**Acute Trust - Interview Notes for eRedBag User Story**

**Name –** Louise O’Connor

**Role** – Lead Lung Cancer Clinical Nurse Specialist

**Trust –** Epsom and St Helier University Hospitals NHS Trust

**“It made a massive difference to this patient’s care so I would recommend it to anybody.”**

**How did you use the information in the eRedBag?**

In this particular patient’s case, the eRedBag had almost like an advanced directive of what the patient wanted and what she didn’t want in certain circumstances so it was a case of if there was a potential cancer diagnosis there, she wouldn’t want any invasive investigations, she wouldn’t want any treatment for it. However, that was exactly what I was about to do for her, I was about to start doing some quite difficult investigations and without the information in the eRedBag, she would have ended up with two huge scans plus a lot of blood tests, breathing tests and then a biopsy.

It was very obvious in what was written between the GP, the Care Home and the family and herself that that was not what she wanted. So, I was able to take that documentation and because it’s multidisciplinary documentation it meant that I could be reassured that the patient had had a full best interests discussion either with or without her capacity to make that decision for her. As it was available there and it was current, I was able to use that in my assessment to say right, actually I’m not going to take this patient any further because it contra-indicated her current wishes.

**How was accessing the eRedBag important for patient care?**

By having the information available to me on the computer meant I didn’t need to bring her in face to face and I didn’t need to organise a test - I would have ended up bringing her in, in an ambulance, putting her through something where she wouldn’t have been able to eat and drink for four hours just to have a scan that we already knew she didn’t want just by reading what’s in the eRedBag. So having it online was absolutely vital.

**If you knew a patient was from a care home, would you now look for an eRedBag on the system?**

Absolutely – I’ve literally just got another one today, a younger woman in a care home because of mental health issues and I didn’t have that information, so I’ve had to go through to the care home, there were no nurses there, so I had to go through to the admin person, try and get as much information as possible and I’m not convinced I’ve made the right decision for this patient anyway. It won’t be unsafe, but if I was to do a direct comparison of the two, I could really have done with it. For me personally and a lot of the other cancer nurses that do Straight to Test telephone assessments, this would make a massive difference to our patients, it really, really would.

**Tips for promoting the eRedBag throughout the Trust**

I would make it part of mandatory training, in the same was as safeguarding and capacity. Also advertising the eRedBag on computer screensavers would be really good.