**Fourteen Fish Call Recording Platform**

**Information for Patients**

**Why would the health professional want a recording of the call?**

The health professional you spoke to is required to submit recordings of consultations for ongoing assessment as part of their clinical pathway which might also include feedback from their supervisor about the consultation, and identify opportunities for improvement.

**Do I have to consent to recording to have the consultation?**

No, it’s completely up to you and the consultation will proceed either way. The health professional won’t be told whether you consented to recording until after the consultation.

**What if I change my mind and want the recording deleted?**

If you consented to have the call recorded and then want change your mind, that’s absolutely fine. The recording can be deleted at any time.

If you had a video callwith the health professional, you’ll be given a chance to change your mind about recording immediately after the call. If you decide to change your mind at a later date, please **contact your GP Practice** and let them know that you want the recording to be deleted.

If you had a phone callwith the health professional and you want the recording to be deleted, please **contact your GP Practice** and the health professional will be able to delete the recording.

**Who can access the recording?**

The following people will have access to the recording…

* The health professional you had the consultation with.
* The health professional’s clinical supervisor.
* A clinical examiner (if not the clinical supervisor).
* In rare cases, additional examiners if there is a requirement for additional assessment of the consultation.

**How will the recording be stored?**

The recordings are securely encrypted and stored on servers located in the UK and Ireland. We use AES-256 encryption which is one of the strongest mechanisms available. We ensure that all data to and from our system is encrypted using TLS 1.2 which prevents anyone reading or tampering with the data while it is in transit. We have procedures and security features in place to keep your data secure once we receive it. FourteenFish is ISO 27001 certified and audited by the British Assessment Bureau on an annual basis. This means that someone impartial and outside of our organisation evaluates our security management procedures.

All recording recordings will be deleted after 6 months at the latest. If the health professional uses the recording to be assessed, then the recording will be deleted once it has been assessed.