



**The Clatterbridge
Cancer Centre**
NHS Foundation Trust

Clatterbridge Road
Bebington
Wirral
CH63 4JY

Tel: 0151 556 5000
Web: www.clatterbridgecc.nhs.uk

Date: 12 September 2018

Re: Freedom of Information Request
Ref: 186-2018

Thank you for your email dated 17th August 2018, requesting information in relation to incidents of trust staff or contractors improperly using messaging platforms.

The information that you require is as follows:

I am looking into incidents of trust staff or contractors improperly using messaging platforms (such as, but not limited to, WhatsApp) to communicate information relating to patients.

For each of the last five years (2014 to 2018 inclusive), please tell me:

- how many staff or contractors at your trust have been investigated for doing so.

None

- how many staff or contractors were sanctioned / disciplined for doing so. For each sanction, please say what it was: for example, if it was a monetary fine, please give the value; if it was a suspension, please give the duration.

None

- For each incident of a staff member or contractor being investigated and / or sanctioned, please say: 1) what messaging platform was involved; 2) that individual's broad role at the trust, for example doctor (junior or consultant), nurse, management.

N/A

- For each incident of a staff member or contractor being investigated and / or sanctioned, please say whether the patient or patients concerned were informed that a possible misuse of their data had taken place

N/A

- Does your trust have explicit rules against such use? If so, please point to them.

Confidentiality Code of Practice

Mobile Phone Policy

Communications Policy

In Draft = Email Policy (contacting patient by NHS.Net)

IMT Network Security Policy

Information Asset Management

Social Media Policy

In addition during IMT training trainees sign a competency form which includes a section on understanding data security rules.

Should you require any further information please do not hesitate to contact me on the email address provided below.

Please remember to quote the reference number above in any future communications.

If you are dissatisfied with the handling of your request, you have the right to ask for this to be investigated internally.

If you are dissatisfied with the information you have received, you have the right to ask for an internal review.

Both processes will be handled in accordance with our Trust's Freedom of Information Policy and the Freedom of Information Act 2000.

Internal investigation and internal review requests should be submitted within two months of the date of receipt of the response to your original letter and should be addressed to: Freedom of Information Review, The Clatterbridge Cancer Centre NHS Foundation Trust, Clatterbridge Road, Bebington, Wirral, CH63 4JY

If you are not satisfied with the outcome of the internal investigation/review, you have the right to apply directly to the Information Commissioner for a decision. The Information Commissioner can be contacted at: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF.

In order for us to ensure customer satisfaction and to monitor compliance with the Freedom of Information Act 2000, we would be grateful if you could take a couple of minutes to complete a short feedback form via the link below:

<https://www.surveymonkey.co.uk/r/H39RFMM>