Please select **your designation** in the  
drop down box

Registration Body:

HCPC

Registration No:

PA.....

Please enter the **Registration Body** and  
add your **Registration No.** (if applicable)

Work ID or Certificate:

Pick an image

Please upload a photo of your **NIAS  
photo ID badge** (this is used to verify  
you)

Expiry date of certificate: 2022-04-13

Please enter a date **1 year from the  
date you register**

Terms and Conditions :

### General Terms and Conditions

By downloading any of our services, as well as continuing to browse and use this website and/or use with and be bound by the following terms and conditions of use, which together with our privacy policy relation to our provided apps and website. If you disagree with any part of these terms and condition website.

I confirm that my Basic Life Support Skills are current & that I am over 18 years old.







Register

Please use the email address you access  
**most to register** and you will initially receive  
an activation email. **Once you have verified  
your email address** your registration will be  
sent to the NIAS GoodSAM Dashboard for  
approval. Once approved you will receive  
notification you are a GoodSAM responder,  
please allow a minimum of 10 working days.



## **Appendix 2: GoodSAM Code of Conduct**

The purpose of the GoodSAM App is to enable immediate life-saving assistance prior to the statutory ambulance service arriving. It is imperative that responders providing Good Samaritan acts do not delay transfer to definitive care. As such, the following code of conduct containing basic rules has been established:

-  A responder must ensure that their knowledge and skills are current. If formal certification is out of date then acting as a responder must NOT occur.
-  A responder must arrive by foot. Only in especially remote locations should driving to a location be considered and the rules of the road apply fully. Since not officially dispatched, speeding or blue light driving is not allowed.
-  A responder should only respond if fully alert and prepared (do not respond if e.g. alcohol has been consumed)
-  A responder MUST NOT go outside of his / her skill set. BASIC LIFE SUPPORT and AED use are all that should be provided when appropriate.
-  Upon arrival of the statutory emergency services care MUST be handed over immediately.
-  The respondent must ensure that their knowledge and skills are current and that they have undertaken a formal certified course in immediate life support/first aid and that such certification remains valid. If such certification lapses then a respondent should deregister from the service until it has been renewed.