

MOT InfoService (WhatsApp)

Thanks for signing up to the Medicines Optimisation Team (MOT) InfoService. The service allows us to broadcast important messages to you directly, e.g;

- *sharing professional important/urgent information from MOT.*
- *facilitating requests for specific information to be feedback to MOT – e.g. locating urgent medicines, confirming pharmacy open hours, etc.*

General prescribing queries (not covered by this service), or questions about this service, should continue to be sent via our email at capccg.prescribingpartnership@nhs.net

Member terms and conditions

These terms and conditions will help to ensure you are set up correctly, understand the usage and know how to leave the service if needed.

Usage - This service utilises WhatsApp Broadcasting (this is different to group messaging; as a Member you will have a one to one connection with the MOT WhatsApp broadcaster only):

The following is not permitted;

- *Patient and personal information* (see “Sign up process/data” below) is strictly NOT to be transmitted.*

Incoming messages from Members to MOT will not be visible to other Members. Any information you send will only be shared with colleagues who may benefit from receiving it.

This service is unable to receive general messages – please continue to use our email service above if needed

Requirements when joining the service - Members must;

- *have a working relationship with Cambridgeshire and Peterborough CCG and MOT.*
- *store the MOT WhatsApp phone number in their contacts on their own mobile device (permitted mobile devices are those that can not be used by anyone else).*

***Sign up process/data** - By sending an initial WhatsApp message to the MOT WhatsApp phone number, Members agree to the following information being stored for the single purpose of facilitating contact between MOT and Members. These details will NOT be shared between Members.

- *Contact name, Mobile phone number, Job role, Working location*

Additional information/data - Records of messages from MOT will be kept until no longer required.

Members may receive requests for specific information, this could be directly within the WhatsApp app or via an online survey. This may be captured by MOT to resolve critical issues, assist non identifiable patients, maintain and improve service or as general feedback. Any information recorded in this way will be stored and deleted within normal CCG guidelines.

Any messages received by MOT that are not in line with the usage will be deleted.

Leaving the service - Members can leave the service at any time by simply removing the MOT WhatsApp phone number from the contacts with in their own mobile device, this will stop messages being delivered. Any Members identified as not receiving messages consistently will be assumed to have left the service and removed from our records.

If you have any questions, please contact us at capccg.prescribingpartnership@nhs.net.