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Request for Information Reference: 07.19.22

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

Email only

5 August 2019

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

Thank you for your request for information received on 10 July 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 the Trust's policies on instant messaging. Specifically you requested information as follows:

- 1. Does your Trust/organisation permit clinicians to communicate about patients or other clinical matters (for example, a junior doctor discussing a patient with a consultant) using an instant messaging app (for example, WhatsApp, Forward, Siilo, Medicbleep, Skype for Business, Vocera, Rainbow)?***

Answer: No.

- 2. If yes, what is/are the names of the apps/devices?***

Answer: N/A.

- 3. If applicable, do your clinicians use their personal devices, or those provided by your Trust/Trust/organisation for the purposes referenced in question 1(for example, the ASCOM 'Myco 2')?***

Answer: N/A.

- 4. If such devices are provided by your Trust/organisation for use by clinicians, what is the make and model of each device?***

Answer: N/A.

- 5. If your Trust/organisation does not use any such app or device, please state whether your Trust/organisation is considering their use, stating which apps and/or devices are being considered?**

Answer: Yes, the Apps and devices have yet to be determined.

- 6. Please state whether your Trust/organisation has an instant messaging, or related policy?**

Answer: Social Media Policy.

- 7. Please attach your Trust/organisation's instant messaging, or related policy?**

Answer: Please see the attached Social Media Policy.

- 8. Please state whether your Trust/organisation has carried out a Data Protection Impact Assessment (DPIA) for:**

- a. Instant messaging generally for the purposes mentioned in question 1?**

Answer: N/A.

- b. Specific instant messaging apps/devices (each, if more than one) for the purposes mentioned in question 1?**

Answer: N/A.

- 9. Please enclose the DPIAs referred to in question 8?**

Answer: N/A.

- 10. If not included in your DPIA, please enclose your standard operating procedure and/or policies which specify how information is separated and, if necessary, extracted from the apps/devices where:**

- a. A valid access request (e.g. patients, police etc.) is made for all patient information contained on the apps/devices?**

Answer: N/A.

- b. A valid access request is made for the personal data of a user of the apps/devices?**

Answer: N/A.

**11. Please state the number of reported incidents (categorised, if possible) concerning the devices/apps (each, if more than one)?**

Answer: N/A.

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