

Social Media

Code of Conduct

The Black Country Partnership NHS Foundation Trust uses social media for communicating developments, successes, news stories and events about the Trust and wider community. This is not designed to be a channel for comments regarding individual care and therefore should not be confused with our official complaints policy. For more information on this please visit <http://www.bcpft.nhs.uk/contact-us/concerns-complaints-and-compliments>

Facebook: <http://www.facebook.com/BCPFT>

We reserve the right to remove any comments which;

- Are considered likely to disrupt, provoke, attack or offend others
- Are racist, sexist, homophobic, sexually explicit, abusive or otherwise objectionable
- Contain swear words or other language likely to offend
- Break the law or condone or encourage unlawful activity. This includes breach of copyright, defamation and contempt of court.
- Advertise products or services for profit or gain
- Include contact details such as phone numbers, postal or email addresses
- Are negative remarks about named members of staff
- Could be considered as bullying or harassment
- Describe or encourage activities which could endanger the safety or well-being of others

Twitter (@BCPFT)

Our tweets will cover success stories regarding the Black Country Partnership, events taking place with occasional live coverage, health and well being related stories within the media and re-tweets of information from other government or health and care sources, as appropriate.

If you follow [@BCPFT](https://twitter.com/BCPFT) we will not automatically follow you back. This helps us avoid resource wasting spam handling and should help you to identify other key Twitter users that we think are relevant and who we follow. However, being followed by the Black Country Partnership does not imply endorsement of any kind.

Availability

Twitter and Facebook are monitored Monday to Friday from 9.00am to 5.00pm. We welcome feedback and ideas from all our followers, and endeavour to join conversations where possible. However, we may not be able to reply individually to all the messages we receive via Twitter or Facebook.

The usual ways of contacting us for official correspondence are detailed in the [Contact us section](#) of our website.