



Park Practice

Eastbourne

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1	NE	01.04.26	01.04.27	New

Patient Recording Policy (Audio, Video and Photography)

Person responsible for review of this protocol: Practice Manager

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Purpose

This policy sets out the practice's approach to patient recording and photography in order to:

- Support patients who wish to record their care for personal use
- Protect the confidentiality, privacy, and dignity of all patients
- Ensure compliance with UK GDPR, the Data Protection Act 2018, and common law confidentiality

Scope

This policy applies to:

- All patients and visitors
- All staff
- All areas of the practice premises
- All forms of recording and image capture (audio, video, and photography), whether overt or covert

Principles

- Patients have the right to record their own interactions for personal use
- The practice has a **legal duty to protect the confidentiality of all patients**
- Recording or photography must not compromise the privacy or data of others
- The practice may set reasonable rules for behaviour on its premises

Recording and Photography in Clinical Consultations

- Patients are permitted to record their own consultations for personal use
- Patients are encouraged to inform the clinician in advance
- Clinicians may:
 - Clarify the purpose of the recording or photography
 - Pause or stop a consultation if confidentiality is at risk
 - Offer alternative arrangements if appropriate

Recording or photography must not include:

- Other patients
- Information relating to third parties

Recording or photography will only be supported where it can be facilitated in a private setting that protects the confidentiality of others, as determined by the practice.

Recording and Photography in Reception and Public Areas

Reception, waiting areas and corridors are shared environments where confidential information may be overheard or seen.

Policy Position

Recording (audio, video) and photography in these areas is **not permitted**.

Rationale

- Other patients' confidential information or images may be captured
- Staff may be handling sensitive personal data
- This creates a risk of breaches under data protection law

This includes still photography, which may capture identifiable images of other patients or sensitive information.

If a Patient Wishes to Record or Take Images

- They must inform staff in advance
- **Recording or photography will only be supported where it can be facilitated in a private setting that protects the confidentiality of others, as determined by the practice**
- **The practice is not obliged to facilitate recording or photography. Where it is possible to do so safely and without disruption, a private area may be offered at the practice's discretion**

Covert Recording or Photography

- Covert recording or photography is not encouraged as it may undermine trust
- Patients should be aware that covert recording or photography in shared areas is likely to breach this policy
- The same rules apply whether recording or photography is overt or covert

Use and Sharing of Recordings or Images

Patients are responsible for how recordings or images are used.

Recordings or images must not be shared if they include:

- Other patients
- Identifiable confidential information
- Staff in a way that may constitute harassment or misuse

Improper use or sharing may:

- Breach data protection law
- Result in legal consequences for the individual

Practice Responsibilities

The practice will:

- Take reasonable steps to minimise confidentiality risks, including:
 - Managing queue spacing where possible
 - Offering private discussions where appropriate
- Display clear signage about recording and photography
- Ensure staff are aware of how to respond to concerns
- Seek advice from the Data Protection Officer (DPO) where required

Managing Breaches of This Policy

If a patient records or takes images in breach of this policy:

1. The patient will be asked to stop immediately
2. A verbal explanation of the policy will be given
3. A written warning may be issued if behaviour continues

If behaviour persists or undermines trust:

- The practice may review the doctor–patient relationship

In serious or repeated cases:

- The practice may consider removal from the practice list in line with NHS guidance

Related Guidance

- UK GDPR and Data Protection Act 2018
- NHS Confidentiality Code of Practice
- GMC guidance on making and using recordings
- MDU advice

Review

This policy will be reviewed annually or sooner if:

- Incidents occur
- Guidance changes
- Risks are identified