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Request for Information Reference: 06.19.10

Direct line: 01325 743700  
Email: [cdda-tr.cddftfoi@nhs.net](mailto:cdda-tr.cddftfoi@nhs.net)

Email only

4 July 2019

## **Freedom of Information Act 2000 – Request for Information**

Thank you for your request for information received on 6 June 2019 in relation to the County Durham and Darlington NHS Foundation Trust (Trust). We are dealing with your request under the provisions of the Freedom of Information Act 2000.

You requested information regarding social media. Specifically you requested information as follows:

### ***1. Do you have a staff social media policy?***

Answer: The communications team has a social media policy and guidelines for staff wishing to set up and run social media platforms for professional marketing purposes for individual services or departments.

### ***2. Do you have a policy or guidance on staff use of messaging apps, such as WhatsApp, Silo, Forward?***

Answer: The Trust email policy refers to 'electronic messaging'

### ***3. Does your Trust actively discourage the use of WhatsApp?***

Answer: The Trust does not encourage nor discourage staff on the use of WhatsApp.

### ***4. In the past two calendar years, have any staff been formally disciplined for the inappropriate use of messaging apps at work (i.e. for sharing clinical information) or for using unapproved messaging apps? If yes, how many?***

Answer: Yes, one.

### ***5. Are you aware how many staff use WhatsApp for work-based communication with colleagues? If yes, how many?***

Answer: Yes, The Trust has 53 people with WhatsApp installed on Trust mobile phones.

**6. Have you recommended or implemented a messaging platform for use across your Trust? If yes, which app or platform do you use?**

Answer: Yes, Cisco Jabber.

In line with the Information Commissioner's directive on the disclosure of information under the Freedom of Information Act 2000 your request will form part of our disclosure log. Therefore, a version of our response which will protect your anonymity will be posted on the County Durham and Darlington NHS Foundation Trust website.

If you have any queries or wish to discuss the information supplied, please do not hesitate to contact me on the above telephone number or at the above address.

If you are unhappy with the way your request for information has been handled, you can request a review by writing to:

The Chief Executive  
County Durham & Darlington NHS Foundation Trust  
Darlington Memorial Hospital  
Hollyhurst Road  
Darlington  
DL3 6HX

If, you remain dissatisfied with the handling of your request or complaint, you have a right to appeal to the Information Commissioner at:

The Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF

Telephone: 0303 123 1113

Website: [www.ico.gov.uk](http://www.ico.gov.uk).

There is no charge for making an appeal.

Yours sincerely

**Joanna Tyrrell**  
Freedom of Information Officer