

Ref: FOI/GS/ID 4640

Please reply to:
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Trust Management
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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 applications.

You asked:

- 1. Does your Trust have a plan or strategy in place to limit and discourage the use of consumer messaging apps (e.g. WhatsApp) within the Trust?*
- 2. What instant messaging apps does the Trust currently provide to staff?*
- 3. The name and email address of the person responsible within the Trust who is responsible for evaluating & purchasing instant messaging apps for staff to communicate.*

Trust response:

- Trust staff are advised that the use of consumer messaging apps (e.g., WhatsApp) should be limited to use in the event of emergencies, such as a major incident, to help call in staff and update staff but such usage must be limited to non-patient specific information.
- The Trust is currently evaluating Jabber and this is being piloted in the Health Informatics Department.
- All IT related services and applications fall within the remit of the Director of Health Informatics, Michael Beckett, whose email is: Michael.beckett@nhs.net.