

Date: **15 January 2020**

Our reference: **FOIRQ5550**

Dear Sir/Madam,

Thank you for your request for information, which we have processed under the Freedom of Information Act 2000. Please see our response to your following request for information:

Your Request

Please could you answer the follow questions: 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?

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.

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?

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?

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?

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?

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?

Our Request for Clarification

We contacted you to clarify the meaning of “Digital Communication” to enable us to understand what information you are specifically requesting from the Trust.

Your Response to Our Request for Clarification

You responded with the following clarification:

“by digital communication, we mean an app and/or desktop based solution which members of staff use to communication through, like people use WhatsApp in their personal lives. Induction, Hospify, Siilo, Forward, Medic Bleep, Common Time, Ascom, Vocera are all digital communication tools used in healthcare”.

Our Response (in bold)

Great Ormond Street Hospital for Children NHS Foundation Trust (the ‘Trust’) is a single site, specialist tertiary paediatric trust. Please see our response to your following request for information:

Please could you answer the follow questions: 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?

The Trust’s EPR solution (EPIC) has built-in secure messaging functions, which the Trust has approved to discuss and transfer patient data securely between clinicians.

It is Trust policy that the secure communication within EPIC is to be used at all times. This replaces all other messaging solutions for patient data.

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.

We do not have any App or Desktop based solutions that members of staff can use to communicate through (with the exception of the instant messaging within EPIC highlighted above).

In addition, the Trust is currently piloting the use of Microsoft teams for communication around non-clinical information and has secured 800 licences to test this and a contract is in place with *Common Time* however this is not yet in use.

Is this communications solution being used across the whole trust or just in pockets (e.g. wards, units or departments)?

EPIC instant messaging is being used across the whole Trust. Microsoft teams is being piloted with the Executive team and senior operational team.

If in pockets, which wards, units and departments, and why only in those areas?

Please see above.

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?

No data is processed, accessed or stored by EPIC when the Trust uses the messaging functions therefore a Data Sharing Agreement was not required between GOSH and EPIC

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?

Any system where a third party which stores or has access to confidential Trust data would be required to complete a Data Sharing Agreement by policy. However, the Trust does not have Data Sharing Agreements in place with the 'digital communications solutions' it is currently utilising as the companies have no access to confidential data.

Within the last three years data breaches which related to information being inappropriately or inadvertently shared have been reported internally, as well as some to the ICO, however; these are not recorded as

using 'Digital Communications Solutions without a Data Sharing Agreement'. Additionally these breaches were due to the accidental transfer of personal data to an unintended recipient over email or other approved methods. The Trust would be unable to unpick cases which were reported due to using a specific solution without the correct governance arrangements in place.

As outlined above, the Trust's EPR solution (EPIC) has built-in secure messaging functions, which the Trust has approved to discuss and transfer patient data securely between clinicians.

It is Trust policy that the secure communication within EPIC is to be used at all times. This replaces all other messaging solutions for patient data.

How many patients' data is expected to be still shared without the right governance over the next 2 years?

As outlined above, the Trust's EPR solution (EPIC) has built-in secure messaging functions, which the Trust has approved to discuss and transfer patient data securely between clinicians. We are also piloting Microsoft Teams.

It is Trust policy that the secure communication within EPIC is to be used at all times. This replaces all other messaging solutions for patient data.

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? Your question is not considered a request for recorded information under the terms of the Freedom of information Act 2000. We are therefore responding to your question outside these terms below:

Yes – We can confirm training has been completed and as a Trust, DCB's are completed before deploying a digital communications solution.

Please note:

The information we have provided under the Freedom of Information Act 2000 is the information held on the date your request was received by the Trust. We hope the information provided is sufficient and helpful in answering your questions or any issues or concerns. Should you have any further queries in

relation to this request, please do not hesitate to contact the FOI Team and quote the above reference number on any related correspondence.

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Yours sincerely

Freedom of Information team

Great Ormond Street Hospital for Children NHS Foundation Trust
Email: foiteam@gosh.nhs.uk

[Enclosed – Your Rights – see next page]

Your Rights

Should you have any questions relating to the response you have received to your request for information, please do not hesitate to contact the FOI Team. Alternatively, you are entitled to make a request for an internal review within two months from the date of receiving our final response to your original request. You can also write to the Head of Quality & Safety at the following address:

Quality & Safety team
Great Ormond Street Hospital
LONDON
WC1N 3JH

If, however, you remain dissatisfied with the outcome of the internal review then you have the right to appeal to the Information Commissioner as the final stage of the FOI process. You can contact the Information Commissioner's Office at the following address:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Telephone: 0303 123 1113
Fax: 01625 524510