

FOI Request Response information

FOI request reference:	2015/103
Date request received:	28/05/2015
Date request responded to:	01/06/2015
Category:	Policy
Tags:	Email, contact, staff, patients, carers

Request Detail:

Info re policy for emailing between staff and patients

Please supply me with a copy of the policy which refers to email contact between staff and clients and their families.

We have been informed by a member of staff at Mountcroft Resource Centre that clients and their families are not allowed to contact keyworkers by email.

Response Detail:

The Trust does not have a single policy that dictates how communication between people who use our services and their carers and our clinical teams happens. It is good practice to ask people how they want to be communicated with, and email is an option along with letters and telephone contacts. However, we do not recommend email as a method by which people update clinical staff on their day to day concerns or to describe how they are feeling or coping, as not all email accounts are checked daily and this could mean that an important or urgent message is not received in a safe and timely way.