**CESTRIA HEALTH CENTRE/COXHOE MEDICAL PRACTICE**

**CALL RECORDING POLICY**

**INTRODUCTION**

As of 1st July 2023, Cestria Health Centre/Coxhoe Medical Practice telephone system will record all incoming and outgoing calls for training, monitoring and security purposes.

This will assist us in

* Identifying practice staff training needs
* Identifying any issues in practice processes with a view to improving them
* Protect practice staff from nuisance and abusive calls
* Establish facts relating to incoming/outgoing calls made when dealing with complaints

**PURPOSE**

The purpose of this policy is to ensure that call recording is managed in line with GDPR and Data retention requirements.

Telephone calls to and from patients to healthcare organisations may be recorded for legitimate reasons, for example, for medico-legal purposes, staff training, and audit. The practice will make every reasonable effort to advise callers that their call will be recorded and for what purpose. This will normally be via a pre-recorded message within the telephone system, our privacy notice, on our website and social media platform.

The recordings cannot be accessed by any unauthorised personnel and requests to access the call recordings must go through the Practice Manager or Operational Lead.

Requests for copies of telephone conversations can be made under the Data protection Act as a 'Subject Access Request'. After assessing whether the information can be released, the requestor can be invited into the practice to hear the recording.

Call recordings will be managed in the same way as all other personal information processed by us and in line with all current legislation.

General call recordings will be retained for up to 36 months from the date of creation which is in line with the Records Management Code of Practice for Health and Social Care 2016

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**SCOPE**

This policy applies to all practice staff including any contracted, temporary and locum staff.

All incoming and outgoing calls and internal calls made by practice staff via the telephone system will be recorded.

Recording will automatically stop when the practice staff member terminates the call.

**PLAYBACK/MONITORING OF CALLS**

Monitoring of the call recordings will be undertaken by the Practice Manager or Operational Lead. Any playback of the recordings will take place in a private, secure setting and where applicable, individuals should be given the opportunity to listen to relevant recordings to receive feedback and developmental support.