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Internal Ref:
Email:

Tel: 0300 123 0999
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Dear Sir/Madam,

The trust is in receipt of your information request, thank you. Please accept this formal response, which has been given the internal reference quoted above. Please quote this reference number in any correspondence.

Please accept the Trust's sincere apologies for the delay and inconvenience you have experienced regarding this response. At the time of writing the Trust continues to receive high volumes of FOI requests, many of which are complex and time consuming. In this instance, the Trust has not responded within the required 20 days, and for this we apologise.

Request

You asked us:

I am submitting this request under the Freedom of Information Act 2000 to seek clarification on the activation and deployment processes related to public access defibrillators (cPADs), GoodSAM integration, and public bleed kits within your ambulance service.

Please provide responses to the following questions:

1. Defibrillator Activation

- **What is your standard process for activating a public access defibrillator (cPAD) when a 999 call reports a suspected cardiac arrest?**
- **How is the location of the nearest defibrillator determined, and how is this information communicated to the caller or bystanders?**
- **What is the activation radius used to identify and recommend a defibrillator? Does this differ between urban and rural areas?**

2. Use of GoodSAM

- **Does your service integrate GoodSAM responders into the emergency response process for suspected cardiac arrests?**



- When an activation occurs, does the system send an alert to all GoodSAM responders within the activation radius, or is there a selective process?
- If your service does not alert all available GoodSAM responders, are there any plans to expand this functionality in the future?

3. Bleed Kit Activation & AACE Guidance

- Are public-access bleed control kits integrated into your 999 emergency response system?
- If so, how does your service identify and activate a public bleed kit when responding to an incident involving severe bleeding?
- Does your service follow the Association of Ambulance Chief Executives (AACE) guidance on public bleed kits?
- Are there any plans to enhance public awareness or access to bleed kits in your region?

Additional Information:

If your service has internal policies, guidance documents, or standard operating procedures related to the activation of defibrillators, GoodSAM responders, or public bleed kits, please provide copies or links to any publicly available versions.

We have processed your request under the Freedom of Information Act 2000 (FOIA)

Response

The formal Trust response follows.

The Trust confirms it holds the information you requested.

Please provide responses to the following questions:

1. Defibrillator Activation

- What is your standard process for activating a public access defibrillator (cPAD) when a 999 call reports a suspected cardiac arrest?

Pad can be activated for Fitting, Unco abnormal breathing and Suspected/confirmed cardiac arrest calls

- How is the location of the nearest defibrillator determined, and how is this information communicated to the caller or bystanders?

The Cad is connected to National Defib Solution which is maintained by British Heart Foundation, if a Pad site is nearby and suitable the information will be passed verbally by the call taker.

- What is the activation radius used to identify and recommend a defibrillator? Does this differ between urban and rural areas?



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No activation radius the cad displays nearest pad site and if deemed suitable range will let caller no of location.

2. Use of GoodSAM

- **Does your service integrate GoodSAM responders into the emergency response process for suspected cardiac arrests?**

Yes

- **When an activation occurs, does the system send an alert to all GoodSAM responders within the activation radius, or is there a selective process?**

All responders with the exception of those who have self-certified via watching the CPR video. It is completely non-selective seeking the closest.

- **If your service does not alert all available GoodSAM responders, are there any plans to expand this functionality in the future?**

We are considering expansion to self-certifying responders next financial year.

3. Bleed Kit Activation & AACE Guidance

- **Are public-access bleed control kits integrated into your 999 emergency response system?**

No

- **If so, how does your service identify and activate a public bleed kit when responding to an incident involving severe bleeding?**

N/A

- **Does your service follow the Association of Ambulance Chief Executives (AACE) guidance on public bleed kits?**

We do not actively register or direct people to bleed kits therefore we are following the attached AACE guidance.

- **Are there any plans to enhance public awareness or access to bleed kits in your region?**

Not at present.

Additional Information:

If your service has internal policies, guidance documents, or standard operating procedures related to the activation of defibrillators, GoodSAM responders, or public bleed kits, please provide copies or links to any publicly available versions.

No Publicly available documents for GoodSAM.



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Next steps

We hope you find the information provided to be of some assistance.

Should you be dissatisfied with our response, kindly in the first instance contact Caroline Smart, Head of Information Governance via the following email address: FOI@secamb.nhs.uk

You can ask us to review our response. If you would like us to carry out a review, please let us know within 40 working days. This will be conducted by someone who was not involved in reviewing the original response, ordinarily, the Trust Data Protection Officer.

Should you remain dissatisfied following our internal review, you can complain to the [Information Commissioner's Office](#) (ICO). You should make complaints to the ICO within six weeks of receiving the outcome of an internal review. The easiest way to lodge a complaint is through their website: www.ico.org.uk/foicomplaints.

The ICO's postal address is:
Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, SK9 5AF.

Yours sincerely,

Freedom of Information Coordinator
South East Coast Ambulance Service NHS Foundation Trust