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GoodSAM

Scottish Ambulance Service

GoodSAM – Standard Operating Procedure

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1.1	09/10/25	Minor changes to some of the wording regarding the sign-up process	Donald McPhail



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Background

GoodSAM is a well-established, internationally used app which alerts CPR trained bystanders to the fact they are close to a cardiac arrest so they can go and provide bystander CPR whilst an ambulance is en route. First introduced by the Scottish Ambulance Service (SAS) in 2017 to alert off duty paramedics, the app is now available to anyone over 18 years who is trained in CPR.

How GoodSAM works

The Scottish Ambulance Service computer assisted dispatch (CAD) system sends alerts of confirmed OHCA codes in patients over sixteen to GoodSAM volunteers who have signed up to the app. Currently two OHCA codes result in an alert, they are:

- [REDACTED] – Cardiac Arrest - Not Breathing At All
- [REDACTED] – Cardiac Arrest - Uncertain Breathing

Any volunteer within a defined radius (currently 500 Meters) of the cardiac arrest will have their app sound an alert. It is then entirely at the discretion of the volunteer if they choose to accept the alert or ignore it. If the alert is accepted the app then provides the location of the incident so the responder can proceed to that location to perform CPR. This is a “fire and forget” system within the CAD, however anyone who accepts the alert has their details automatically logged in the sequence of events.

GoodSAM responder registration

In order to be approved and verified by SAS responders must conform to requirements outlined in the code of conduct (Appendix A). There are four categories of responders, managed through the use of different “tiers” within GoodSAM. They are as follows:

- Tier 1: SAS clinical staff volunteers
- Tier 2: Existing SAS volunteer responders – E.G. Wildcat Cardiac Responders
- Tier 3: Other professionals or first aid qualified individuals E.G. Police Officers, Registered Nurses etc.
- Tier 4: ‘CPR aware’* adult members of the general public

Having four tiers is useful for system development as it allows for user engagement and system refinement on a tier by tier basis.

GoodSAM is also used as the tasking platform for Wildcat Cardiac Responders, but has a separate dispatch rule and codeset that the responders are verified through. This is managed by the Community Resilience team and these responders are not included in this registration process.

* For Tier 4 responders ‘CPR aware’ means that they have had, as a minimum, ‘CPR familiarisation’ from the Save a Life for Scotland (SALFS) partnership. This training can be delivered by SALFS either in person or online.



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Benefits

The main benefit of GoodSAM is creating a network of volunteers who can perform high quality CPR and, where available and appropriate, defibrillation. Scotland's OHCA strategy partnership is committed to ensuring that as many people as possible that require bystander CPR are afforded the opportunity to have this time-critical, lifesaving intervention performed after their cardiac arrest. Chances of survival reduce by 10% for every minute where CPR is not attempted, and so any intervention that is designed to improve the bystander response to OHCA while an ambulance is en route can help to achieve these crucial aims.

GoodSAM has been evidenced as being a powerful tool in helping any OHCA system to achieve this. Published evidence in the UK has demonstrated a direct correlation between GoodSAM volunteers performing CPR following an alert, and improved outcomes for those cardiac arrest.

The optimal number of required volunteers is unknown but consultation with our international partners suggest, unsurprisingly, that the greater the saturation of volunteers in the community, the better. For this reason we wish to keep barriers to GoodSAM sign up at a minimum – to increase numbers of volunteers, and to avoid disadvantaging communities with limited access to first aid training etc. Our minimal requirement of 'CPR awareness' is used in other contexts internationally and is associated with higher levels of volunteering and responding to alerts.

Responder Welfare

Ensuring the wellbeing for all levels of responders and bystanders is a key aim of the OHCA strategy. Any potential bystanders who accept an Alert are no different, and we are keen to ensure we strive to look after any bystanders as well as possible. Research conducted by the Save a Life for Scotland (SALFS) partnership has shown that bystanders would like to be able to talk about their experience after they have performed CPR. An email signposting responders to welfare support is sent each working day to everyone who has accepted an alert, regardless of whether they arrived on scene. Support is provided by Chest, Heart and Stroke Scotland via their Bystander CPR Support helpline.

Processes

There are 2 processes that SAS need to fulfil in relation to GoodSAM sign ups and responses:

1. Application approval: Monitor applications, approve or reject, send welcome email to approved responders.



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2. Response Monitoring and follow up: Run Report to identify responders who accepted alerts and send them a welfare check email.

SOP for Process 1 – Application Approval

Every day we need to check GoodSAM for incoming applications and either approve or reject based on the information supplied by the applicants. Applications are accessed and reviewed by going to [REDACTED]

The screenshot below in Figure 1 shows the application management page. For the purposes of this document the names and email addresses of applicants have been redacted but this information is available in the live system.

The application management page allows you to view the persons ID, their name, email address, occupation and professional registration number (if supplied).

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rm

Step 1 – Check the applicant category

The second from last column shows the applicant category. Applicants should be assigned to one of the categories beginning with 'SAS' which are explained below. SAS Video Consult and SAS CCD clinician are SAS staff who use GoodSAM to make video



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calls as part of their job for the Service, these applicants are set up through a separate process and can be ignored.

So, the only applicants that we should be approving or rejecting are the ones that come under the three categories highlighted within the red boxes:

- SAS Responders
- SAS CFR (Community First Responders)
- SAS Professional Responders
- SAS CPR aware
- SAS Police

- **SAS Responders** are front line SAS staff.
- **SAS CFR** (Community First Responders) are volunteers trained by SAS to attend certain types of emergency calls in their community.
- **SAS Professional Responders** includes applicants who are medical professionals like nurses, doctors and physios and those who work for emergency services like the fire service and coast guard.
- **SAS CPR aware** is the category that applies to the General Public and or administrative (non-front line) NHS or Emergency Services staff who have completed the requisite CPR training. **N.B. The Expiry Date field should be deleted for the SAS CPR Aware group.**
- **SAS Police** is a category solely for employees of Police Scotland.

Applications should be assigned to the most appropriate category based on their ID and details such as professional registration. **If unsure which category to assign a new applicant to please ask one of the OHCA clinical leads for advice.**

Step 2 – Check the Green Tick

A Green Tick in the second column denotes a new applicant with no concerns. If there is a red X in this column it means that the applicant has previously been rejected or has had their access to GoodSAM revoked. In the event of a red X you will need to check that the previous concerns which led to the rejection or withdrawal of access have been addressed and are no longer an issue. **This may occasionally include concerns of responder conduct so please contact one of the SAS OHCA clinical leads to discuss any applicant with a red cross against their application.**

Step 3 – Check the applicants ID



Applicants are asked to upload an image of their ID; this helps us to verify the applicant's identity and means that we could trace them if we needed to. The ID supplied should be photographic. Acceptable forms of Photo ID are:

- Driving License
- Passport
- Public Sector Work ID

In some instances, an applicant might upload a copy of a professional certificate or registration which does not include a photo. This is acceptable if it contains enough information to trace and contact the applicant should we need to, such as a professional registration number. This can be verified by checking the relevant body, [HCPC](#), [NMC](#) or [GMC](#).

If an applicant's ID document is insufficient you should email them from the GoodSAM shared inbox (sas.goodsam@nhs.scot) and ask them to supply a better ID document. Standard text for the email can be found in [Appendix B](#). Do not reject the application straight away because this forces the applicant to begin a new application from the start and might dissuade them from becoming a responder. If the applicant replies to your email with a new picture of their sufficient ID document this can be updated to their original application and approved.

Step 4 – Approve or reject the application

Having completed steps 1 to 3 it is now time to either approve or reject the application. If the applicant has a green tick by their name, has good photographic identification, and has been assigned to a relevant category then you can go ahead and approve the application. However, if there are concerns around the applicant the application should be rejected, and you will be given the opportunity to explain why you took that decision.

To approve or reject the application select the “approve / reject” button in column 4 of the application management screen. See figure 2 below -

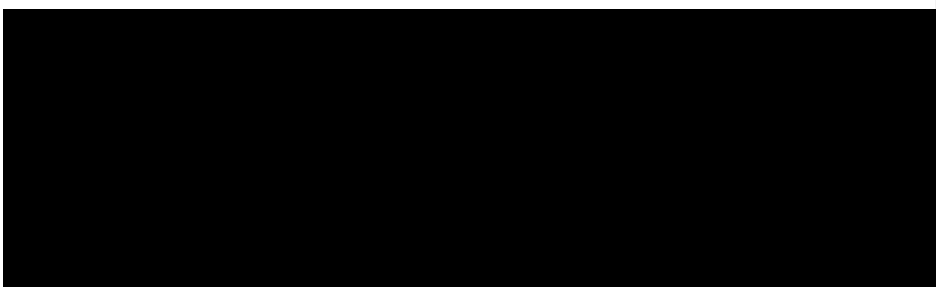
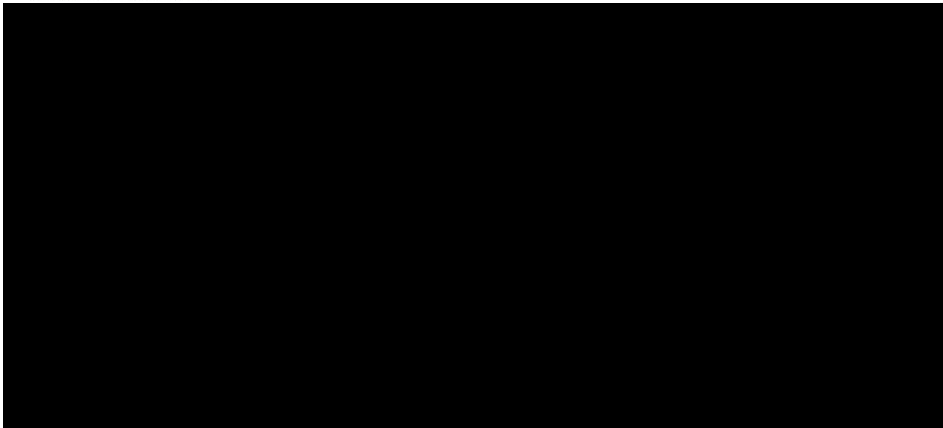


Fig 3.



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Standard Text to include if you approve the applicant can be found in [Appendix A](#)

If you have any doubt, concerns or questions about an applicant please contact the OHCA Clinical leads who will be happy to advise and support.

*****End of Process 1*****

SOP for Process 2 - Response Monitoring and follow-up

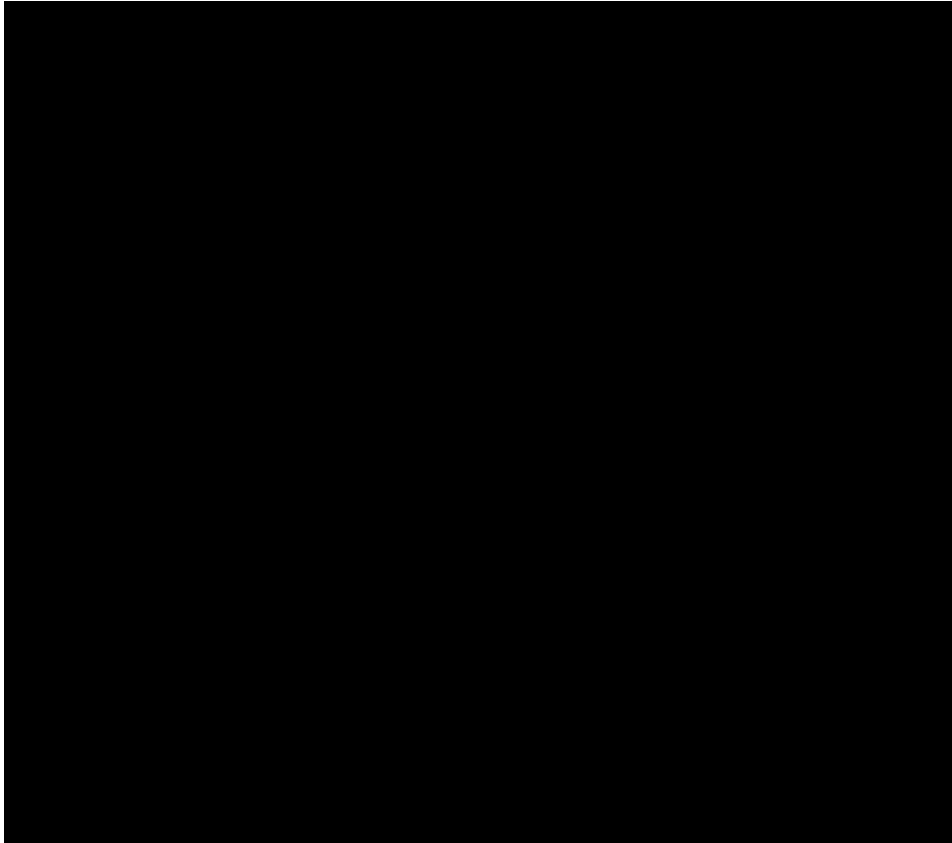
Every day we need to check which volunteers have responded to Cardiac Arrests and send them an email checking on their welfare. The following process should be completed each morning for the previous 24 hours or for the entire weekend when completed on a Monday morning.





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Appendix A – Standard Text for Approval Email

Dear responder,

Thank you for signing up to receive GoodSAM alerts from the Scottish Ambulance Service. Your willingness to receive these alerts could one day genuinely help someone survive a cardiac arrest.

Please paste the link below into a web browser to go to your welcome pack which includes some helpful links to some materials to help keep you confident with your CPR skills:



Please also be sure to read the Code of Conduct contained within the welcome pack which you agree to should you accept an alert.

Thank you,
SAS GoodSAM Team

Appendix B – Standard Text to request sufficient photo ID

Dear **(insert name)**,

Thank you for your GoodSAM application. Scottish Ambulance Service requires a form of photo ID before we can approve you such as a photo of your driving licence, passport, or work ID badge.

If you are prepared to send a photo of your ID by reply to this mailbox, we can approve you and get you signed up. Alternatively, you are welcome to submit the form again with photo ID entered in the box titled 'Upload formal photo ID'.

Kind regards,
SAS GoodSAM Team



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Appendix C – Standard Text for Welfare Check Email

Dear Responder,

Thank you for recently accepting a GoodSAM alert. We appreciate that these incidents can sometimes be challenging and difficult to deal with. Chest Heart & Stroke Scotland have partnered with us to offer a trained listening ear if it would be beneficial to discuss your experience with someone.



Kind regards,

SAS GoodSAM Team