



Trust Headquarters
Nexus House
Gatwick Road
Crawley
West Sussex
RH10 9BG

Tel: 0300 123 0999
www.secamb.nhs.uk

27th September 2022

Email:

Dear,

I am writing in response to your enquiry under the Freedom of Information Act 2000 (FOIA) reference FOI 220920.

You requested the following information, please also see our response below:

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.

The IT team have a pre-defined list of applications to be installed on personally issued devices (mobile phones and iPads). WhatsApp is not part of this list and is not approved for interacting with patients or sharing patient data. All personally issued devices offer the flexibility to install apps under an individual's personal account. The IT team do not monitor personally installed applications, which could include WhatsApp.

I hope you find this information of some assistance.

If for any reason you are dissatisfied with our response, kindly in the first instance contact Caroline Smart, Head of Information Governance via the following email address:

FOI@secamb.nhs.uk

Yours sincerely

**Freedom of Information Coordinator
South East Coast Ambulance Service NHS Foundation Trust**