

Ref: FOI/GS/ID 7697

Please reply to:
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23 September 2022

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 WhatsApp use.

You asked:

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.

Trust response:

The Trust is unable to answer this question. However, we can confirm that 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.