

Ref: FOI/GS/ID 5575

**Please reply to:**  
FOI Administrator  
Trust Management  
Maidstone Hospital  
Hermitage Lane  
Maidstone  
Kent  
ME16 9QQ  
Email: mtw-tr.foiadmin@nhs.net

28 August 2019

## **Freedom of Information Act 2000**

I am writing in response to your request for information made under the Freedom of Information Act 2000 in relation to Instant Messaging.

*You asked:*

*1. Are medical staff permitted to use third-party instant messaging/communication applications (e.g. WhatsApp, Skype, SMS, Facebook messenger etc.) to exchange or communicate patient data?*

*Yes*

*No*

*Not sure*

*2. Do medical staff use any of the following communication apps to share patient data with their colleagues (please select as many as applicable)*

*WhatsApp*

*SMS*

*Skype*

*Skype for Business*

*StarLeaf*

*Instagram*

*Facebook Messenger*

*LinkedIn Messenger*

*Google Hangouts*

*Slack*

*Other*

*Not sure*

*3. If no, what other systems do medical staff use to communicate and share patient data with their colleagues? (please select as many as applicable)*

*Letters*

*Paper files*

*Phone*

Email

Other [please specify]

Not sure

4. Does your trust have any processes in place to stop medical staff accessing patient data (for example, which they have exchanged with other medical staff from their personal device) when they have left the NHS trust and moved on to new job? I believe access to systems is ended by It when individual's leave the Trust

Yes

No

Not sure

Trust response:

1. No

2. No

3. Encrypted software provided by the Trust

4. Access to systems is ended by It when individual's leave the Trust