**Privacy Notice – Call Recording**

**Which calls does this refer to?**

This could include any incoming or outgoing telephone calls that are handled by the Reddish Family Practice

**Why are calls recorded?**

It has become common practice to record calls due to the growth of business conducted by telephone. Recording conversations allows organisations to assess customer satisfaction, train and develop staff, review call quality, and have access to a verbal record of what is said in the event of a subsequent complaint. It also hopefully means employees feel more protected knowing that any threatening behaviour can be evidenced and acted upon where necessary.

**How will call recordings be used?**

* **Quality monitoring.** Written records only provide partial information. A call recording provides a more rounded view and allows us to better understand patient 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. Sample scenarios are based on the recordings but any transcripts are anonymised.
* **Gaining a better understanding of our customers** – Many calls are verbally resolved without the need to complete any records. Listening to sample calls will help us better understand our customer needs, and gain a more informed view of organisations we signpost to.
* **Complaints and disputes**. Some calls are verbally resolved. Where information is entered onto an electronic system this becomes the established record. In the event of a complaint or dispute, a call recording (if available), may provide additional information to help us investigate any allegations.

The Practice has a Data Protection Officer who is Ruth Quinn and can be contacted at Nhsgm.gmpdpo@nhs.net

**How have we informed our customers that we record calls?**

**Patient who ring the Practice will hear the following message:**

All calls are recorded for training and monitoring purposes

**Can I request a copy of my call recording?**

Call recordings are destroyed after 3 months. If the recording is available, you can request a copy of your conversation by contacting the Practice: gmicb-sto.p88005-admin@nhs.net.

This will be provided to you in accordance with the terms of the Data Protection Act 2018 and treated as a Subject Access Request.