

Shared Insights: Perils and pitfalls of social media in the health and care sector


13 May 2025

This session focussed on the risks arising from the use of social media and WhatsApp by both patients and staff in the health and care sector and the practical steps all organisations should be taking to mitigate those risks.

The session included a discussion on:

- The use of WhatsApp and other messaging to share confidential data.
- Audio and video recording, both covert and otherwise, by staff and patients.

The session was chaired by Charlotte Harpin, Partner at Browne Jacobson. We were delighted to be joined by Alexis Hearnden, Barrister at 39 Essex Chambers and Ed Pollard, Partner at Browne Jacobson who gave practical insights into this topic.

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