

Freedom of Information request 58-18

Request

1. How many hospitals have a policy regarding the use of messaging apps by their staff?
2. A list of hospitals that have a policy.
3. Does the policy forbid the use of social messaging apps for sharing patient information?
4. A list of hospitals that are paying for messaging apps
5. For the last 3 financial years (2014/15 - 2016/17) what is the total amount spent by hospitals on messaging apps?
6. A list of the suppliers/vendors.
7. What is the contract type?
8. When does the contract start/end?

Response

1. All hospitals in the area are governed by the NHS Borders Use of Social Media Policy which outlines how social messaging may be used.
2. As above.
3. The policy clarifies the standards required of NHS Borders employees when using social media for both business and personal use.
4. No hospitals pay for messaging apps.
5. Not applicable.
6. Not applicable.
7. Not applicable.
8. Not applicable.

If you are not satisfied with the way your request has been handled or the decision given, you may ask NHS Borders to review its actions and the decision. If you would like to request a review please apply in writing to, Freedom of Information Review, NHS Borders, Room 2EC3, Education Centre, Borders General Hospital, Melrose, TD6 9BS or foi.enquiries@borders.scot.nhs.uk.

The request for a review should include your name and address for correspondence, the request for information to which the request relates and the issue which you wish to be reviewed. Please state the reference number **58-18** on this request. Your request should be made within 40 working days from receipt of this letter.

If following this review, you remain dissatisfied with the outcome, you may appeal to the Scottish Information Commissioner and request an investigation of your complaint. Your request to the Scottish Information Commissioner should be in writing (or other permanent form), stating your name and an address for correspondence. You should provide the details of the request and your reasons for dissatisfaction with both the original response by NHS Borders and your reasons for dissatisfaction with the outcome of the internal review. Your application for an investigation by the Scottish Information Commissioner must be made within six months of your receipt of the response with which you are dissatisfied. The address for the Office of the

Scottish Information Commissioner is, Office of the Scottish Information Commissioner, Kinburn Castle,
Doubledykes Road, St Andrews, Fife.