



South East Coast Ambulance Service NHS
Foundation Trust
Nexus House
Gatwick Road
Crawley
RH10 9BG

Date 8th October 2018

Email: foi@secamb.nhs.uk

Email:

Dear,

I am writing in response to your enquiry under the Freedom of Information Act 2000 (FOIA) reference FOI/18/08/21.

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

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.

There have been no incidents relating to contractors. The information below is related to inappropriate use of Social Media for SECamb staff.

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.

From 2014 to date 40 members of staff of all ranks have been investigated for instances of inappropriate use of Social Media. Not all breaches of social media related to patient sensitive information, for instance there have also been inappropriate posting regarding other Trust personnel.

- 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.

Sanctions ranged from no further action through dismissal and included Verbal Warning, First Written Warning & Final Written Warning.

- 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.

All breached of Social Media were on Facebook. Staff who were investigated include ECSW, Technicians, Paramedics.

- 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

All cases that involve misuse of an individual's data are reported to that individual at the earliest opportunity as part of the investigation.

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

Please find attached our Social Media Policy

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, Information Governance Lead via the following email address:

FOI@secamb.nhs.uk

Yours sincerely

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