

***Request under Freedom of Information Act 2000***

Thank you for your request for information which we received on 20 September 2022.

I am pleased to confirm the following.

**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.**

During the height of the Covid-19 pandemic, we introduced the use of WhatsApp broadcast groups as an additional way of communicating with our staff and getting time critical information out to them as quickly as possible. This was for internal use only and colleagues would actively opt into receiving this information.

Since then, we have continued to use it as we have found it to be a very useful and effective tool for communicating corporate updates to staff. We know that across the organisation, Whatsapp is used by teams to send instant, secure communication, although no patient information is permitted to be shared on the platform.

You are advised that this information is provided in accordance with the Freedom of Information Act 2000 and is for your personal use. Any re-use of this information will be subject to copyright and the Re-Use of Public Sector Information Regulations (1st July 05) and authorisation from Milton Keynes Hospital NHS Foundation Trust will be required. In the event of any re-use, the information must be reproduced accurately and not used in a misleading manner.

If you are unhappy with the information received in response to this request, please address your complaint to the Patient Affairs Office at Milton Keynes Hospital NHS Foundation Trust, Standing Way, Eaglestone, Milton Keynes MK6 5LD. If, after exhausting our internal process, you are still unhappy with the information received, you may write to the Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF.

If you need any further assistance, please do not hesitate to contact us at the address above.

Yours sincerely,

Freedom of Information Co-ordinator  
For and on behalf of Milton Keynes Hospital NHS Foundation Trust

Any re-use of this information will be subject to the  
'Re-use of Public Sector Information Regulations' and best practice.