

Request for information under the Freedom of Information Act – 2022.167
Released – 4 October 2022

Thank you for your email received 17 September 2022 requesting information regarding the use of WhatsApp.

Please find detailed below a summary of your request, together with our response.

Summary of your original request:

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.

WhatsApp is not an approved application within the Trust. Due to the exceptional circumstances at the beginning of the pandemic there may have been usage for video consultations between clinical staff and patients, or for recruitment panels.

We are aware that there has been instances for messages between trust colleagues and patients via WhatsApp, but this usage is not recorded; therefore we are not able to provide information in regards to data or usage. Trust colleagues are encouraged not to use WhatsApp.

Chair John Goulston Chief Executive Mairead McCormick

Trust HQ The Oast, Unit D, Hermitage Court, Hermitage Lane, Barming, near Maidstone, Kent ME16 9NT