



Patient Recording of Consultations Policy

1. Purpose

This policy outlines the practice's position on patients recording consultations (audio or video), including during face-to-face and remote (telephone/video) appointments.

2. Legal Position

Patients have a legal right to record their consultations for personal use. This includes covert recordings (without informing the clinician), which are not illegal under UK law if the recording is for their own use. The recording does not breach data protection laws, as the patient is the "data subject" and the recording is for personal use.

The GMC and BMA both acknowledge that patients can lawfully record consultations.

3. Practice Position

We recognise that some patients may wish to record consultations for a variety of reasons, including:

- To help remember medical advice
- To share information with family or carers
- Due to communication difficulties or anxiety

While this is permitted, we strongly encourage openness and transparency, and therefore request that patients inform the clinician if they wish to record the consultation. The clinician will normally agree to this, unless there is a clinical or safeguarding reason not to (e.g. the presence of other patients or risk of misuse).

Recordings should be used only for personal reference. Any sharing on social media or public platforms may raise legal issues and is discouraged.

4. Covert Recordings

Although not unlawful, covert recordings are discouraged as they can undermine trust. If a patient is found to be recording covertly:

- The clinician should address the issue sensitively.
- If appropriate, the consultation may be paused to clarify intentions and re-establish mutual respect.
- Persistent covert recording without a clear reason may be viewed as a breakdown in trust.

5. Staff Recording Consultations

The practice does not routinely record consultations.

If recording is required for training or quality assurance purposes, explicit patient consent will be obtained in writing in advance.

6. Remote Consultations

The above principles apply equally to telephone or video consultations.

Patients are advised that while they may record, they should do so respectfully and make the clinician aware.

Patients are reminded that the practice's video platforms may not support recording on the clinician's side.

7. Confidentiality and Third Parties

Patients should avoid recording staff other than the clinician or bringing others into recordings without consent.