

Recordings at Holt Medical Practice

This policy applies to patients, visitors and staff.

Applicable to All:

- Confidentiality is non-negotiable.
- Covert recordings are not allowed.
- No filming or recording in communal areas (inside or outside) is allowed.
- No recording that compromises safety or examination will be allowed.
- Breaches of this policy could result in breaches of confidentiality, data protection and employment law and could also result in libel action.

Patient Recordings:

We understand patients may wish to record because healthcare information is a lot to take in. Patients are asked to follow the below to ensure they promote a relationship of trust and professionalism between them and the healthcare professional without compromising on safety or standards.

- Patients may record their consultations.
- They must inform the healthcare professional if they intend to record the consultation.
- As a courtesy, patients should ask the healthcare professional for their consent.
- The healthcare professional may make suggestions as to how and where the recording device should be placed or used during the consultation.
- The healthcare professional will make a note in the patient's record that the consultation was recorded and that advice on personal use only was given.
- If the healthcare professional feels the patient's recording is compromising the consultation, they may ask for the consultation to be rescheduled.
- Recordings are **ONLY** permitted for the patient's **PERSONAL USE**.
- Patients do **NOT** have permission to publish any recordings without express consent.

Staff Recordings:

Staff must **not covertly record** patients, colleagues or third parties in the course of their duties. It is highly intrusive and only permitted with prior authorisation from the DPO and SIRO, with a clear legal basis (e.g. safeguarding/regulatory) and no less intrusive alternative.

- Covertly recording to "gather evidence" is not allowed.
- Concerns about misconduct should go through incident reporting or whistleblowing processes.
- Any breaches of this policy will be reported to the Data Protection Officer, and could result in disciplinary sanctions, including dismissal.
- Any records created must have been made with consent. If they relate to a patient, they will be treated as part of the health record and added/managed accordingly.

Thank you for your help and understanding in promoting and following this policy.

Any questions about this policy should be directed to our Data Protection Officer, Emma Cooper, or our Business Manager, Katie Franklin.