

12 August 2019

Information Rights & Compliance Team
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Our Ref: FOI/03373

Thank you for your request concerning clinical communications.

Your request has been considered and processed in accordance with the requirements of the Freedom of Information (FOI) Act 2000.

- Does your Trust/organisation permit clinicians to communicate about patients or other clinical matters (for example, a junior doctor discussing a patient with a consultant) using an instant messaging app (for example, WhatsApp, Forward, Siilo, Medicbleep, Skype for Business, Vocera, Rainbow)?**

The Trust makes an IM tool available for staff use. This could include clinical matters, although Skype for Business was not procured specifically as a clinical liaison tool.

- If yes, what is/are the names of the apps/devices?**

Skype for business.

- If applicable, do your clinicians use their personal devices, or those provided by your Trust/Trust/organisation for the purposes referenced in question 1(for example, the ASCOM 'Myco 2')?**

Staff use mobile phones and laptop devices provided by the Trust.

- If such devices are provided by your Trust/organisation for use by clinicians, what is the make and model of each device?**

The Trust currently has the following models of mobile phone and laptop in its estate.

Mobiles	Laptops
iPhones	HP650's
Samsung J3	HP840's
Samsung J5	HP Tablets
Windows 650	iPads
	Lenovo's

5. **If your Trust/organisation does not use any such app or device, please state whether your Trust/organisation is considering their use, stating which apps and/or devices are being considered.**

Not applicable.

6. **Please state whether your Trust/organisation has an instant messaging, or related policy.**

Yes, the Trust has an Email, Internet and Instant Messaging Policy.

7. **Please attach your Trust/organisation's instant messaging, or related policy.**

Please see attached.

8. **Please state whether your Trust/organisation has carried out a Data Protection Impact Assessment (DPIA) for:**

- a. **Instant messaging generally for the purposes mentioned in question 1.**

As noted above, the Trust did not implement Skype for Business as a clinical messaging system. On this basis, a DPIA was not undertaken.

- b. **Specific instant messaging apps/devices (each, if more than one) for the purposes mentioned in question 1.**

See answer to Q8a.

9. **Please enclose the DPIAs referred to in question 8.**

Not applicable.

10. **If not included in your DPIA, please enclose your standard operating procedure and/or policies which specify how information is separated and, if necessary, extracted from the apps/devices where:**

- a. **A valid access request (e.g. patients, police etc.) is made for all patient information contained on the apps/devices.**
b. **A valid access request is made for the personal data of a user of the apps/devices.**

See attached Access to Records Policy. The Care Records Management Policy requires that correspondence relating to patients is uploaded to the Electronic Patient Record with 2 working days. This is the responsibility of the relevant clinician.

11. **Please state the number of reported incidents (categorised, if possible) concerning the devices/apps (each, if more than one).**

At time of writing, no incidents have been recorded relating to the use of Skype for Business.

Should you require further clarification, please do not hesitate to contact me.

Please find enclosed an information sheet regarding copyright protection and the Trust's complaints procedure in the event that you are not satisfied with the response.

Yours sincerely

Sue Smith

Sue Smith
Information Rights Officer

Enc: Copyright Protection and Complaints Procedure Information Leaflet.

If you would like to complete a short survey in relation to your Freedom of Information request please scan the QR code below or click [here](#).

