



East of England Ambulance Service & GoodSAM User Guide & Operating Process





Contents

Foreword.....	3
Using the app.....	3
Logging into the app.....	3
Alerting to Arrival Process.....	4
Satellite Navigation System.....	6
Logging Off.....	7
Stand Down.....	7
General Information.....	7
Personal Settings.....	7
On Duty Button.....	7
Report.....	7
History.....	8
Contacting the EOC.....	8



Foreword

Welcome to the GoodSAM user guide and Operating Process. The purpose of this document is to provide you with the information you will need to use the GoodSAM Responder Application and to explain how the functionality works with the East of England Ambulance Service NHS Trust's (EEAST) Computer Aided Dispatch (CAD).

We would like to take this opportunity to thank you for signing up to be a GoodSAM responder. We value your support and the time you will be volunteering to patients.

This document has been put together for GoodSAM responders who have been verified as appropriate to respond for EEAST and for non-EEAST Health Care Professionals.

Senior AOC Management Team

Using the App

Logging into the App

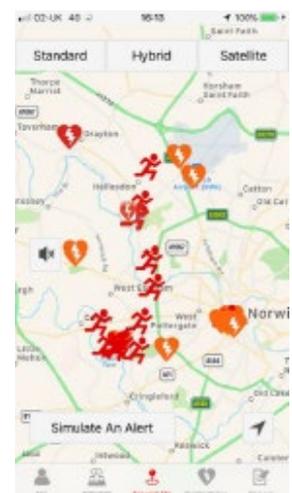
To log into the GoodSAM App use the email address and password which you used to register with GoodSAM (If you haven't already done so go to <https://goodsamapp.org>):



Once you have logged in, this will take you to the map – which will show you and other local GoodSAM responders, along with registered AEDs.



Note: Not all responders will be approved EEAST GoodSAM responders as you will see non-EEAST HCPs as well as non-EEAST first aiders.



Once you are signed in, leave the app running in the background. If you log out of the app, you will no longer be alerted.



Alerting to Arrival Process

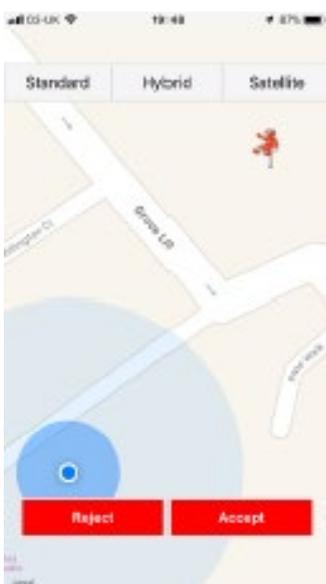
Once a call has been triaged within the Emergency Operations Centre (EOC) and it is identified that a patient is in cardiac arrest, an alert will be sent to your phone asking if you are available to respond to the patient.



When the alert is sent, a siren alert will alarm also, the default settings for this notification is loud, due to the nature of the alert. You may need to consider adjusting its volume.

By selecting the speaker toggle button on the home screen of the app, you can enable/disable the siren to override the silent mode of your phone should you wish.

The alert will give you the option to accept or reject – select Accept to proceed to the call.



The icon of the red person identifies the location of the patient – this is generated by the latitude and longitude which has been gathered by the call handler on the 999 call. The blue dot identifies the location that GoodSAM believes you to be. It is important to note that this may not always be accurate in instances such as a shopping centre where the latitude and longitude will zone into the centre of the location.

If you reject the call, all details of the incident will clear from the screen and you will return to the map screen.

Once the call has been accepted click on Chat, this will display the address age and gender of the patient. Remember it is okay to reject an alert.



The first message displayed will be the notification time of the GoodSAM alert.

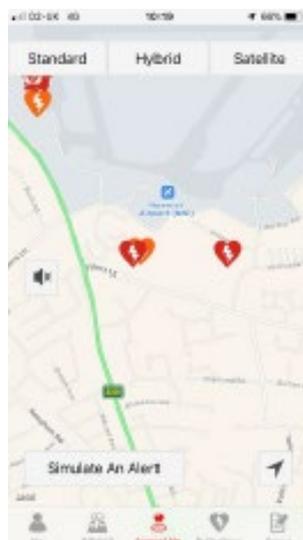
The address will display the same information that the call handler has gathered during the 999 call.

The third message confirms that you have accepted the call.



Now that you know the address and have accepted the call you can proceed to the patient. GPS will track you to the patient and should book you on scene if your GPS is not tracking correctly click on Me and press on scene.

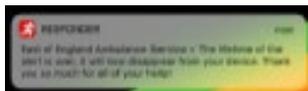
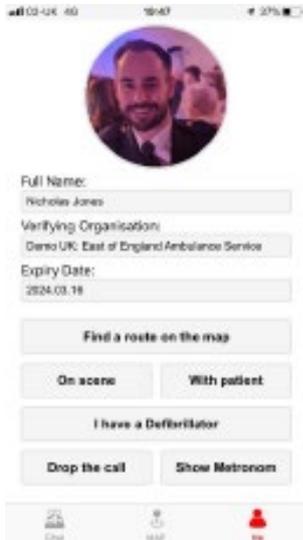
When you look at the map there will be icons identifying a defibrillator nearby (if there is one):



Click on the icon to get information pertaining to the location of the AED and the access code if there is one for the AED. If it is practical consider routing via the AED where this will not add a considerable delay in getting to the patient. Please note if you are not on a call the AEDs will show, however the access code will not be visible.

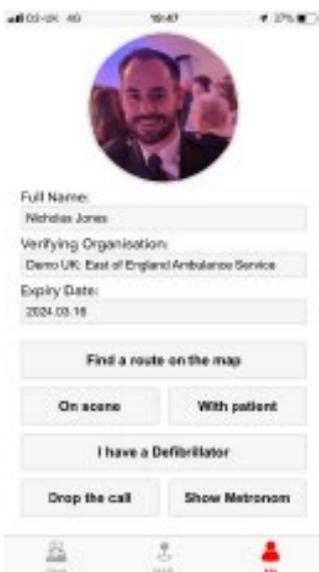


Once you have completed the call press Drop the call – this will clear you from the call.

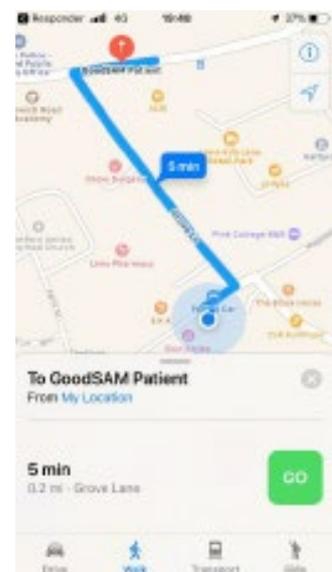


Satellite Navigation System

If you need sat nav routing, having accepted the call and checked the address press "Find a route on map" under the Me section:



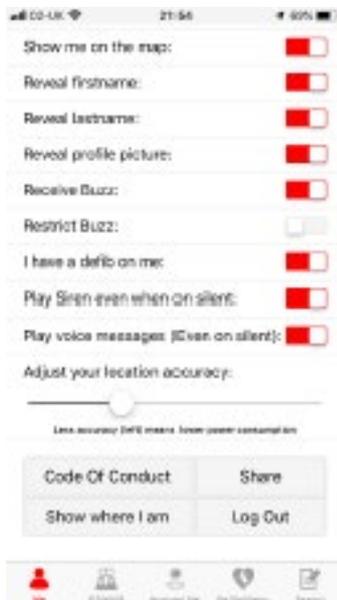
When you press Find a route on map the app will open the default mapping system on your device and will populate the route.





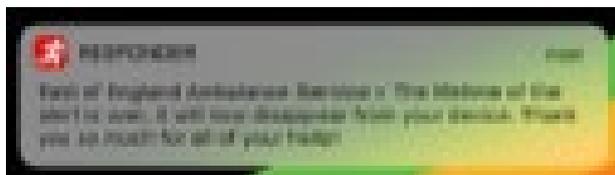
Logging Off

To log off the GoodSAM app press Me and scroll to the bottom and click Log Out:



Stand Down

There will be times that it may be necessary for the EOC to stand you down, this could be that the scene is unsafe, the situation is not as given or that the call has been cancelled etc. If this is the case, you will receive the following message:



General Information

Personal Settings

If you want to change what information is displayed about yourself/ picture or you would like to change whether your location is shown on the map, this can be managed through the Me tab.



On Duty Button

The on-duty button which is displayed on the “Me” tab is not functional, this relates to an area within the app which we have not currently enabled.

Report

The report tab is utilised by GoodSAM and EEAST to collate data relating to incidents attended by responders.

Please note that there is a ‘patient name’ entry box within this section that **MUST NOT** be completed as this is a disclosure of patient identifiable information that EEAST does not support.

History

Once a call has been closed it is not possible to get any details about the call on your device as all information is cleared. Should you need any information for the purpose of portfolio work etc please liaise with your line manager.

Contacting the EOC

If you are attending an incident as a GoodSAM responder and cannot locate a patient or if you are on scene and need to update the EOC of any critical information please dial 999 – explain to the Call Handler that you are a GoodSAM responder attending a call for EEAST followed by the information you need or wish to pass on.

If you need to contact the team about something relating to the App or the process, please email GoodSAM@eastamb.nhs.uk please remember to never include any patient identifiable information. Once again, thank you for volunteering to support our most time critical patients – your help and support is greatly appreciated.