

5 October 2022

Information Rights & Compliance Team  
99 Waverley Road  
St Albans  
Hertfordshire  
AL3 5TL

Tel: 01727 804954  
Email: [Hpkt.foi@nhs.net](mailto:Hpkt.foi@nhs.net)

Our Ref: FOI/04442

Thank you for your request concerning use of WhatsApp within the NHS Trust.

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

**Use of WhatsApp by or within the NHS Trust**

**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.**

This information is not recorded<sup>1</sup>.

Under Section 16 – Duty to provide advice and assistance we can clarify that we do not support or authorise the use of Whatsapp as a communication tool with patients or staff, but that exceptions may be made for clinical necessity (if we can only contact a service user via Whatsapp). However, this would be on a case by case basis, and the policy is that everything needs to be transferred to the EPR within 72 hours.

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](#).



<sup>1</sup> Section 1(1) Any person making a request for information to a public authority is entitled (a) to be informed in writing by the public authority whether it holds information of the description specified in the request, and (b) if that is the case, to have that information communicated to him.