

**Reference Number:** FOI202223/220  
**From:** Commercial  
**Date:** 20/09/2022  
**Subject:** Use of WhatsApp within the Trust

Since January 2021:

Q1 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?

A1 Yes

Q2 Please also provide details of how often WhatsApp has been used The Trust and for what purpose.

A2 Information not held regarding how often WhatsApp was used, the Trust does not routinely collate or hold this information centrally as part of its management or performance data.

Purposes for use include core communications such as during the covid-19 pandemic and to support business continuity and Emergency Preparedness, Resilience and Response (EPRR) activities.

Trust policy states that no patient identifiable data or sensitive business information is to be sent or shared via WhatsApp messaging.