

Information Governance

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25th June 2019

Our reference: FOI DA3142

I am responding to your request for information received 6th June 2019. This has been treated as a request under the Freedom of Information Act 2000.

I am now enclosing a response which is attached to the end of this letter. Please do not hesitate to contact me on the contact details above if you have any further queries.

Yours sincerely,

Ayomide Adediran
Information Governance Coordinator

If you are dissatisfied with the Trust's response to your FOIA request then you should contact us and we will arrange for an internal review of this decision. If you remain dissatisfied with the decision following our response to your complaint, you may write to the Information Commissioner for a decision under Section 50 of the Freedom of Information Act 2000. The Information Commissioner can be contacted at:

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

Tel: 0303 123 1113
Web: www.ico.org.uk

Please note that the data supplied is not allowed to be re-used and/or published without the explicit consent of East London NHS Foundation Trust. Please contact the signatory to request permission if this is your intention

Request:

To Whom It May Concern, I am writing to you under the Freedom of Information Act 2000 to request the following information from East London NHS Foundation Trust:

Question 1. Do you have a staff social media policy?

Answer: Yes, please find the policy attached. Please note that a new policy is currently being prepared and is in the process of finalisation.

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

Answer: No.

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

Answer: No.

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

Answer: Section 40 of the Freedom of Information Act 2000 provides an exemption if the information requested is personal data protected by the Data Protection Act. We are therefore exercising our right under Section 40 to not disclose this information because this is personal data regarding particular individuals.

As there were less than five staff that were formally disciplined for the inappropriate use of messaging apps at work in the past two calendar years, providing this information would risk individuals being identified and confidential data disclosed.

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

Answer: To answer this question we would need to contact each team to request this information therefore, the Trust is unable to comply with your request as the cost of compliance and extracting your exact requirements would exceed the appropriate cost limit of £450 which is specified in Section 12 of the Freedom of Information Act 2000. This is based on a rate of £25 per hour, regardless of the rate of pay of any individual involved in the retrieval of requested information, and equates to 18 hours work.

Question 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, the Trust uses MS Teams.