

Telephone Call Recording Policy

Document Control

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B. Document Details

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1. Purpose

To ensure transparency and compliance with data protection legislation regarding the recording of all telephone calls made to and from the practice. This policy is in place to inform staff and patients of the practice's procedures and responsibilities in managing recorded calls.

2. Scope

This policy applies to all incoming and outgoing telephone calls at Flixton Road Medical Centre, including calls made by staff to patients and other external contacts.

3. Policy Statement

All telephone calls to and from the practice are recorded.

The purpose of call recording is to support:

Training and development of staff

Monitoring of service standards

Quality assurance

Investigation of complaints or incidents

Call recordings are stored securely on encrypted systems and are accessible only to authorised personnel.

- Recordings are kept in line with the NHS data retention schedule and applicable legal requirements.

4. Staff Responsibility

Staff must inform patients when making outgoing calls that:

"This call is recorded for training and monitoring purposes. You can find more information on our website or request a copy of our call recording policy."

- Staff should also be aware that patients may request access to their call recordings, and these requests must be handled according to the practice's data access procedures.

5. Website Notification

A message has been added to the Flixton Road Medical Centre website informing all patients that all calls to and from the practice are recorded.

6. Legal Compliance

This policy ensures compliance with the following legislation and guidelines:

- Data Protection Act 2018
- UK General Data Protection Regulation (UK GDPR)
- The Caldicott Principles

7. Patient Rights

- Patients have the right to:
 - Be informed of the recording of calls.
 - Request access to their personal data, including any call recordings involving them.
- Requests must be submitted as a Subject Access Request (SAR) and will be processed within the appropriate legal timeframe.