

Freedom of Information Request	FOI 22-487	27 <sup>th</sup> October 2022
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- 1. When (what date) did the ABHB Information Governance Unit initiated measures that prevent ABHB employees / staff using their works email to directly contact patients, regarding appointments, enquiries, etc.?**

***Statement made by Interim Chief Executive Glyn Jones on the 24th August 2022,***

***"I can advise that the Health Boards booking staff do not email patients direct from their personal work email accounts due to Information Governance measures in place." (Email relating to patients appointment enquiries, etc.)***

It is not Health Board policy for emails to be sent to patients. The Health Board uses Dr Doctor or appointments are sent by letter. However, if a patient requests an email, their request would be reviewed and managed on a case by case basis in relation to appropriateness.

- 2. Are the measures indicated in question one (above), a general measure for all departments in the ABHB or is it a specific department(s), that has been placed under measures, by the ABHB Information Governance Unit?**

**If not a general department measure, please specify each department that is under measures, not to communicate with patients using their works email address, relating to work / patient issues.**

Please refer to Q1.

- 3. When (what date) did the ABHB stop using the appointment reminder email system DrDoctor?**

Dr Doctor is still in use in the Health Board. In order to receive appointments patients need to register their mobile number with the department for the service to start.