



**THE SPRINGS MEDICAL  
PARTNERSHIP**

# **Practice Call Recording Patient Information**

## **1. General Principles**

The UK General Data Protection Regulation 2016 (UKGDPR) and the Data Protection Act 2018 (DPA) protects personal information held by organisations on computer and relevant filing systems. It enforces a set of standards for the processing of such information. In general terms it provides that all data shall be used for specific purposes only and not used or disclosed in any way incompatible with these purposes.

In the course of its activities the Practice will collect, store and process personal data, including the recording of all telephone calls, and it recognises that the correct and lawful treatment of this data will maintain confidence in the organisation and will provide for successful business operations.

The Practice is registered with the Information Commissioner for all necessary activities under the UK GDPR/DPA.

## **2. Call Recording Overview**

### **Purposes of call recording**

The purpose of call recording is to provide an exact record of the call which can:

- Protect the interests of both parties;
- Help improve Practice performance and best practice;
- Help protect Practice staff from abusive or nuisance calls;
- Establish the facts in the event of a complaint either by a patient or a member of staff and so assist in resolving it;
- Establish the facts and assist in the resolution of any medico-legal claims made against the practice or its clinicians;
- A call recording may also be used as evidence in the event that an employee's telephone conduct is deemed unacceptable. In this situation the recording will be made available to the employee's manager, to be investigated as per the Practice Disciplinary Policy

The telephone call recording system in operation will record incoming and outgoing telephone calls and recordings may be used to investigate compliance with the Practice's policies and procedures, to provide further training, to support the investigation of complaints, to ensure the Practice complies with regulatory procedures and to provide evidence for any regulatory investigation.

The Practice will record telephone conversations from its central telephone system. All call recordings are encrypted and stored on a secure server at the system provider's headquarters.