

Flatts Lane Centre
Flatts Lane
Normanby
Middlesbrough
TS6 0SZ

SENT VIA EMAIL

14th May 2020

Tel: 01642 516408
Email: bob.craig@nhs.net

Dear Sir/Madam,

Re: TEWV position on the use of Zoom

As part of the health and social care systems response to COVID 19, we have seen a significant increase in the use of digital technologies to support our ways of working. This has resulted in a number of new products being utilised within the Trust and the wider health & social care system.

As part of our standard due diligence, our technical team have identified a number of high level security concerns with regards to Zoom (video conferencing software). Following this feedback we have made the decision to block the use of Zoom on all trust devices and our network. This means that our staff will not be able to participate in or initiate any Zoom videoconferencing meetings, as our technical configuration will prevent this from happening.

The Trust does have an alternative range of tools to support clinical and business activity during the challenging situation presented by the COVID-19 pandemic. These solutions include the use of:

- Attend Anywhere for 1:1 or up to 4 people small scale clinical discussions with service users via video conferencing
- Microsoft Teams is available for business and clinical use. This provides video conferencing and chat options
- Skype is available for business use and provides video conferencing, audio conferencing and chat options.
- WebEx telephone conferencing is available.
- All the other communication options are also still fully operational such as secure NHS email, telephone calls and text messaging

Yours Sincerely,



Bob Craig
Associate Director of Information