CLINITALK Consent and Storage of Recordings

**Change control**

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# Document overview

The object of this policy is to ensure the proper and safe use of consultation recordings and their processing to protect the rights of patients and doctors.

This policy also provides examples of methods that may be employed by practices to inform users about consultation recording.

# Intended purpose

The intended purpose of consultation recording via the CLINITALK application is the improvement of the quality of patient care through the enhancement of educational support. We facilitate the enhancement of training by improving the quality and volume of feedback received by the training doctor, and by advancing the ability of the supervising doctor to oversee the trainees consultations.

# Informing patients about recordings

## Putting consultation recording in context:

Consultation recording is established practice

The recording and processing of consultations is established practice in GP surgeries, and members of the public are familiar with the use of recording. For example, telephone consultation recording in General Practice is now commonplace and patients familiar with receiving a telephone message advising them that their call is being recorded for the purposes of providing care. The recording of face-to-face consultations is an established requirement of GP training.

## Respecting privacy and dignity

When making and processing recordings users must respect the patient’s privacy and dignity, and their right to make or participate in decisions that affect them. Users must not make or participate in the making of recording or processing against patient wishes or where a recording may cause the patient harm.

## Informing patients about consultation recording

Users are responsible for informing patients about the use of consultation recording and processing and must offer and respect patient choice.

The surgery has various opportunities for highlighting the use of recording to the patient population.

* Telephone systems
	+ Many surgeries inform patients about recording using an automated message
		- ‘Please be aware that consultations may be recorded and processed for training and quality purposes, please inform the surgery before, during or after an appointment if you do not wish to be recorded’
* Reception team
	+ Receptionists may be used to inform patients about recording where appointment booking is completed face to face.
* Reception slides / posters
	+ Posters or slides may be used to inform patients in the waiting room about recording.
* Website
	+ The practice website is a good place to provide additional information about recording.
* Practice leaflets
	+ The practice leaflet may be also used to provide additional information about recording.
* Doctor’s room
	+ A notice on the doctor’s door when recording is a useful reminder to the patient about recording and their choices.

# The right to decline recordings

Patients have a right to decline recordings and processing. They also have a right to withdraw consent to recording during and at any time after a consultation

Users should not record consultations where a patient has declined consent to recording.

Users must delete recordings where a patient has withdrawn consent.

# Confidential storage of data

Consultation data is of a highly sensitive and personal nature with a potentially severe impact on a patient’s rights and freedoms in the event of a breach. We therefore encrypt consultation data prior to transit using AES-256 encryption, one of the strongest security technologies available. During transit the encrypted data is further protected by ‘TLS1.2’ which prevents data interception and tampering.

At all times during storage and transit recording data remains encrypted.

Data is securely stored in the UK.

Data is processed in alignment with UK GDPR regulation.

Please note the security standards we have applied to consultation data transit and storage mirrors that used by other providers.

# Accessing recordings

Recordings are accessible to the training doctor who made the recording and in certain circumstances the doctor they have identified as their supervisor.

To access Recordings users must log in to their CLINITALK account.

As a security measure CLINITALK accounts require users to implement a strong password alongside multi factor authentication.

Users remain responsible for ensuring the confidentiality of their log in credentials.

Prior to sharing recordings with their supervising doctor users must provide consent for their supervising doctor to access the recordings. Once consent has been granted accounts are linked and the supervising doctor can access recordings for the purpose of trainee supervision and development.

# Deletion of recordings

At the request of a patient recordings must be deleted.

Users should identify the relevant recording by comparing the recording time to the consultation time documented in the clinical record. Once the consultation has been identified, select the consultation from the consultation history (main menu -> ‘My case notes’). Press the delete button.

**Length of storage**

Recordings will be stored until user deletion or for up to 21 days. Consultation recordings over 21 days old will be automatically deleted.

The anonymised consultation analysis data is retained. For example the traffic light ratings, the conversational balance metrics, the feedback suggestions for improvement.

# Appendices

## Messages for your Telephone System

The following message is an example of an automated message added to a practice telephone system to inform patients about telephone recording

*“Welcome to xx surgery.*

*Please be aware that consultations may be recorded for training and quality purposes.*

*You can inform the surgery before, during or after an appointment if you do not wish to be recorded”*

## Messages for your Reception Team

*Your appointment is at xx pm. Please be aware that consultations may be recorded for training and quality purposes.*

*You can inform us before, during or after an appointment if you do not wish to be recorded”*

## Posters for Reception



## Notices for the Doctor’s door

