eRedBag Email Templates

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Initial engagement email

Attachment: Dummy eRedBag

Subject: eRedBag – the digital version of the Red Bag Documents- <insert care home name>

Dear <care home manager or relevant contact>

<Thank you for expressing an interest in the eRedBag Pathway.

This email tells you more about the eRedBag and its benefits.> or <I have attempted to contact you to discuss the eRedBag and how it can benefit your care home staff and residents.>

About the eRedBag Pathway
The eRedBag is the digital version of the paper documents included in the Red Bag and is relevant whether your home uses a Red Bag or not. Please see the attached pdf document of the eRedBag. This pdf is a dummy digital version which can also include the Hospital Passport.

The eRedBag is transferred electronically into an IT software system accessed by hospital staff in South West London.

The eRedBag helps improve the experiences and quality of care of residents moving from their care homes to hospital in an emergency and then back to their care homes.

There are multiple benefits to your care home of using the eRedBag, such as:
- More time to care for your residents in your home as less time spent filling in the Red Bag documents

- Fewer calls from hospital staff received by the care home as all the relevant information is available to them in the eRedBag

- Better quality of care and safer care for your residents whilst in hospital

- Reduced length of stay in hospital as more relevant information is available to more staff at the right time

- Resident's wishes are respected, and their story is known as relevant information is shared with the people who need to know when they need to know

For some homes, implementing the eRedBag will be the first step into digital data sharing with the NHS, and for others it will be a natural progression from other digital work, for example, remote monitoring or proxy ordering of medications.

By implementing the eRedBag in your care home, your home will have improved digital readiness and better information management and security. We can help your home with meeting data protection standards as we have specialists in GDPR available for you.
Wherever your care home is on the digital journey, we can support you with implementation.

More information on the eRedBag can also be found on our webpage:
https://healthinnovationnetwork.com/resources/implementing-the-eredbag-pathway/
The best documents to read are in:
- 'Understanding the eRedBag Pathway' – look at 'eRedBag Pathway on a Page' and 'eRedBag Short Guide'

- 'Experiencing the eRedBag Pathway' by care homes staff – you can read the stories of 'Arthur and Mary'; 'Marie' and 'Rekha'

Please get in touch if you are interested and we will get back to you with what your organisation needs to do to go live, otherwise I will be in contact with you shortly.

Kind regards

Follow on engagement emails depending on care home situation

Not at Standards Met & not onboarded to the DCC
Attachment: DPIA

Subject: eRedBag: How to go live - <care home name>

Dear <name of Care Home Manager or relevant contact>

Thank you for your interest in the eRedBag.

This email describes what the next steps are for your organisation to go live with the eRedBag.

As you are a user of <digital social care record>, there are only two steps needed for your care home to go live with the eRedBag. These are:

1. Publish at Standards Met XX/XX on the Data Security and Protection Toolkit (DSPT).

2. Your organisation needs to be listed on South West London's information sharing platform, called the Data Controller Console (DCC), where it will electronically sign the Information Sharing Agreement (see attached).

    The DCC enables all organisations sharing data in SWL to easily sign up to share data amongst themselves.

    Once your organisation is published at XX/XX Standards Met, your organisation will be supported to be on the DCC. This will enable your organisation to share personal sensitive data contained in the eRedBag.

I will be in contact shortly to arrange a time with you to discuss this email and help support your home to be live with the eRedBag.

Kind regards

Subject: eRedBag: How to go live - <mark><care home name></mark>

Dear <mark><name of Care Home Manager or relevant contact></mark>

Thank you for your interest in the eRedBag.

This email describes what the next steps are for your organisation to go live with the eRedBag.

As your organisation:
- is at Standards Met on the Data Security and Protection Toolkit (DSPT)
- is a user of <mark><digital social care record></mark>
- is already onboarded to SWL's information sharing platform, called the Data Controller Console (DCC), and
- has electronically signed South West London's overarching Information Sharing Agreement

The next steps are for your organisation to:
1. view the eRedBag Purpose Specific Information Sharing Agreement and the eRedBag Data Protection Information Agreement on the DCC.
2. arrange a go live date for the eRedBag.
3. agree to republish at Standards Met by 30 June 202X.

I will be in contact with you shortly to arrange a time with you to discuss this email and help support your home to be live with the eRedBag.

Kind regards

<insert signature>

Published at Standards Met & not DCC onboarded

Attachment: DPIA

Subject: eRedBag: How to go live - <mark><care home name></mark>

Dear <mark><name of Care Home Manager or relevant contact></mark>

Thank you for your interest in the eRedBag.

This email describes what the next steps are for your organisation to go live with the eRedBag.

As your organisation is at Standards Met on NHS Data Security and Protection Toolkit, the steps your organisation will need to take are:

- to be listed on South West London's information sharing platform, called the Data Controller Console (DCC) and to electronically sign the Information Sharing Agreement (see attached).

The DCC enables all organisations sharing data in SWL to easily sign up to share data amongst themselves. All NHS services, including general practices, 111 services, community services, hospitals are on the DCC, plus other organisations, such as local authorities.

This will enable your organisation to share personal sensitive data contained in the eRedBag.

Then, the next step is to arrange a go live date for the eRedBag and agree to republish at Standards Met by 30 June 202X.

I will be in contact with you shortly to arrange a time with you to discuss this email and help support your home to be live with the eRedBag.

Kind regards

Email care home advising they are live

Subject: eRedBag is live - <care home name>

Dear <care home manager or relevant contact>

Nice to talk with you.

Congratulations on implementing the eRedBag at <insert care home name>.

I look forward to meeting you and your team in person on <day and date> at <time>.

The aim of the session is to go through the 'eRedBag Pathway Pack' with you, deliver training on the eRedBag and to support <care home name> with anything further we offer in South West London.

I'd like to share some slides as part of the training session so it would be helpful to have a screen to link my laptop up to.

I've attached an eRedBag newsletter piece which is designed for you to publish in your newsletter to advise residents and their family on the benefits of the eRedBag.

I have also attached your certificate of digital achievement for implementing the eRedBag.

Further information on the eRedBag can be found on our webpage, such as the eRedBag Guide for Care Home Providers: Implementing the eRedBag Pathway

If you have any questions, please don't hesitate to contact me otherwise I look forward to meeting you on <insert date>.

Kind regards

Closure email – multiple attempted contacts
Forward on your last attempted email to the care home

Dear <mark>\<care home manager or relevant contact\></mark>

We have tried to phone you to help you with the next stages for implementing the eRedBag into your care home, but we have not been able to speak with you so we assume now must not be the right time to implement the eRedBag in your care home.

We are here to help you if you wish to progress with other digital projects such as Remote Monitoring, Data Security and Protection Toolkit (DSPT), Digital Social Care Records.

You can do this by emailing SWLCareHomes.Admin@swlondon.nhs.uk or if you have any other digital questions, please do get in touch.

Kind regards
<insert signature>

Closure email – not interested in progressing further
Forward on your last attempted email to the care home

Dear <mark>\<care home manager or relevant contact\></mark>

Thank you for your time.

I have noted on our records that you are not interested in the eRedBag at this time.

We are here to help you if you wish to progress with the eRedBag at a later time or other digital projects such as Remote Monitoring, Data Security and Protection Toolkit (DSPT), Digital Social Care Records.

You can do this by emailing SWLCareHomes.Admin@swlondon.nhs.uk or if you have any other digital questions, please do get in touch.

Kind regards
<insert signature>