

# THE RIVER SURGERY

## Telephone Call Recording Policy

### Introduction

The River Surgery has a telephone system that records all telephone calls. Like many other organisations, this is a standard practice that allows the recording of telephone calls for quality monitoring, training, compliance and security purposes.

All calls made from and received into the River Surgery will be recorded and retained for a period of 6 months. These recordings will only be used for the purposes specified in this policy.

### Purpose of this telephone recording policy

In order to maintain high standards and protect the public and staff we need to record all telephone calls received into the surgery and retain them for a limited period of time.

The River Surgery will ensure that the use of these recordings is fair and that we comply with the requirements of the relevant legislation. This includes:

- The Regulation of Investigatory Powers Act 2000;
- The Telecommunications (Lawful Business Practice) (Interception of Communications Regulations) 2000;
- The Telecommunications (Data Protection and Privacy) Regulations 1999;
- The Data Protection Act 2018 and the EU General Data Protection Regulations (GDPR); and
- The Human Rights Act 1998.

### Scope of policy

All calls made to and from The River Surgery 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; or
- It will aid standards in call handling through use in training and coaching our staff.

## Collecting information

Personal data collected in the course of recording activities will be processed fairly and lawfully in accordance with the Data Protection Act 2018 and the EU General Data Protection Regulations (GDPR). 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;
- Accessible only to managerial staff;
- Treated confidentially;
- Data is only accessible by authorised personnel.
- Stored securely; and
- Not kept for longer than necessary and will be securely destroyed once the issue(s) in question have been resolved.

## Transfer of data outside of the practice

In the event a recording needs to be transferred outside of the practice, it will be processed in accordance with the Data Protection Act 2018, and local Information Governance policy.

## Advising callers that calls are being monitored/recorded

Where call recording facilities are being used we will inform the caller that their call is being monitored/recorded for quality / training purposes so that they have the opportunity to consent by continuing with the call or hanging up.

When conducting telephone consultations staff must inform the patient that their call is being recorded.<sup>i</sup>

---

<sup>i</sup> [http://www.gmc-uk.org/guidance/ethical\\_guidance/7833.asp](http://www.gmc-uk.org/guidance/ethical_guidance/7833.asp)