**RECORDING OF TELEPHONE CONVERSATIONS**

1. **We may record telephone calls to:**

* + Review and improve services
  + Monitor and review quality of care
  + Train, develop and manage staff and medical trainees
  + Prevent, detect, investigate and prosecute allegations, complaints, claims and / or fraud relating to patients, other organisations
  + Protect staff and patients

We do this in the interests of offering a good service to our service users, patient safety, being a good employer.

Sometimes, calls may not be recorded if:

* + there’s a technical fault with the telephony system
  + a call handler is using equipment which does not let calls be recorded

1. **How will call recordings be used:**

**Quality monitoring:** A call recording allows us to better understand patient and staff experience and assess the processes applied. This can help us identify any improvement areas.

**Training and development**: Listening to a sample number of calls allows managers to identify training needs. Call recordings may also be used as part of training for medical students, GP registrars and other clinical staff in training at the practice. This is part of their clinical skills development.

**Complaints and disputes**: Where information is entered onto an electronic system this is becomes the established record. In the event of a complaint or dispute, a call recording, may provide additional information to help us investigate.

**Employee safety and wellbeing**: A recording may become a vital piece of evidence in the event of any threats being made to the organisation or an individual.

1. **How your information is shared**

Call recordings may be shared internally within the practice. This includes team members, managers and GPs. They will only have access if the data is necessary for the performance of their roles.

We may share call recordings with NHS England complaints with patient consent order to respond to complaints made about the practice.

1. **How long we keep your call recording**

Recordings are stored securely in the server drive, password protected. All patients are entitled to recordings upon request.

Records are retained for the life of the patient plus at least ten years after death**.**

1. **There is written information on the website which says:**

We record all calls for medico-legal and training purposes.

1. **Can I request a copy of my call record?**

You can request a copy of a call recording by contacting the practice in writing.