



# Standard Operating Procedure

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<b>Version</b>	1.0
<b>Title</b>	GoodSAM – Phase 1
<b>Issued by</b>	Rhys Hancock, Clinical Lead
<b>Approved by</b>	Adrian South, Clinical Director
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## 1. Introduction

- 1.1. The Trust has implemented the GoodSAM application as part of its focus on improving survival to discharge following out of hospital cardiac arrest within the South West. The GoodSAM application is a publically available mobile phone app that allows ambulance services to alert appropriately trained members of the public to cardiac arrests in the community.
- 1.2. Phase one of the deployment will be to current and active members of staff as listed below;
  - Emergency Care Assistants (ECAs)
  - Ambulance Practitioners
  - Ambulance Technicians
  - Nurses
  - Paramedics
  - Specialist Paramedics (Critical Care/Urgent and Emergency Care)
  - Community First Responders (CFR)
  - Doctors with honorary contracts e.g. BASICS, critical care
- 1.3. Whilst non-clinical staff are currently excluded, it is hoped they can be included in future phases. Phase 2 and 3 may also include other emergency service staff and nationally registered healthcare professionals.



- 1.4. The GoodSAM application is being deployed to provide an additional community response to life threatening emergencies without impact on the standard SWASFT resources. It works on the principle of 'Crowd Sourced CPR' and encourages a passing bystander to render aid.
- 1.5. This SOP applies to anyone who interacts with the GoodSAM application. This includes all Clinical Hub staff who are responsible for monitoring the incidents allocated by the application.

## **2. Registration as a Samaritan**

- 2.1. The GoodSAM application is available via the various mobile phone application stores. Anyone can download the application and register via the GoodSAM Platform. However in order to receive an alert from the Trust's Computer Aided Dispatch (CAD) system, applicants will need to be approved by the Trust or partner agencies in accordance with the GoodSAM Memorandum of Understanding and standards set out within this SOP. There is no mandatory requirement for any employee or volunteer of the Trust to register.
- 2.2. All SWASFT applicants should select 'SWASFT' as the authorising body and will be asked to provide proof of identity and clinical qualification (for registered medical professionals, this includes details of the registration).
- 2.3. For applicants to be approved by the Trust, the following criteria must be met:
  - The applicant must have a valid and applicable identification card as evidence of affiliation to SWASFT.
  - Be recorded as a current employee or volunteer (e.g. CFR) or have an honorary contract (e.g. BASICs/LIVES Doctor) with SWASFT and not subject to a suspension as part of an ongoing investigation.
  - Are one of the individuals listed in section 1.2.
- 2.4. Upon receipt of an application, a Human Resources (HR) representative (employed staff) or the Community Responder department administrator (volunteers) will ensure that the applicant meets the defined criteria for registering with GoodSAM via the Trust.
- 2.5. Where an applicant does not meet the criteria for acceptance to the Trust's GoodSAM service, the applicant will be referred via the GoodSAM web portal to the appropriate agency or GoodSAM for approval.
- 2.6. It is possible, as a publically available application that registration will be attempted by non-trust members. It is important where there is any doubt as to the authenticity of the registration that advice is sought from the Trust's HR department. The final decision for registration of an individual rests with Clinical Lead for the project.
- 2.7. All applicants agree to abide by a code of conduct when registering (See appendix one).

## **3. Trust Staff Acting as a Samaritan**

- 3.1. Where a Trust employee registers with the GoodSAM application, they are agreeing to act as a Good Samaritan.



- 3.2. **There is no mandatory requirement for an off duty member of staff to act as a Samaritan or assist whilst outside of work if alerted by GoodSAM. If an individual is identified by a member of the public at the scene of the incident as a registered health care professional, then professional obligations may still apply.**
- 3.3. As a general rule, where a Trust employee chooses to register with the GoodSAM application, the Trust will support and protect via NHSR any member of staff acting as a Good Samaritan, providing that they:
- Are in England at the time (to meet the requirements of NHS Resolution). This is imperative as the GoodSAM application is a global entity used by ambulance services worldwide. The Trust will not provide support/protection for GoodSAM alerts acknowledged by off duty Trust employees outside of the United Kingdom.
  - Have due regard for their own health, safety and well-being, and that of others.
  - Work strictly within their scope of practice, competency and certification, as they would whilst on duty. Registered professionals must also practice within the requirements of their professional registration.
  - Make best efforts to ensure that full ambulance support has been requested in the interim.
  - Give a full hand over to the arriving ambulance response or other health care professional on scene.
- 3.4. Trust Staff using the application will do so, on a voluntary basis. Anyone providing assistance to an emergency via the GoodSAM application cannot claim time off in lieu (TOIL), overtime or hours. Trust staff accept that in attending an emergency incident via the GoodSAM application they are volunteering in their community. Staff are reminded of their obligations according to the [Working Hours](#) Policy. However, where a staff member attends an alert which ultimately makes them late for their shift, the Trust will not penalise them for a late start, provided they have informed the Operational Commander at the earliest opportunity.
- 3.5. On occasion, the GoodSAM responder may be the senior clinician on scene. The responding frontline ambulance crew hold clinical responsibility for the patient at all times. Where the frontline ambulance crew are sufficiently satisfied as to the identity of the attending clinician and their clinical ability, the enhanced skills of the clinician may be utilised. This **MUST** be clearly documented on the Patient Clinical Record (PCR) including the identity and professional registration details of the Enhanced Care provider.
- 3.6. As attendance as a Samaritan is to provide Basic Life Support (BLS) only, there is no expectation that any equipment for the administration of aid is required. Equipment **MUST NOT** be removed from stores for the purpose of attending incidents via GoodSAM.

## 4. Attending Incidents

### 4.1. Principles of Alerting

- 4.1.1 There is no expectation that a Samaritan will attend the incident, and the use of GoodSAM is over and above the Trust's core dispatch model. The overarching aim is to provide basic life support and defibrillation to patients with immediately life-threatening and/or life-changing conditions.



4.1.2 The process of allocation is automated; the GoodSAM application integrates with the CAD via an Application Programming Interface (API). Upon AMPDS coding, the CAD will issue the command to the GoodSAM application and in turn trigger the alert. The alert will contain the notification that a patient needs help and provide the coordinates of the incident. Once a responder acknowledges the alert, this will be reflected in the incident's Sequence of Events (SOE) on CAD.

## 4.2 Ambulance Medical Priority Dispatch System (AMPDS) Codes for GoodSAM Alerting

4.2.1 The Trust's risk stratification tool was used to inform which codes would be most likely to benefit from a GoodSAM alert and are set out below.

4.2.2 The codes detailed in table one, applied over an 18 month period would results in 7,910 alerts, of which, 2,658 were recorded as receiving an active resuscitation attempt by SWASFT. Therefore greater than a third of alerts within this code set are likely to be for a patient in cardiac arrest. Patients not in cardiac arrest are more likely to be suffering from a life-threatening condition and some of the patients who did not receive active resuscitation may have done so if help had arrived earlier.

AMPDS Code	Code Description	Total number of calls in 18 months	Number of patients where resus was attempted	Percentage of calls where resus attempted
09D01	Respiratory arrest - ineffective breathing	1814	475	26.19%
09E01	Cardiac/Respiratory Arrest - Not breathing at all	4120	1661	40.32%
09E02	Cardiac/Respiratory Arrest - Breathing uncertain (Agonal)	1854	483	26.05%
14D01	Drowning – Out of Danger Unconscious Cardiac Arrest	23	7	30.43%
12D01	Fitting and Not Breathing	99	32	32.32%

4.2.3 In total, approximately 14 alerts will be sent across the SWASFT region each day. Further work is ongoing to further develop the accuracy of alerting.

## 4.3 Dispatcher Actions

4.3.1 Emergency Medical Dispatchers will continue to process calls in the standard format passing any pertinent information to the dispatch desk.

**4.3.2 The GoodSAM alert is in addition to but does NOT replace or change any business as usual activity, such as General Broadcasts.**

4.3.3 Standard SWASFT dispatch protocols will apply and Trust resources will always attend regardless of the qualification of the GoodSAM responder at the scene. A Good Samaritan cannot complete an episode of care for the patient, regardless of clinical qualification.

4.3.4 The GoodSAM application will document in the CAD SOE when a responder has acknowledged the alert and when they arrive on scene.

4.3.5 The GoodSAM application supports communication and messaging between the Samaritan and the Trust's dispatchers via the Incoming Message Queue (IMQ). This communication should be monitored and acted on accordingly by the dispatcher as is normal practice.



4.3.6 There is one exception to the automated use of the GoodSAM alerting system, this allows for the manual stand down of an alert where the dispatcher is made aware of a scene safety issue. This **MUST** be undertaken by the Dispatcher as soon as they become aware of the safety concern.

4.3.7 Appendix Two shows how the dispatcher can interact with the GoodSAM application on CAD.

#### **4.4 Attending Incidents**

4.4.1 When acknowledging an alert, the Samaritan is not acting as an agent of the Trust. The Samaritan is offering their voluntary aid which may be accepted or refused by the Patient or their relatives.

4.4.2 The principle of the GoodSAM application is to alert those who are immediately available when a patient collapses to render basic life support. The expectation is to provide simple first aid skills and, where suitably trained, Automatic External Defibrillation, not to undertake clinical assessment or gather information.

#### **4.5 Responding Officers**

4.5.1 Responding Officers, BASICS and LIVES doctors will be alerted to incidents within 5 miles of their location. When these individuals accept incidents via GoodSAM and are responding with their vehicle and equipment carried within, they **MUST** notify the local dispatcher via their Airwave radio or normal procedure, at the earliest opportunity, informing them that they are responding to the incident. This is to ensure the appropriate allocation of the call sign and that a record is kept within the CAD allowing the use of blue light driving exemptions by these members of staff. These individuals now act under the [staff responder](#) policy or BASICS arrangements, as they have booked on as a resource.

## **5 Clinical Incidents and Issues of Escalation**

5.1 Where staff identify any issue on scene or with the attending Samaritan, the incident should be reported using the Trust's DATIX or safeguarding systems as is appropriate for the concern.

5.2 The Hub Duty Manager has the authority to suspend the use of GoodSAM in liaison with the Trust's Duty Senior Clinical Advisor on Call. GoodSAM is a value added tool rather than a mission critical one, however the benefit to patients and minimal impact on operational resource should be considered when taking this decision.

## **6 IM&T Support**

6.1 GoodSAM is a third party product and serves as a value added tool. The GoodSAM technical team support the application 24/7 but where the link between the Trust's CAD and GoodSAM fails this will only be reviewed with MIS during office hours. Any failure or functionality issues should be reported to the IM&T service desk.



## 7 Information Governance

- 7.1 All Samaritans are reminded of their responsibilities regarding information governance, confidentiality and professional standards as per the relevant [Information Governance](#) policy.



## Appendix One - 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.



## Appendix Two - Dispatcher Interactions

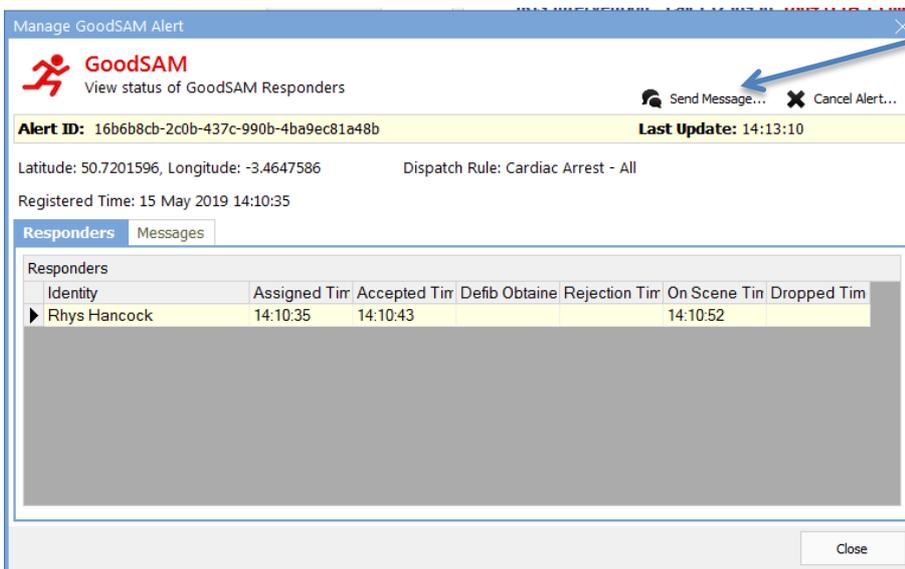
To access the GoodSAM function, click the icon below. This will display information on any alerts and Samaritans who have responded to the incident.



When a Samaritan sends a message, it will appear in the IMQ as below, double click this IMQ to open the GoodSAM messaging function.

Callsign	IMQ Message	Call #	Time	Status	By	Area
7402	Auto LEFT SCENE ***Chec	1323660	12:59:57	WAITING		SAVON
7719	Auto LEFT HOSP ***Check	1323646	13:54:53	WAITING		NAVON
3221	Auto LEFT SCENE ***Chec	1323675	14:06:52	WAITING		EDEV
1044	Clear	1323669	14:09:48	WAITING		NAVON
968	Request P2 Backup	1323690	14:09:52	WAITING		EWILTS
3225	AD: Despatch Prompt	1323690	14:10:50	WAITING		EDEV
	Message from GoodSAM F	1323690	14:10:52	WAITING		
3500	Rest Period x2 Unavailable		14:11:01	WAITING		NDEV
1814	Auto LEFT SCENE ***Chec	1323690	14:11:03	WAITING		WDEV
893	Clear	1323645	14:11:03	WAITING		WWILTS
1813	Rest Period x2 Unavailable		14:11:04	WAITING		WDEV
4802	Speech Request		14:11:17	WAITING		WSOM
7719	TEXT MESSAGE		14:11:22	WAITING		NAVON

Click send message and type the message back to the Samaritan.



To cancel an Alert, open the GoodSAM function.

Select "Cancel Alert" and type the reason for cancellation, then accept. This will send a cancellation to the Samaritan and remove the alert from their device.



If the cancel is sent prior to the Samaritan arriving on scene, the “Dropped Time” will populate. If the Samaritan has already arrived on Scene, The Cancellation is still delivered and appears in the SOE but the “Dropped Time” field will remain blank on the GoodSAM function.

Manage GoodSAM Alert

**GoodSAM**  
View status of GoodSAM Responders

Alert ID: 16b6b8cb-2c0b-437c-990b-4ba9ec81a48b      Last Update: 14:13:10

Latitude: 50.7201596, Longitude: -3.4647586      Dispatch Rule: Cardiac Arrest - All

Registered Time: 15 May 2019 14:10:35

Send Message...    Cancel Alert...

Identity	Assigned Tim	Accepted Tim	Defib Obtain	Rejection Tim	On Scene Tim	Dropped Tim
Rhys Hancock	14:10:35	14:10:43			14:10:52	

Close

Manage GoodSAM Alert

**GoodSAM**  
View status of GoodSAM Responders

Alert ID: 16b6b8cb-2c0b-437c-990b-4ba9ec81a48b      Last Update: 14:15:25

Latitude: 50.7201596, Longitude: -3.4647586      Dispatch Rule: Cardiac Arrest - All

Registered Time: 15 May 2019 14:10:35

Send Message...    Cancel Alert...

Enter Reason to Cancel

Enter a reason to cancel GoodSAM Alert...

Message:

Send    Cancel

Identity	Assigned Tim	Accepted Tim	Defib Obtain	Rejection Tim	On Scene Tim	Dropped Tim
Rhys Hancock						

Close