

Telephone Recording

We have listened to your feedback and we appreciate that it can be difficult to get through on the phone, particularly on very busy days, due to high patient demand. To help support the practice team in managing the growing number of phone calls, we have recently installed a new phone system.

Please note that our calls on this system are recorded for monitoring and training purposes.

If you do not wish for your call to be recorded please inform the member of staff dealing with your call who will be able to manually pause the recording* (N.B. a new request will be required for each call made).

All call recordings are kept securely for 36 months, following this the recording is removed and deleted.

If you have any queries please request to speak to the Practice Manager or contact SHS.AdminTeam@YDH.NHS.UK

*Please note however that a written account of the call may still be placed on the patients record