

Date: 2 July 2019

**Re: Freedom of Information Request**  
**Ref: 152- 2019**

Thank you for your email, dated the 7<sup>th</sup> June 2019 requesting information regarding social media/messaging usage at the Trust.

The information that you require is as follows:

1. **Do you have a staff social media policy?**

**Yes, we do have a staff Social Media Policy within our Trust.**

2. **Do you have a policy or guidance on staff use of messaging apps, such as WhatsApp, Siilo, Forward?**

**No, we do not have a policy or guidance on the use of messaging apps.**

3. **Does your Trust actively discourage the use of WhatsApp?**

**No, we do not actively discourage the use of WhatsApp.**

4. **In the past two calendar years, have any staff been formally disciplined for the inappropriate use of messaging apps at work (ie for sharing clinical information) or for using unapproved messaging apps? If yes, how many?**

**No staff have been formally disciplined.**

5. **Are you aware how many staff use WhatsApp for work-based communication with colleagues? If yes, how many?**

**No, we are not aware of the number of staff who use WhatsApp for this purpose.**

6. **Have you recommended or implemented a messaging platform for use across your Trust? If yes, which app or platform do you use?**

**No, we have not recommended or implemented a messaging platform.**

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>**