Dear

Freedom of Information Request – DGS 123

Thank you for your recent request for information made under the Freedom of Information Act 2000, which was received by NHS Dartford Gravesham and Swanley Clinical Commissioning Group (CCG) on 17 October 2018. The information you have requested is below.

1. Do you have any guidance or policy for the public or service users to record calls when they speak to your staff or call centres? Do you inform users they can record. If the answer is no, what is the reason for this? Please send me a copy.

NHS Dartford Gravesham and Swanley Clinical Commissioning Group (CCG) do not have a policy regarding the recording of calls.

The CCG do not advise users that they can record calls but should they wish to record the call there would be no objection, however the CCG would expect to be advised that the call was being recorded.

2. If you have an Unacceptable Behaviour Policy and Procedure, can you tell me if one of these is to object to telephone calls being recorded by the caller due to it being not necessary or unwanted or indeed the staff member feels threatened. Can you explain why you would have such Unacceptable Behaviour Policy and Procedure that goes against current UK law. If there is no policy, why not or how do I find out why?

The CCG has a Zero tolerance policy to protect staff.

3. Are your staff the majority of them who answer public calls or when meeting a member of public are staff aware of the policies and the laws ref telephone recordings using the relevant laws laid down by legislation. If the answer is no why not. This sort of training awareness is needed as most call centres social workers teachers police members of parliament are
not aware recordings are aloud will you highlight the public is ok to record a 2 way call or will you let the confusion continue.

CCG staff who deal with calls from the public are trained in call handling, information governance and General Data Protection Rules (GDPR)

4. If you have no policy advice or framework for the above will you develop a policy etc if there is a policy send me one pls.

The CCG does not currently have an intention to develop a policy or procedure regarding recording calls.

Will you encourage the public to record a 2 way conversation if the answer is no why not.

The CCG has no objection to calls being recorded, as stated in question 1.

5. What are your organizations views on charging the public in foi requests and data protection and subject access requests should their information request be free.

The CCG will comply with National guidance regarding changes.

What happens in a situation a benefit claimant or non waged person needs information what do you do to help them or someone who has no spare income.

Details regarding ‘reasonable fees’ can be found on the CCG website

https://www.dartfordgraveshamswanleyccg.nhs.uk

Is it fair if the public record you then they should charge you for a copy of the recording or video the same fee you charge them.
Any tips and comments will help the public understand the uks public servants and business policies ref this subject.

Not applicable, the CCG does not charge for recordings.

6  What do you do and what is your policy when a serious complaint against a staff member is made when a person complains about wrong doing and has evidence of foul play in your organization will you accept covertly or permission based Audio or video evidence in the case.

Complaints against staff are managed under the CCG’s complaints procedure which can be found on the CCG’s website

https://www.dartfordgraveshamswanleyccg.nhs.uk/?s=complaints

Do you Fully investigate under public interest laws and take note of any criminal charges

Please see above response.
We hope that this has dealt with your request for information however, should you remain dissatisfied, you have the right to request that we conduct an internal review of your request. If you would like us to conduct such a review please contact us within two months of this letter using the contact details below:

E-mail: swccg.northkent.foi@nhs.net

Post: FOI, NHS Dartford Gravesham and Swanley Clinical Commissioning Group, 2nd Floor, Gravesham Civic Centre, Windmill Street, Gravesend, Kent DA12 1AU.

Your request for an internal review will then be processed in accordance with our Freedom of Information Policy, a copy of which can be found on our website:

www.dartfordgraveshamswanleyccg.nhs.uk

If you are still dissatisfied following the internal review, you have the right under Section 50 of the Freedom of Information Act 2000 to appeal against the decision by contacting the Information Commissioner. The Information Commissioner provides full and detailed guidance on the Freedom of Information Act, and on when and how to complain.

Please find below the link to their website page and their helpline number.
https://ico.org.uk/for-the-public/official-information/
Helpline number: 0303 123 1113

In line with the Information Commissioner’s directive on the disclosure of information under the Freedom of Information Act 2000 your request will form part of our disclosure log. An anonymised version of our response will therefore be posted on our website.

Please remember to quote the reference number above in any future communications.