



Ref: FOIA Reference 2019/20-432

**Royal Stoke University Hospital**  
**Quality, Safety and Compliance Department**  
Newcastle Road  
Stoke-on-Trent  
Staffordshire  
ST4 6QG

Date: 24<sup>th</sup> October 2019

Email [foi@uhn.nhs.uk](mailto:foi@uhn.nhs.uk)

Dear

I am writing in response to your email dated 22<sup>nd</sup> October 2019 requesting information under the Freedom of Information Act (2000) regarding communications.

We contacted you the same day via email as, under section 8(1) of the FOI Act, requestors are required to provide a full name in order to make a request valid. The Information Commissioner states that a "title and/or first name with surname satisfies the requirement for provision of a real name, as does the use by a female applicant of her maiden name". Therefore, in order to proceed with your request can you please supply us with a valid name?

You replied via email with your full name.

As of 1<sup>st</sup> November 2014 University Hospitals of North Midlands NHS Trust (UHNM) manages two hospital sites – Royal Stoke University Hospital, and County Hospital (Stafford). Therefore the response below is for the two sites combined from that date where appropriate.

**Q1 How many of your doctors and healthcare professionals are still using SMS, WhatsApp, Facebook Messenger, Signal, Telegram or similar messaging solutions to share patient data?**

A1 Information not held, please also note that this is against Trust policy

**Q2 Does your Trust have a contract with a digital communications company for inter team communication (e.g. Induction, Hospify, Siilo, Forward, Medic Bleep, Common Time, Ascom, Vocera etc)?**

**Please state which digital communications company.**

A2 UHNM does not have a contract with a digital communications company for inter team communication (e.g. Induction, Hospify, Siilo, Forward, Medic Bleep, Common Time, Ascom, Vocera etc)

**Q3 Is this communications solution being used across the whole Trust or just in pockets (e.g. wards, units or departments)? If in pockets, which wards, units and departments, and why only in those areas?**

A3 Not applicable

**Q4 If your Trust does have a contract with a digital communications company, do you have a data sharing agreement and clinical safety assessment in place with this company?**

A4 Not applicable

**Q5 Was there any period in the last 3 years when your Trust has been using a digital communications solution without a data sharing agreement in place?**

A5 Not applicable

**Q6 How many patients' data has been inappropriately shared without this governance? How many patients' data is expected to be still shared without the right governance over the next 2 years?**

A6 Not applicable

**Q7 NHS England states that each software provider and NHS organisation has to do DCB 0129/0160 before deploying a technology in order to make sure of its clinical safety – did your Trust do DCB 0129/0160 before deploying a digital communications solution?**

**If not, what is your Trust doing about it?**

A7 Not applicable

\*Please note that any individuals identified do not give consent for their personal data to be processed for the purposes of direct marketing.

***UHNM NHS Trust is a public sector body and governed by EU law. FOI requestors should note that any new Trust requirements over the EU threshold will be subject to these regulations and will be advertised for open competition accordingly.***

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An anonymised copy of this request can be found on the Trust's disclosure log, please note that all requests can be found at the following link: <http://www.uhnm.nhs.uk/aboutus/Statutory-Policies-and-Procedures/Pages/Freedom-of-Information-Disclosure-Log.aspx>

This letter confirms the completion of this request. A log of this request and a copy of this letter will be held by the Trust.

If you have any queries related to the response provided please in the first instance contact my office.

Should you have a complaint about the response or the handling of your request, please also contact my office to request a review of this. If having exhausted the Trust's FOIA complaints process you are

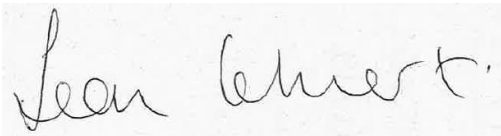
still not satisfied, you are entitled to approach the Information Commissioner's Office (ICO) and request an assessment of the manner in which the Trust has managed your request.

The Information Commissioner may be contacted at:

Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF or via [www.ico.org.uk](http://www.ico.org.uk).

If following review of the responses I can be of any further assistance please contact my secretary on 01782 676474.

Yours,



Jean Lehnert  
**Information Governance Manager**