

Safe Sharing of Confidential Voice Recordings

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Introduction

The purpose of this Standard Operating Procedure (SOP) is to provide guidance on the safe sharing of confidential voice recordings. Sharing may be necessary for governance, investigation, learning, training, or complaint management purposes, or where a patient has requested a copy of their own call.

Confidential voice recordings must only be shared where there is a genuine and justifiable business need. Before sharing, consideration must be given to whether the required outcome can be achieved without disclosing the recording.

All confidential voice recordings must be shared securely and in accordance with this SOP. NHSmail (nhs.net) is the preferred method for electronic transfer. Failure to follow this SOP may result in an Information Governance (IG) breach and may be subject to investigation.

The Standard Operating Procedure

Before sharing a confidential voice recording, the following questions must be considered:

- Is there a genuine need to share the recording?
- Can the purpose be achieved without sharing the recording?
- Has approval been obtained from the appropriate manager or Governance Team where required?

If there is any uncertainty, advice should be sought from the Governance Team before proceeding.

Once all other options have been considered, the following methods may be used to share a confidential voice recording securely.

Preferred Option: Face-to-Face Review

Where possible, any third party requiring access to a confidential voice recording should be invited to Osprey Court to listen to the recording in person.

A member of Management or the Governance Team will access and play the recording from a secure, restricted-access location. The recording will remain under the control of the responsible Manager or Governance Team member at all times.

This method minimises the risk of unauthorised disclosure and is therefore considered best practice.

Any temporary copies created for this purpose must be securely deleted once they are no longer required.

Sharing via NHSmail

Where face-to-face review is not practical, confidential voice recordings may be shared via NHSmail (nhs.net).

Both the sender and recipient must use NHSmail accounts.

Safe Sharing of Confidential Voice Recordings

The following statement must be included in the accompanying email:

This email contains a confidential voice recording intended only for the named recipient. If you have received this email in error, please notify the sender immediately and permanently delete the email and any attachments.

If you are the intended recipient, you are responsible for the secure handling of this information. The recording must only be used for its intended purpose and must not be copied, saved, forwarded, or shared with any third party without appropriate authorisation. Once the recording is no longer required, it must be securely deleted.

Any unauthorised use or disclosure of the contents may constitute an Information Governance breach.

The sender must obtain confirmation that the recording has been received securely and deleted when no longer required.

Alternative Secure Email Transfer

If it is not possible to send the recording via NHSmail, an approved secure encrypted method may be used.

Where Egress is used, the word **[SECURE]** must be included in the email subject line. This will trigger secure delivery through the Egress platform.

Further information can be found at:

Egress Intelligent Email Security - Anti-Phishing, Data Loss Prevention and Encryption

The sender remains responsible for ensuring the recording is transferred securely and for obtaining confirmation of receipt and disposal.

Monitoring and Compliance

All sharing of confidential voice recordings is subject to review and monitoring by the BrisDoc Information Governance Board.

Compliance with this SOP may be audited periodically. Any actual or suspected breaches must be reported in line with the organisation's Information Governance Incident Reporting Procedure.

Related information

Information Governance Policy

Safe Sharing of Confidential Voice Recordings

Change Register

Date	Version	Author	Change
03.01.2018	1	Sarah Pearce	New document
19.03.2020	1	Sarah Pearce	No changes.
15.07.2021	1	Sarah Pearce	Removed MP3 blocking details – no longer relevant.
24.07.2023	2	Sarah Pearce	Added pt request reference
24.07.2023	2	Sarah Pearce	Added [SECURE] info
24.07.2023	2	Sarah Pearce	Removed USB – No longer an option
07.08.2026	3	Sarah Pearce	General format and wording review – improves grammar and flow. No content amendments.