



British Heart  
Foundation

# RevivR™ – Frequently Asked Questions



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## Background

RevivR by the British Heart Foundation is a free digital CPR training tool which teaches users how to recognise a cardiac arrest and give bystander adult CPR and defibrillation. There are currently two product versions available for use, RevivR (designed for individuals) & Team RevivR (designed for groups of individuals training together).

Both versions of RevivR are progressive web-based apps. The digital self-directed model of training is accessible on smartphones, tablets, and desktop and laptops, using camera technology to teach and give feedback on chest compressions. Trainees will also experience a simulation 999 call to give them both the skills and confidence to act if this scenario was to occur in real life.

Both versions of RevivR can track how many learners have completed the training, which can be useful for events, corporate and organisational rollouts, or marketing campaigns.

Key links below:

RevivR web app - <https://revivr.bhf.org.uk/>

RevivR BHF landing page - <https://www.bhf.org.uk/revivr>

RevivR for Organisations landing page: <https://www.bhf.org.uk/how-you-can-help/how-to-save-a-life/how-to-do-cpr/learn-cpr-in-15-minutes/train-your-organisation-in-cpr>

Team RevivR (join session) - <https://revivr.bhf.org.uk/join>

OR – <https://cpr.group>

## The training tool

### **Q: What is 'RevivR'?**

A: RevivR is a free, interactive, online CPR training course. In just 15 minutes, you can learn how to save a life and receive your very own CPR certificate. It couldn't be simpler – you just need your mobile phone or tablet and a cushion to practise on. You can start the training right now or save it for later and get it sent straight to your inbox, ready when you are.

There is also a group version of RevivR, where you can learn all the information covered in RevivR but with friends, family, or colleagues in an engaging format.

### **Q: Can I learn how to save a life in 15 minutes?**

A: When someone has a cardiac arrest every minute counts. RevivR will teach you the steps to take should you witness someone in cardiac arrest to help increase their chances of survival. This easy to access training tool will teach you how to give compression only CPR and use a defibrillator.

### **Q: Can I only access the tool on a mobile phone?**

A: No, you can also access this training on tablets or desktop devices, but this training is intended to be used on mobile devices for an optimal user experience.

### **Q: Why do you need access to my camera?**

A: RevivR uses the mobile device's camera to measure the rate of compressions. The camera detects/counts the "nodding" movements of the head as you practise to give objective feedback on your compression rate and how it could be optimised to save a life.

### **Q: Will I be recorded using the camera function?**

A: We will not record, save, or share the camera feed. The purpose of video element within RevivR is to provide performance assessment and communication only. No videos or photos are collected or stored in user's mobile device or on our infrastructure.

### **Q: What is a simulated 999 call?**

A: During the training you will be shown how to get help from the emergency operator if the person is unconscious and not breathing. You will hear a pre-recorded emergency operator assisting you. You will not be required to talk to a real operator (nor is this connected to a real operator), it will only let you practise the communication that you should expect when you help save someone's life.

### **Q: Can I save the training to come back to it later?**

A: Yes. Just click the 'Claim my free spot for later' button on the home page, or "Save for later" within the training.

**Q: How much does it cost for me to take the training?**

A: The training is free for everyone – we want to encourage as many people to learn these lifesaving skills as possible, and to not be restricted by cost.

**Q: How many times can I do the training?**

A: As many as you would like, but we would recommend a refresher after 12 months.

**Q: Who is this training appropriate for?**

A: This training is more appropriate for adults living in the UK who wants basic awareness training in CPR and how to use a defibrillator. Whilst this training will still be useful for those not living in the UK, some of the content (for example, the 999-call simulation) may vary depending on your location.

**Q: Does this training give me a formal qualification?**

A: No, there is no formal qualification needed to perform CPR or use a defibrillator. However, you can claim an attendance certificate at the end of the training and share with your contacts, encouraging them to learn too.

**Q: How often do I need to repeat training?**

A: CPR skills should be refreshed at least every 12 months, as studies show our retention when it comes to CPR skills is low. RevivR is intended to be an uncomplicated way to quickly refresh your memory and skills, should you wish to refresh your training more frequently.

**Q: How long does this training take?**

A: The training takes around 10-15 minutes

**Q: What does this training include?**

A: This training includes how to recognise a cardiac arrest, what adult CPR is, when and how to perform CPR, and how to use a defibrillator. There is a quiz, an interactive training section which provides real-time feedback on your chest compressions, a simulated 999 call, and a defibrillator information and practise module to teach you all you need to know to perform CPR and defibrillation as a bystander.

## **Risk of infection**

**Q: I'm scared of getting COVID 19 so don't want to perform CPR on a stranger – what should I do?**

A: If you are worried about risk of infection, rescuers can place a mask/cloth over the victim's mouth and nose and attempt compression only CPR and early defibrillation until the ambulance (or advanced care team) arrives.

If the casualty is someone from your household and you feel comfortable and know how to, you may give rescue breaths and do not need to cover the patient's mouth and nose. You can learn how to perform rescue breaths here: <https://youtu.be/fuCITjT8glA> Note that per the Resuscitation Council UK's current guidelines, resuscitation breaths are not included and COVID 19 guidance is no longer required.

**Q: Should I be worried about catching something or being exposed if I am giving rescue breaths?**

A: Giving rescue breaths is a personal decision. Some people with allergies may choose not to give rescue breaths, for example if they have a serious reaction when they're exposed to nuts.

## **CPR general**

**Q: What is a cardiac arrest?**

A: During a cardiac arrest, a person's heart stops pumping blood around their body and to their brain. It causes the person to fall unconscious and stop breathing or stop breathing normally. Without CPR the person will die within minutes.

**Q: What is CPR?**

A: CPR stands for cardiopulmonary resuscitation. It's an action given to someone who is in cardiac arrest. It can be lifesaving as it helps to pump blood around the body when the heart can't.

**Q: How does CPR help?**

A: When a person is in cardiac arrest, their heart can't pump blood to the vital organs and the rest of the body. If the person doesn't receive help immediately, they will die within minutes. By performing chest compressions, you are taking over the role of their heart, pumping blood, and oxygen to their vital organs.

Each year over 30,000 people have an out-of-hospital cardiac arrest in the UK, with less than one in ten surviving - giving CPR and using a defibrillator can more than double someone's chance of survival.

**Q: Is a cardiac arrest the same as a heart attack?**

A: No, a cardiac arrest and a heart attack are not the same. But a heart attack can lead to a cardiac arrest. During a heart attack, there is not enough blood supplying the heart muscle. This is often caused by a blockage in one of the coronary arteries. This starves part of the heart muscle of oxygen and causes symptoms such as chest pain or discomfort – but the person is most commonly still conscious and breathing. During a cardiac arrest, the heart stops pumping blood around their body and to their brain. The person will fall unconscious, they won't respond to you, and they'll stop breathing or won't breathe normally. Both a heart attack and a cardiac arrest are medical

emergencies, so you should call 999 or 112 immediately and follow the instructions of the operator. For a cardiac arrest this will include performing CPR immediately.

**Q: Do I need to have medical or first aid training to perform CPR?**

A: No – you do not need medical or first aid training to perform CPR, but this tool will help you learn the simple steps to attempt to save a life.

**Q: What happens if I injure someone while doing CPR?**

A: At the point of cardiac arrest, the heart is not pumping blood around the body and the person is technically deceased. Performing CPR and using a defibrillator can more than double their chances of survival in some cases, so it's vital that it's carried out. Occasionally, minor injuries can occur during this process, but you should continue to give CPR to help save their lives. A broken rib can be fixed, but a stopped heart needs immediate attention.

**Q: Can you be sued if you cause someone damage?**

A: As a lay person, by performing CPR on someone you are acting as a 'good Samaritan.' Occasionally some injury to the person can occur but if it's unintentional and you're trying to save their life then that's acceptable. No member of the public has ever been charged and subsequently punished in the UK for attempting CPR on someone who was in cardiac arrest.

**Q: How long should I continue CPR?**

A: You must always call 999 before starting CPR. Continue performing CPR until professional help arrives and takes over, the person starts to show signs of regaining consciousness, or you become exhausted. Doing chest compressions is tiring. If other bystanders are there, guide them to take turns with you.

**Q: Should I do CPR if someone has had an electric shock?**

A: Yes, if the person has stopped breathing, or stopped breathing normally – but only if the environment is safe. You should not touch the person if they are still in contact with the electrical supply. Never put your own life at risk. Call 999 immediately and explain the situation to the operator, who will be able to advise you. You can find more information [here](#).

**Q: How will I know if someone has been revived?**

A: Signs of regaining consciousness include coughing, opening their eyes, speaking, or moving purposefully and starting to breathe normally. Stop CPR at this point. If they are breathing normally but still unconscious, put them into the recovery position and continue to monitor their breathing until help arrives.

**Q: What would happen if you did CPR, and the person was breathing normally?**

A; You should only perform CPR when someone is unconscious and not breathing or not breathing normally. If they are breathing normally and conscious, you should still call 999 and then place them in the recovery position.

**Q: What if I don't want to, or can't, do rescue breaths?**

A: If you're not trained or are unwilling to give rescue breaths (as this is your personal decision), give chest compressions only to keep the blood pumping around the body. Just pushing hard and fast in the centre of the chest to keep the heart pumping can make a lifesaving difference and is better than doing nothing. Eight in ten cardiac arrests occur at home so you are more likely to have to resuscitate someone you know than a stranger.

In addition, Resuscitation Council UK provide the below guidelines for rescue breaths:

- If you are trained to do so, after 30 compressions, provide two rescue breaths.
- Alternate between providing 30 compressions and two rescue breaths.
- If you are unable or unwilling to provide ventilations, give continuous chest compressions.

**Q: If you do hands only CPR, do you continue pressing or do you pause after 30 compressions?**

A: Hands-only CPR is continuous and shouldn't be stopped unless someone is taking over from you, there are signs of life, or you become exhausted.

**Q: If someone has been involved in an accident and has blood on their face, can I just do compressions and not give rescue breaths?**

A: Giving rescue breaths alongside CPR is part of 'gold standard' intervention. Most out of hospital cardiac arrests occur in the home, so it's most likely to be a loved one that you're performing CPR on, and this often means people overlook any blood or bodily fluids present. However, if you feel uncomfortable giving rescue breaths where there is blood present, then you can do hands-only CPR.

**Q: What CPR method is used for babies and children?**

A: It is likely that the child or infant having an out-of-hospital cardiac arrest will be known to you.

For all children, give five rescue breaths, covering both the nose and mouth before starting chest compressions. If you're alone and don't have a phone then do CPR for one minute before going for help. Compress the chest by one third of its depth. For a child over one years old, use one hand to compress the chest and use two fingers for an infant under one year old.



Rescue breaths for a child are particularly important as a child or infant is more likely to have a respiratory arrest (when someone stops breathing) than a cardiac arrest. However, a respiratory arrest will lead to a cardiac arrest and requires the rescuer to call 999 and start CPR.

Don't worry if you don't know how to do child or infant CPR. It is better to perform adult CPR on a child than do nothing at all.

For more information, please refer to the below webpages.

[How to do CPR on a child or baby - BHF](#)

[How to resuscitate a child - NHS \(www.nhs.uk\)](#)

[Paediatric basic life support Guidelines | Resuscitation Council UK](#)

**Q: Would it be possible to confirm the ages when each of the techniques should be used, such as for a baby, child, and adult?**

A: An 'infant' is younger than one year old. A 'child' is aged from one year old. An 'adult' is a little vaguer – it's essentially when someone is 'adult-sized.' It's important to not worry too much about the exact age of a person and treat them how you 'see' them. You would do full adult CPR on a child who looked 'adult-sized' – it's all about the depth of compressions and ensuring they're effective.

**Q: For chest compression – where exactly should I put my hands when compressing the chest?**

A: You should aim to push on the centre of the chest with the heel of your hands on the breastbone, in between the nipples.

**Q: What about women? Should I be cautious about giving them CPR?**

A: Gender should never be a consideration when deciding whether to help someone in an emergency, without your help they have no chance of surviving.

**Q: I'm concerned about the strength of my wrists– is there any other way I can perform CPR? Could you use the heel of your foot?**

A: You should not use the heel of your foot to perform CPR, you should only use your hands. If you're physically unable to give CPR, then the best thing you can do if you witness a cardiac arrest is call 999 and shout for help.

**Q: Can I move the casualty before performing CPR? (for example, if they are in an awkward position after a trauma)**

A: You will need to get the person on their back on a hard flat surface. If you feel you're able to do this safely without causing any serious harm to the person or yourself, you can move them to help make CPR more viable.

**Q: What will happen if their heart is beating but they are just not breathing?**

A: This is called a respiratory arrest and will deteriorate into cardiac arrest without CPR. Don't waste time checking for a pulse – if someone is unresponsive and not breathing or not breathing normally then call 999 and start CPR.

**Q: Should I stop CPR and check for breathing periodically?**

A: No – continue CPR until the person regains consciousness, the emergency services arrive, or you become exhausted.

**Q: Is it better to press harder or softer if I am unsure about the depths?**

A: Most commonly, it would be better to press harder rather than softer. If you press too softly then your compressions won't be effective. For an adult, press down 5-6 cm (2-2.5 inches) at a steady rate of 100-120 bpm, which is about two compressions per second. Remember – your hands are all that are keeping blood flowing around their body and, most importantly, to their brain.

**Q: Should I remove restrictive clothing? Do bras hinder effective CPR?**

A: Unfastening a thick coat will enable better chest compressions but there is absolutely no need to remove any other thin clothing. Bras do not cause any hindrance, so you do not need to remove them. However, when it comes to defibrillation the pads must be stuck firmly to bare skin for them to work.

**Q: Do I need to do anything differently if the person has choked on something or has something lodged in their airway?**

A: If the person is unconscious and not breathing normally, call 999 and start CPR.

For adults – do not put your fingers in their mouth to remove whatever may be stuck. You may accidentally push it further down or the person may bite you.

For children – if you can see the object, try to remove it. Don't poke blindly or repeatedly with your fingers. You could make things worse by pushing the object further. If you are unable to easily remove the object or see it, start CPR. Do not delay CPR to keep trying to get the object.

For more information on choking, head to the NHS website: [What should I do if someone is choking? - NHS \(www.nhs.uk\)](https://www.nhs.uk/what-should-i-do-if-someone-is-choking/)

**Q: What does abnormal breathing sound like?**

A: When someone isn't breathing normally, it is called agonal breathing. This is usually noisy breathing like gasping or snorting and might be irregular. It's a natural reflex when the brain isn't getting enough oxygen and a sign that someone needs CPR.

## Defibrillators

**Q: Where can I find out more information about defibrillators?**

A: You can visit the BHF website to check more information:

<https://www.bhf.org.uk/how-you-can-help/how-to-save-a-life/defibrillators>

**Q: Do I need to buy a defibrillator?**

A: You don't need to buy one. But lots of villages, parish councils and community groups raise funds to make a defibrillator available to their local community.

If you're interested in getting a defibrillator, we have lots of helpful information about fundraising, where to put it and how to maintain it so it's always ready to save a life.

[Contact us](#) about buying a defib or purchase one from our [online shop](#).

**Q: Where can I find defibrillators in my area?**

A: Defibrillators are normally located in workplaces and public spaces like airports, shopping centres, community centres, and train stations. These defibrillators are known as public access defibrillators (PADs) as anyone can use them. The defibrillator or the case it sits in may say 'AED (Automated External Defibrillator)' or 'defibrillator'.

If you need a defibrillator in an emergency, the 999-emergency operator may be able to tell you where one is, so you can ask someone to get it. By performing CPR and using a defibrillator, you'll give someone the best possible chance of survival, but there isn't always a defibrillator close enough to help save the life of someone having a cardiac arrest.

That is why we have created [The Circuit](#) – the national defibrillator network. This network provides NHS ambulance services with vital information about defibrillators across the UK. In those crucial moments after a cardiac arrest, they can be accessed quickly to help save lives.

So, if you own a defibrillator, or know someone who does, we urgently need you to register your defibrillator today.

**Q: Can BHF fund a defibrillator in my community?**

A: You can check more information on our website: <https://www.bhf.org.uk/how-you-can-help/how-to-save-a-life/defibrillators/apply-for-a-public-access-defibrillator>

Applications to receive a fully funded defibrillator will open in 2023 to eligible community groups. If you have any questions about funding in the meantime, email [defibs@bhf.org.uk](mailto:defibs@bhf.org.uk)

## Accessibility

**Q: I have a visual impairment; can I still take the training?**

A: We have designed this training to meet the 'AA' standards set by the Web Content Accessibility Guidelines (WCAG) which should hopefully cater for most accessibility

needs. However, we are always open to improvements – particularly if any of the learning objectives are made inaccessible through our design. If you do have any feedback – please do share with us.

**Q: I have difficulty hearing; can I still take the training?**

A: Whilst there are audio elements within the training, they are accompanied by subtitles to assist anyone with hearing difficulties – so yes, you can still take the training and learn how to save a life.

**Q: I have a motion impairment; can I still take the training?**

A: We have designed this training to meet the ‘AA’ standards set by the Web Content Accessibility Guidelines (WCAG) which should hopefully cater for most accessibility needs. This training has been designed so that it can be completed with any device input technology, with interactive features being able to be skipped (e.g., Compression sensing).

While motion impairments may prevent you from training or giving CPR in real life, knowing the technique is still important as you can instruct others what to do in an emergency situation.

## Organisations

**Q: I am from an organisation; can I track how many people from my organisation take part in the training?**

A: Please contact BHF for more details on this opportunity at [Revivr@bhf.org.uk](mailto:Revivr@bhf.org.uk)

**Q: I would like in-person training for some of my employees/colleagues, do you offer this as well as this digital training tool?**

A: At the moment we are not offering in-person CPR training. However, if you are interested in this, you can find out more about this training on our website: [CPR training - Health at Work | BHF](#)

**Q: Can I include this tool as part of my organisations existing training? (e.g. mandatory first aid training)**

A: Please contact BHF for more details on this opportunity [revivr@bhf.org.uk](mailto:revivr@bhf.org.uk)

## Technical troubleshooting

**Q: I can't see my face in the camera screen, how do I make it so I can?**

A: Tilt the phone upwards using a book or something similar so that your face is shown in the middle of the camera.

**Q: I cannot get my camera to work. How can I make the camera work?**

A: Make sure to allow “camera permissions” in the privacy settings of the browser that you are using. Please keep in mind that if you are accessing the training via other apps like Facebook or Twitter, you may need make sure to allow camera access for that app in the privacy settings for that app.

**Q: I cannot hear anything during the 999 calls?**

A: Make sure to increase the volume of your device.

**Q: My browser is stated as ‘unsupported’ – what do I do?**

A: If your browser is unsupported, the training application should state alternative browsers that should be used. You may also be able to continue with the training tool with your current browser, but there is a likelihood that certain features may not work correctly.

**Q: I’m receiving multiple prompts to enable my camera – what do I do?**

A: For certain mobile devices this is sometimes experienced, to ensure your camera functionality works as intended accept the prompts.

**Q: Certain things aren’t working – how do I inform BHF?**

A: Please contact [revivr@bhf.org.uk](mailto:revivr@bhf.org.uk) and we’ll aim to support you or raise to our development team.

## **Data and privacy**

**Q: Why does RevivR need access to my data?**

The tool will gather analytical data regarding how it is being used, for example page load times, user journey drop-off locations and method/source of entry.

See <https://www.bhf.org.uk/what-we-do/our-policies/our-cookies-policy> for more details.

**Q: What will my data be used for?**

See <https://www.bhf.org.uk/what-we-do/our-policies/our-cookies-policy> for more details.

**Q: How can I remove consent to use my data if I change my mind?**

If you enter the page, there will be a cookie-icon on the lower right side. Click this icon to be able to change your settings.

**Q: I see you’re using Google Analytics. Can you identify a specific individual, their age and location (city level)?**

Our configuration of Google Analytics on RevivR can identify location on city level, and estimated age. A personal ID is not available or used. If an end user rejects cookies, Google Analytics is also disabled.

**Q. What does your privacy notice cover?**

Our cookies and privacy notice has been applied to the RevivR app, as well as our website. Due to the way we have designed RevivR, there is no Personally Identifiable Information captured through RevivR, unless users go through the certificate or donation journey, where data capture is clear, evidential, and concise.

**Q: Are the donation and/or certificate journeys mandatory for me to complete the training?**

The certificate and donation journeys are both optional to all users, with both journeys coming after learning the skills required to save a life through RevivR.

**Q: Why do you capture data across the donation and certificate journeys?**

Our desire in capturing data is to primarily educate individuals on the work the BHF are doing, giving them a heightened awareness to support and get involved in our life-saving ambitions.

**Q: Can I submit a subject access request?**

At the BHF we follow data protection policies for all our customer data activities. Subject access requests can take place on any data captured through our website. The ability to complete RevivR without the certificate or donation journeys being followed may mean that there could be no information provided upon request.

**Q: Does the BHF host the information or a third party? If a third party, who?**

All customer data is hosted and stored by the BHF on infrastructure hosted within the UK. RevivR product related data is hosted by Laerdal Medical with the BHF being provided with access. The design of RevivR has gone through all internal Data Protection, Information Security & Technical Design Authorities, with Laerdal Medical also being a long-term contractually bound partner who hold numerous quality certifications (inc. ISO27001).

**Q: What is the data retention period for data captured by RevivR?**

Any data captured through our certificate or donation journeys will be deleted after six years if the user has not engaged with the organisation within that period.

## **Other**

**Q: Is the Vinnie Jones advert advice still relevant?**

A: Yes, hands-only CPR is a highly effective method. Call for an ambulance and press down hard and fast in the centre of the chest, 100-120 beats per minutes until help arrives, the casualty wakes up or you are exhausted.

**Q: Do I have to give the BHF a donation for this training?**

A: No, you are not required to give a donation at the end of this training, however there is a voluntary donation option if you wish to support British Heart Foundation's lifesaving efforts.

**Q: What is the difference between this training and your Call Push Rescue training?**

A: BHF RevivR is self-directed training that is completed using a mobile phone and a firm cushion. Call Push Rescue was classroom-based training which requires a manikin and our Call Push Rescue training video, but this is being retired towards the end of 2023.

**Q: The BHF closed the Heartstart first aid scheme to focus purely on Call. Push. Rescue as the sole training programme. Why are the BHF now able to bring out a new product?**

A: RevivR is a new digital training tool, we have been able to develop this as the ongoing maintenance and operating model for the product is more manageable for the BHF, in both cost and delivery. This product is more closely aligned with the BHF strategy to 2023.

**Q: Who are Laerdal?**

A: Laerdal is a company that develops products and programs for healthcare providers, voluntary organisations, educational institutions, hospitals, and the military worldwide. Laerdal is developing solutions to train both healthcare providers and the general population in the lifesaving skill of Cardiopulmonary resuscitation (CPR).

**Q: Why are the BHF working with Laerdal?**

A: Laerdal are a company that develops products and programs for healthcare providers, voluntary organisations, educational institutions, hospitals, and the military worldwide. BHF and Laerdal have had a long-standing partnership which has helped trained millions of people with the skills to save a life.

**Q. Why has the BHF chosen the name RevivR? What is the reasoning behind this?**

A: The product name 'RevivR' has clear links with the lifesaving nature of the tool and is unique and different. We chose a name aligned with a tool that is delivering CPR training in an updated and digital method.