



@NHSBenchmarking Twitter Guidelines

The Twitter account @NHSBenchmarking is the official Twitter account of the NHS Benchmarking Network (the 'Network'), the in-house benchmarking service of the NHS.

The Twitter account is run, monitored, and managed by the Network Support Team, on behalf of all colleagues and members across the country.

Content

If you follow our Twitter feed you can expect regular Tweets, providing alerts highlighting any updated site content, interesting news, or general information about our organisation. We may also Tweet information about other organisations we feel are relevant to the Network and our followers.

Following

If you follow us on Twitter we may follow you back, we may also follow accounts who mention us by name. Neither of these actions will imply any type of endorsement.

Similarly, we will not automatically follow all accounts, in which case not being followed does not imply criticism of any kind.

Retweets and favourites do not imply endorsement of the product, company, or individual either being referred to or author of the original content.

Availability

The @NHSBenchmarking Twitter page will be monitored and updated regularly, but not constantly, during normal office hours (Monday-Friday, 08:00-17:00). There may be times when Twitter is unavailable. The Network accepts no responsibility for lack of service during Twitter downtime.

@Replies and Direct Messages

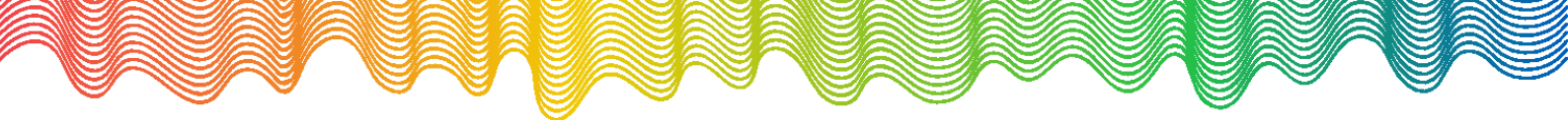
We welcome feedback and ideas from our followers, and strive to read all the comments we receive. When possible, we will endeavour to reply and contribute to conversations where we can; however, we will not be able to reply individually to all messages we receive via Twitter.

The team will not respond on Twitter to individual enquiries regarding benchmarking project collections, data entry, or associated outputs.

To contact a member of the Support Team with project-specific correspondence, email enquiries@nhsbenchmarking.nhs.uk or visit the [Contact Us page](#) on our website for more information.

Third Parties

We ask that all posts are respectful and courteous to our staff, followers, and other Twitter users. We will not be held responsible for content posted by third parties and



reserve the right to remove any material or comments we deem to be unacceptable, including but not limited to:

- any and all abuse, harassment, or threatening behaviour;
- any content which is deemed to be unlawful;
- any content which is deemed to be obscene;
- any content which is deemed to be slanderous or defamatory;
- any content which may reveal or compromise participating organisation's submission codes;
- any advertising by third parties;
- any content which is deemed as 'spam'.

We reserve the right to terminate any involvement with users who post such content and will report any policy infringements as we see fit.

Written: 9th February 2023

By: Emma Pruce; Communications & Events Manager