



## **Clarkston Medical Call Recording Policy**

### **Introduction**

Clarkston Medical Practice has a telephone system that is capable of recording conversations during inbound and outbound telephone calls. This is standard practice in many organisations and allows the Practice to record telephone calls for:

- Quality monitoring
- Staff training
- Monitoring compliance
- Safeguarding of staff and patients

All calls received to the Practice and made from the Practice will be retained in line with our Data Protection Policy and Data Retention Schedule. There is a recorded message which informs incoming callers that their call is being recorded.

### **Purpose of this telephone recording policy**

The Practice determines the need to record telephone calls for the following purposes:

- To safeguard all patients and third parties discussed by the caller to, if necessary, clarify the health or personal information provided.
- To safeguard vulnerable and disadvantaged patients from inappropriate, inadequate or suboptimal service
- To provide further evidence in the event of a grievance or complaint from staff, patients or a third party
- To safeguard all Practice staff in the case of abusive or threatening behaviour from a caller, be that a patient or third party.
- To enable effective staff training leading to higher standards of patient care.
- To enable performance monitoring in the event of concerns raised in line with the Practice policies.



## **Scope of policy**

All calls made to the Practice will be recorded. Under normal circumstances a call will not be retrieved or monitored unless:

- It is necessary to investigate a complaint
- It is part of a management 'spot check' that customer service standards are being met
- There is a threat to the health and safety of staff or visitors or for the prevention or detection of crime
- It is necessary to check compliance with regulatory procedures
- It will aid standards in call handling through use in training and coaching our staff. However, this will only be permitted if the recording is edited so that the caller remains anonymous and the member of staff who was party to the call agrees to its being used in this way.

## **Collecting Information**

Personal data collected while recording activities will be processed fairly and lawfully in accordance with data protection law. It will be:

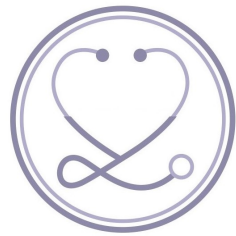
- Adequate, relevant and not excessive
- Used for the purpose(s) stated in this policy only and not used for any other purposes
- Treated confidentially
- Stored securely
- Not kept for longer than necessary and will be securely destroyed once the issue(s) in question have been resolved.

## **Confidentiality**

The recordings shall be stored securely, with access to the recordings and monitoring controlled and managed by the Data Protection Officer (Practice Manager) and GP Partners.

Recordings will be accessed by logging into dedicated, password protected computer system.

Call recordings will be retained by the practice for a maximum of 90 days.



**Clarkston**  
Medical

Requests for copies of telephone conversations can be made as a "Subject Access Request".

If there is a request from an external body, the Practice Manager will manage this in line with the GDPR policy.