**Consent for telephone consultations to be used for Recorded Consultation Assessment**

The doctor doing your consultation today would like to submit a recording of your consultation as part of an assessment by the Royal College of General Practitioners (RCGP) called the Recorded Consultation Assessment (RCA).

All recordings are carried out according to guidelines issued by the General Medical Council (GMC) and will be stored securely in line with the General Data Protection Regulation (GDPR). Please see the link below for the full GMC guidance on this.

<https://www.gmc-uk.org/-/media/documents/Making_and_using_visual_and_audio_recordings_of_patients.pdf_58838365.pdf>

**What is the RCA?**

The RCA is an assessment undertaken by qualified doctors who are training to be GPs. Doctors who want to be GPs have to pass this assessment as part of their training. The doctor is required to submit recordings of 13 consultations. They are then listened to by qualified GPs who will assess the doctor’s ability to work as a GP. The doctor might also want to get feedback from their supervisor about the consultation, and identify opportunities for improvement.

**Who can access the recording?**

Everyone who might view or listen to the recording is either a GP or a GP Examiner. The following people will have access to the recording…

* The doctor you had the consultation with.
* The doctor’s supervisor (who is also a GP), if the doctor chooses to share it with them.
* Two examiners (GPs or GP Examiners) who have been employed by the Royal College of General Practitioners as assessors for the Recorded Consultation Assessment, if the doctor submits the consultation for their exam.
* In rare cases, additional examiners if there is a requirement for additional assessment of the consultation.
* Occasionally Trainee Programme Directors and Educationists supporting the GP may need to view the consultation for teaching purposes.

**How will your data be stored?**

The recording will be uploaded to an IT platform provided by a company called FourteenFish for the Royal College of General Practitioners’ Recorded Consultation Assessment. The recordings are securely encrypted and stored on servers located in the UK and Ireland.

FourteenFish use AES-256 encryption which is one of the strongest mechanisms available.

All data to and from the FourteenFish system is encrypted using TLS 1.2 which prevents anyone reading or tampering with the data when it is in transit.

FourteenFish is ISO 27001 certified and audited by the British Assessment Bureau on an annual basis. This means that someone impartial and outside of the organisation evaluates their security management procedures.

All recording recordings will be deleted after 6 months at the latest. If the doctor uses the recording in their exam, then the recording will be deleted once it has been assessed.

**Do I have a choice?**

It is our practice policy that all telephone calls are recorded for training and verification purposes (please see additional privacy policy on our website regarding this), this is for the safety of our staff and patients and to ensure the ongoing quality of our service. You do not have to agree to your consultation being used for assessment purposes. Your choice will in no way change the care that you will receive from the practice.

**What if I change my mind?**

Following your consultation you will be sent a further text message with the option to withdraw consent if you would like to do so. You can withdraw consent at any point up until the assessment date and should contact the surgery if you wish to do so.