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Foundation Trust Office: 01325 74 3625
Corporate Records Office: 01325 74 3700

Request for Information Reference: 09.22.36

FOI Direct line: 01325 743700
Email: cdda-tr.cddftfoi@nhs.net

Email only

20th September 2022

Dear

Freedom of Information Act 2000 – Request for Information

Thank you for submitting a request for information which we received on 19th September 2022 in relation to County Durham and Darlington NHS Foundation Trust (the Trust). Your request has been processed under the provisions of the Freedom of Information Act 2000 and I am now able to provide you with a response.

Your request was in relation to Use of WhatsApp by or within the NHS Trust and I am providing the following information in response to your specific questions:

Since January 2021, has the WhatsApp mobile application been used by the Trust, or any employee of The Trust (permanent or agency) in the course of their work at The Trust, either with patients or between employee groups? If so, please also provide details of how often WhatsApp has been used The Trust and for what purpose.

The WhatsApp mobile application has been used by the Trust but the Trust does not centrally record this information and estimates that it would take a significant amount of time to gather the information requested. Therefore, we are refusing this section of your request for information pursuant to section 12 of the Act on the grounds that we estimate that the cost of complying with the request would exceed the appropriate limit. The appropriate limit at the present time is £450.00 which equates to eighteen hours of work by a member of staff at the rate of £25 per hour. However our policies on use of mobile messaging tools are in alignment with guidance from NHS England <https://www.nhs.uk/information-governance/guidance/use-mobile-messaging-software-health-and-care-settings/>

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 on the Trust's website. However please be assured that we anonymise all responses prior to adding them to the disclosure log.

I hope that this response has provided you with the information you had requested. If you have any queries or wish to discuss the information supplied, please do not hesitate to contact me by telephone or in writing. If however, you are dissatisfied with the way in which your request has been handled and would like an internal review, you will need to contact me in writing at the above address or via cdda-tr.cddftfoi@nhs.

If you remain dissatisfied with our response following an internal review you have the right to appeal to The Information Commissioner at Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF. More information is available on their website; www.ico.gov.uk.

Yours sincerely

Corporate Records and Freedom of Information Facilitator