BrisDoc Patient care by people who care

NHS

Voice Recording Retrieval Procedure

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Voice Recording Retrieval Procedure

Introduction

This SOP sets out the procedure for retrieving recorded telephone calls from the Oak and Synety voice recorders for audit purposes and investigations into complaints and incidents.

Objectives of the procedure

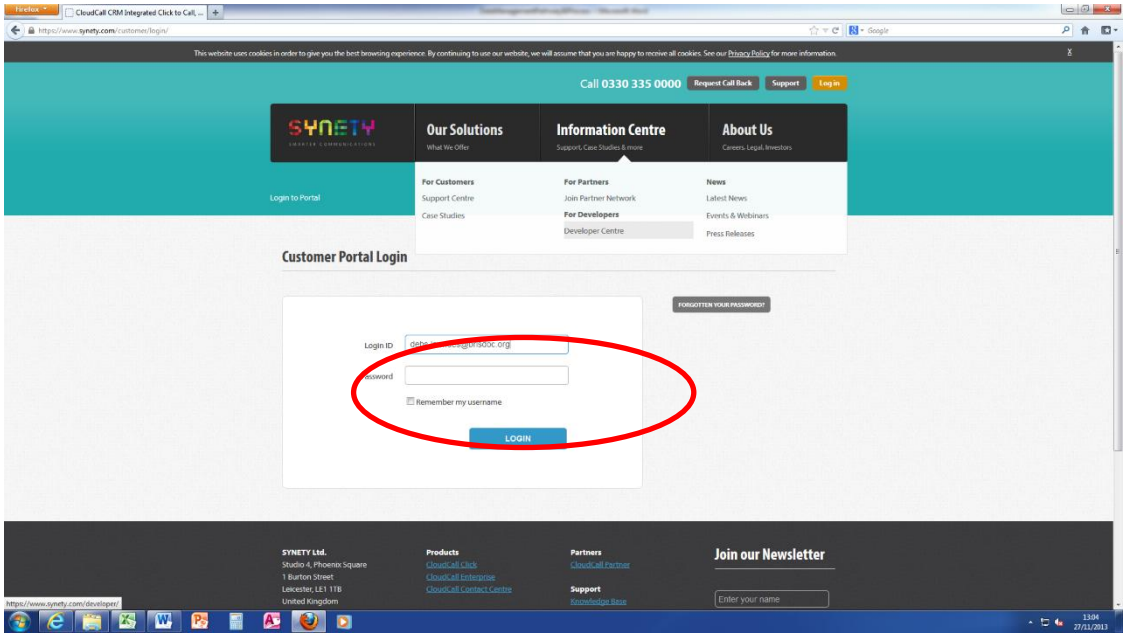
To support BrisDoc assure itself of the quality and consistency of telephone conversations between staff and patients or professional colleagues by making calls available from the recorders for auditing by Senior Managers and the GP OOHs and GPSU clinical governance teams.

The Standard Operating Procedure

For calls made/received at New Court, Clevedon, Yate, Southmead, Cossham

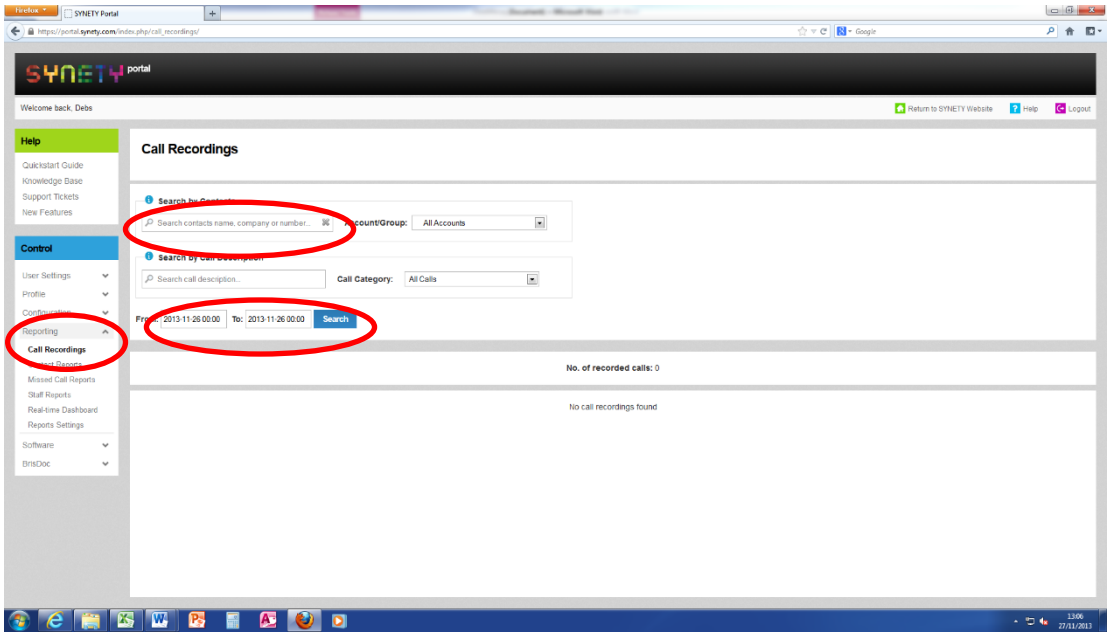
1. Log into Synety http://www.synety.com/login

   Enter username and password

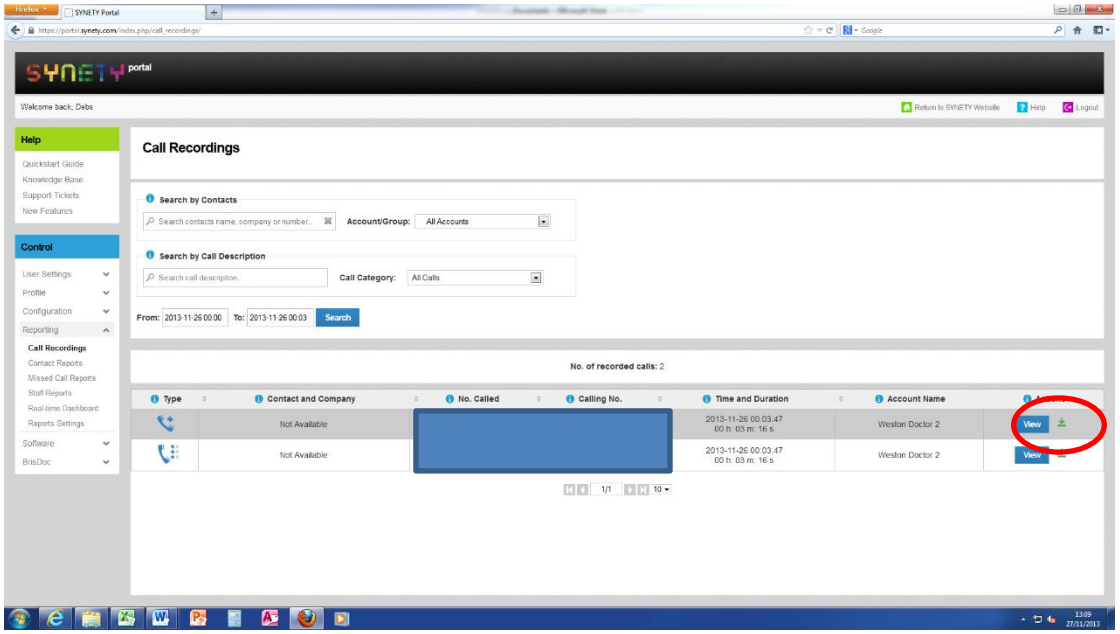


2. Go to reporting and select call recordings.
3. Enter the phone number you are searching for.
4. Enter the date and time parameters of the call.
5. Select “search”.

Voice Recording Retrieval Procedure

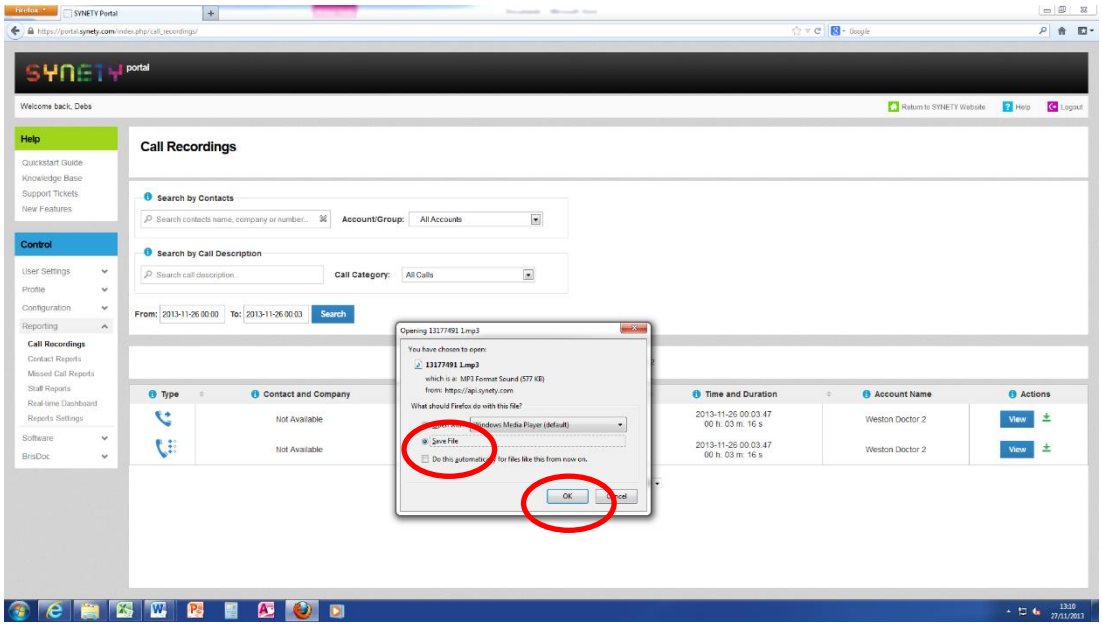


6. Select the green arrow for the call you want.

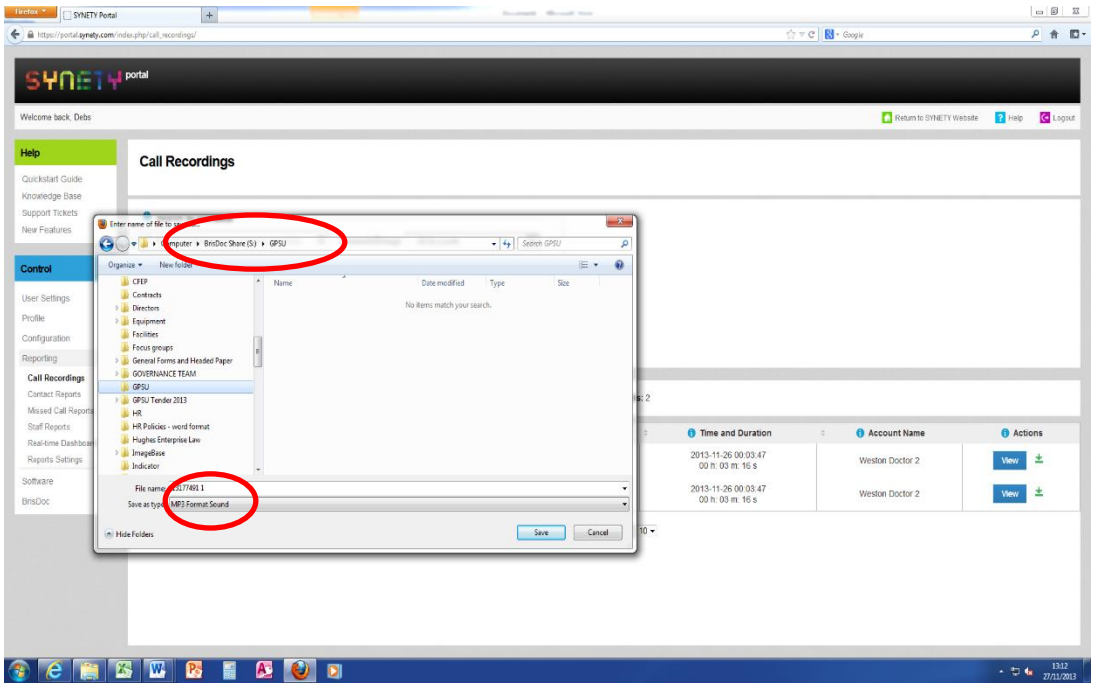


7. Select “save as” and okay

Voice Recording Retrieval Procedure



8. Save the call in mp3 format using the case number and date as the file name in the relevant folder (confidential) on the BrisDoc shared drive.

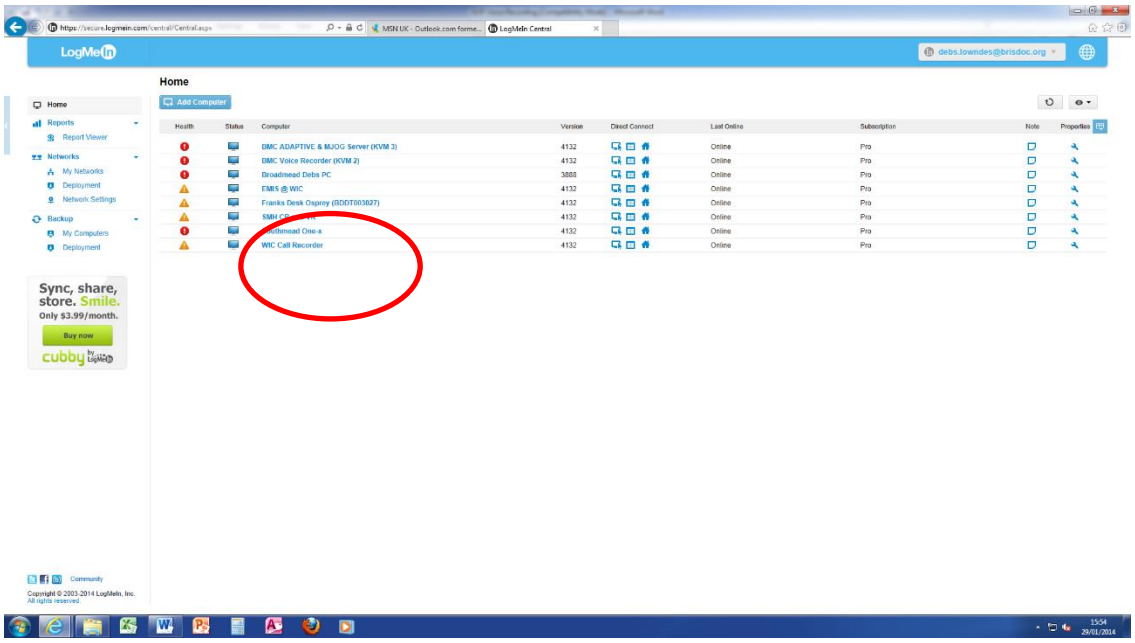


9. Log out of Synety.

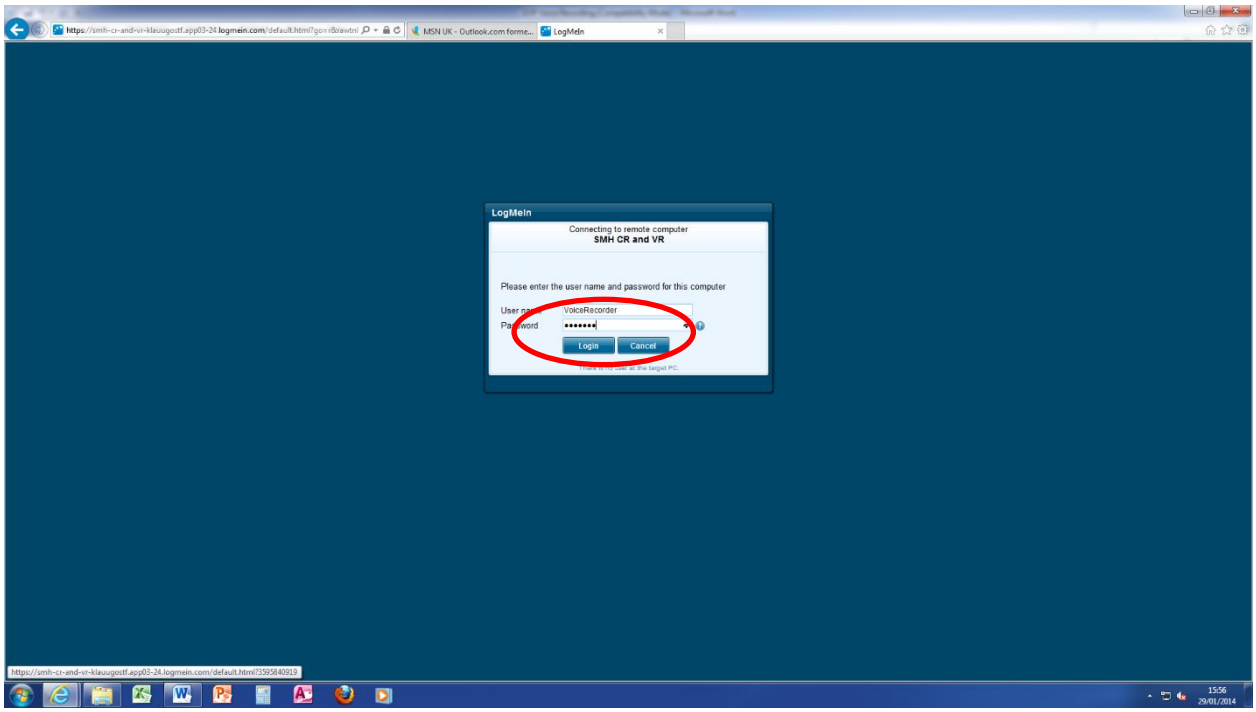
10. Audit calls in accordance with the Audit Framework for telephone calls.

For calls made/received at Knowle

1. Go to www.logmein.com
2. Enter username and password
3. Select WIC voice recorder

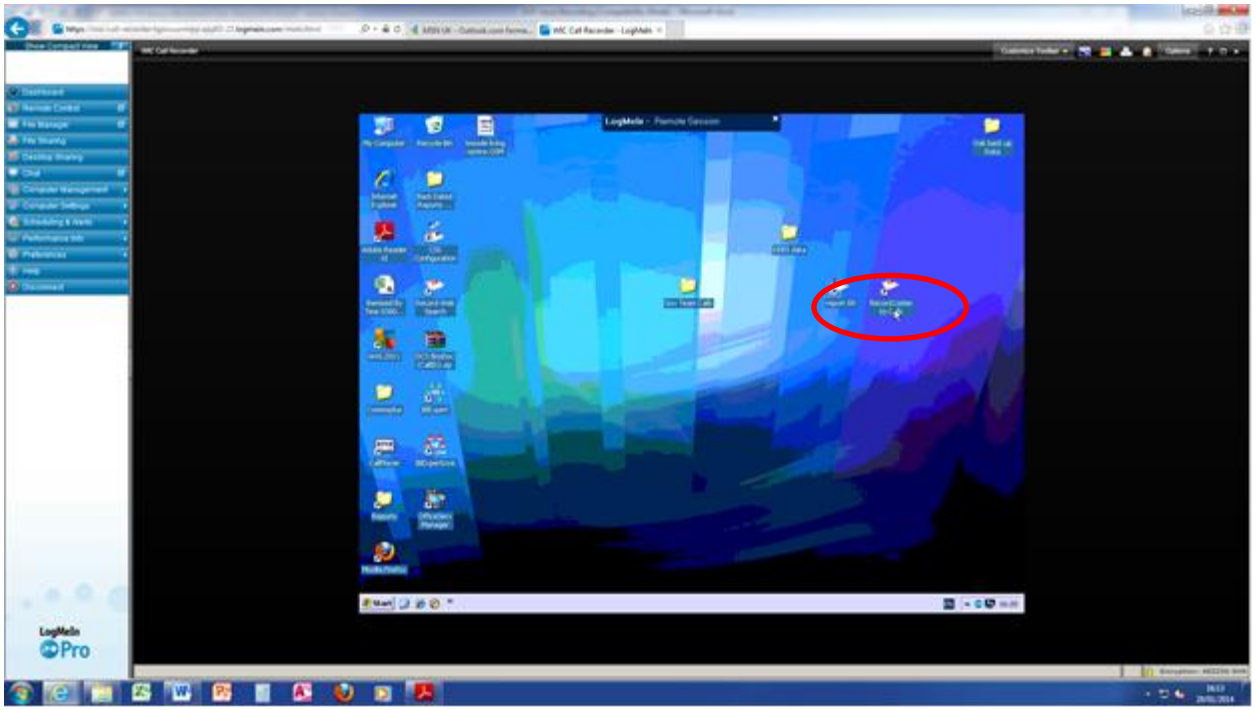


4. Select “click here to continue”
5. Enter password (username should default to User), and log in



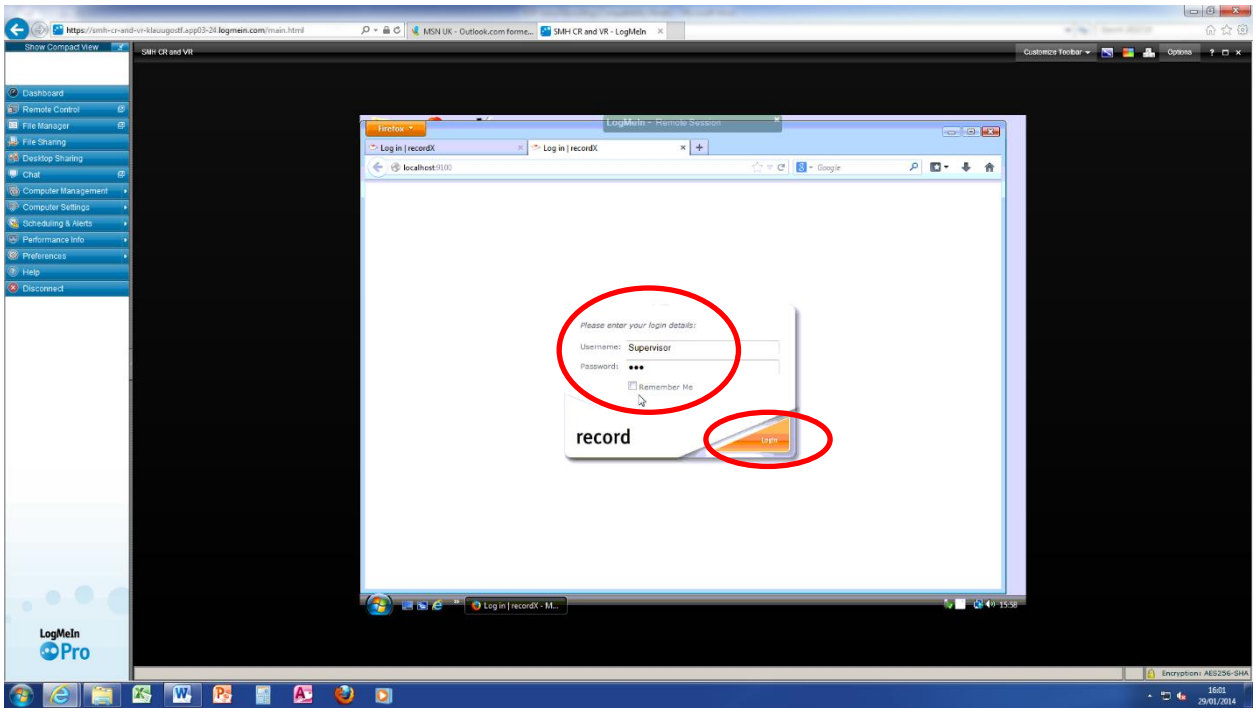
6. Against User re-enter password as for previous screen.

7. Select “Record Listen to calls” icon.

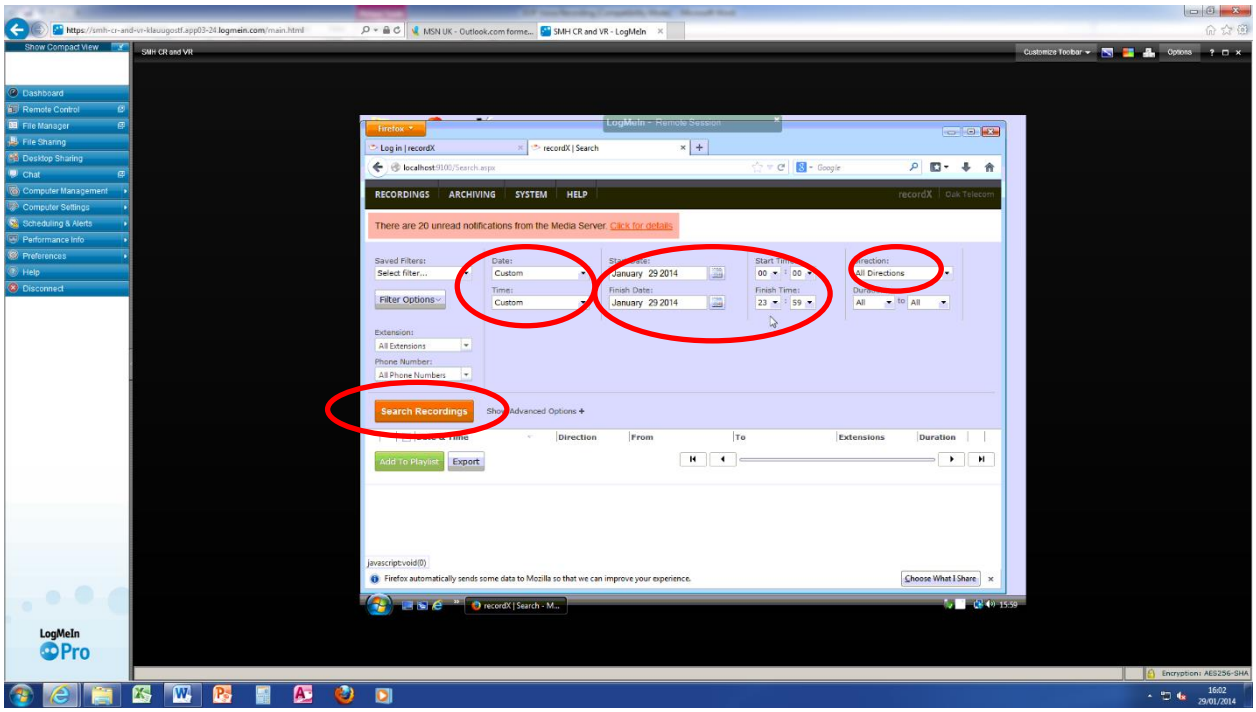


8. Log in to the voice recorder using Username Supervisor.

Voice Recording Retrieval Procedure



9. Change date and time to custom, change date to date of call looking for, select call start and finish times around the time of the call to reduce the number of calls retrieved, select the call direction i.e. whether it was incoming or outgoing, select search recordings.



10. From the calls presented identify the telephone number you need and tick the box. Select “add to playlist”

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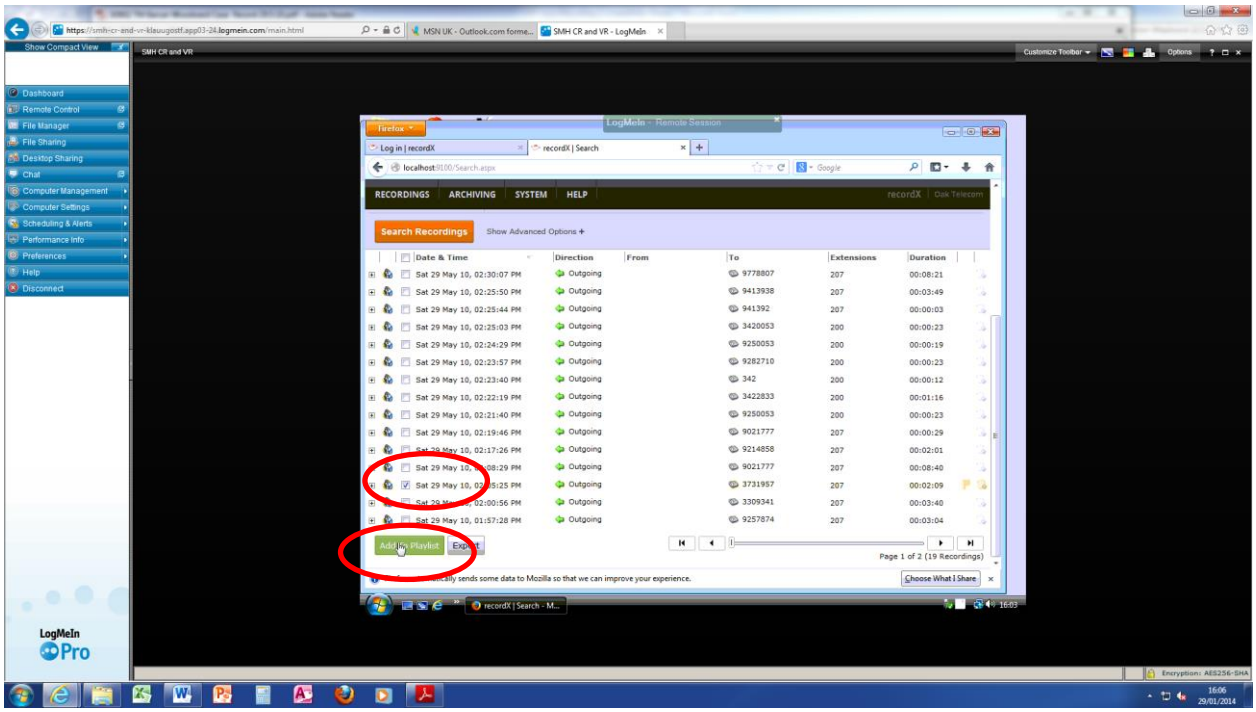
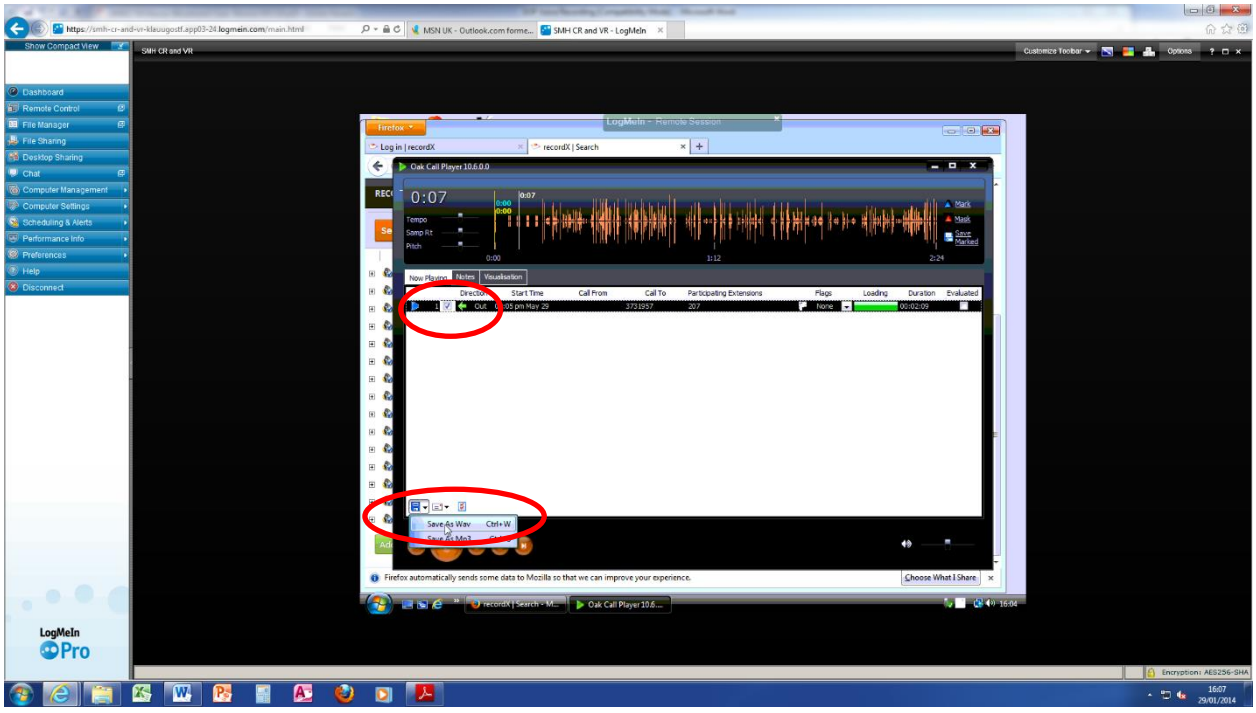


11. Let the recording start to download, tick the box by the green arrow, right click on the black arrow by the save icon bottom right of the screen and select “save as wav”



12. Save the recording into the Governance team folder on the desk top.

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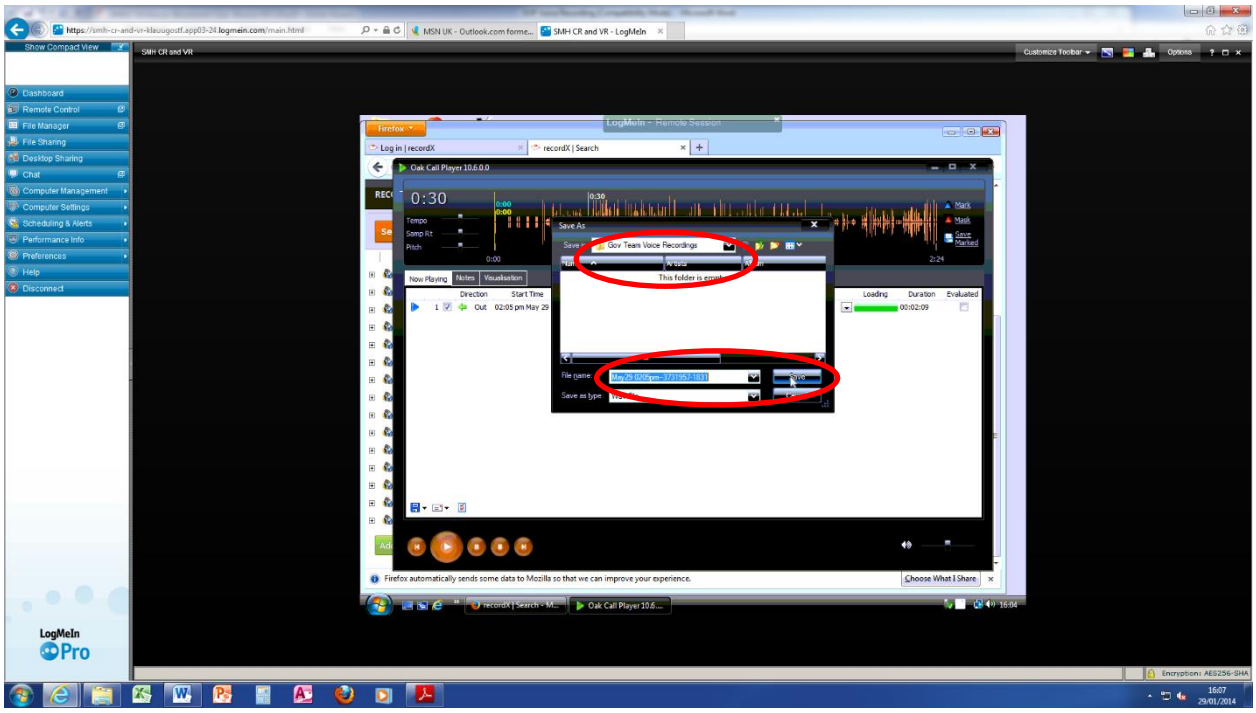
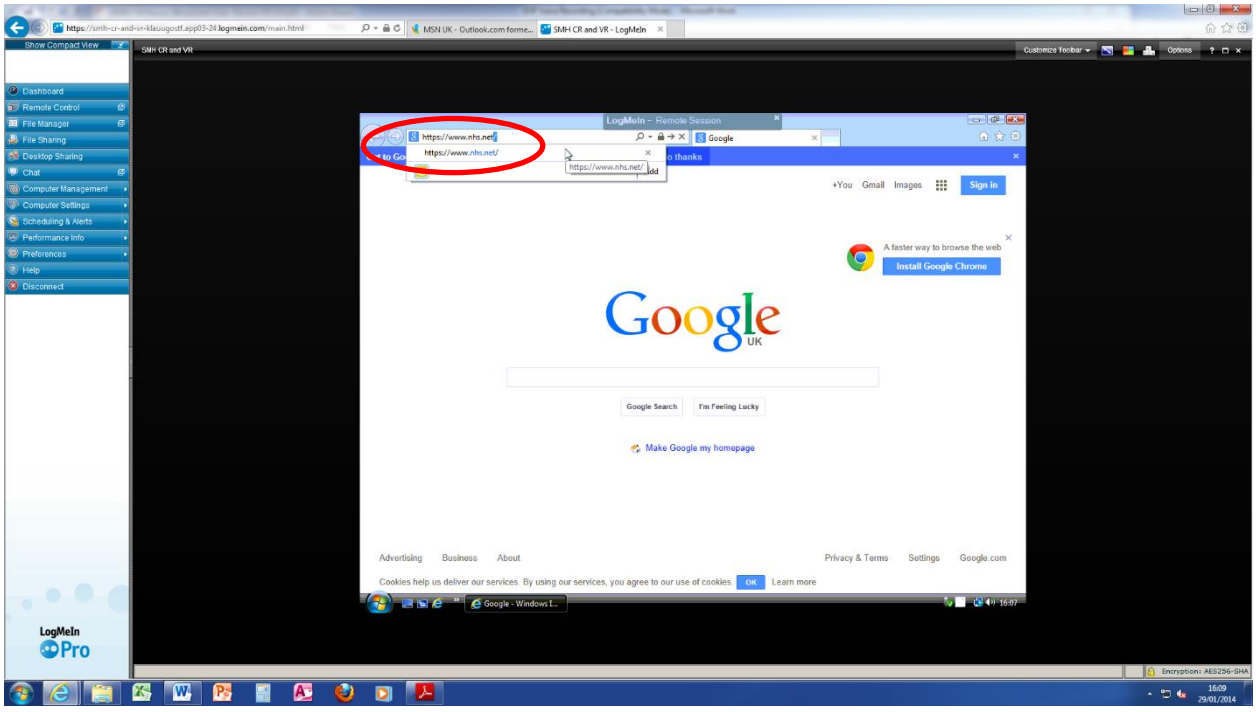
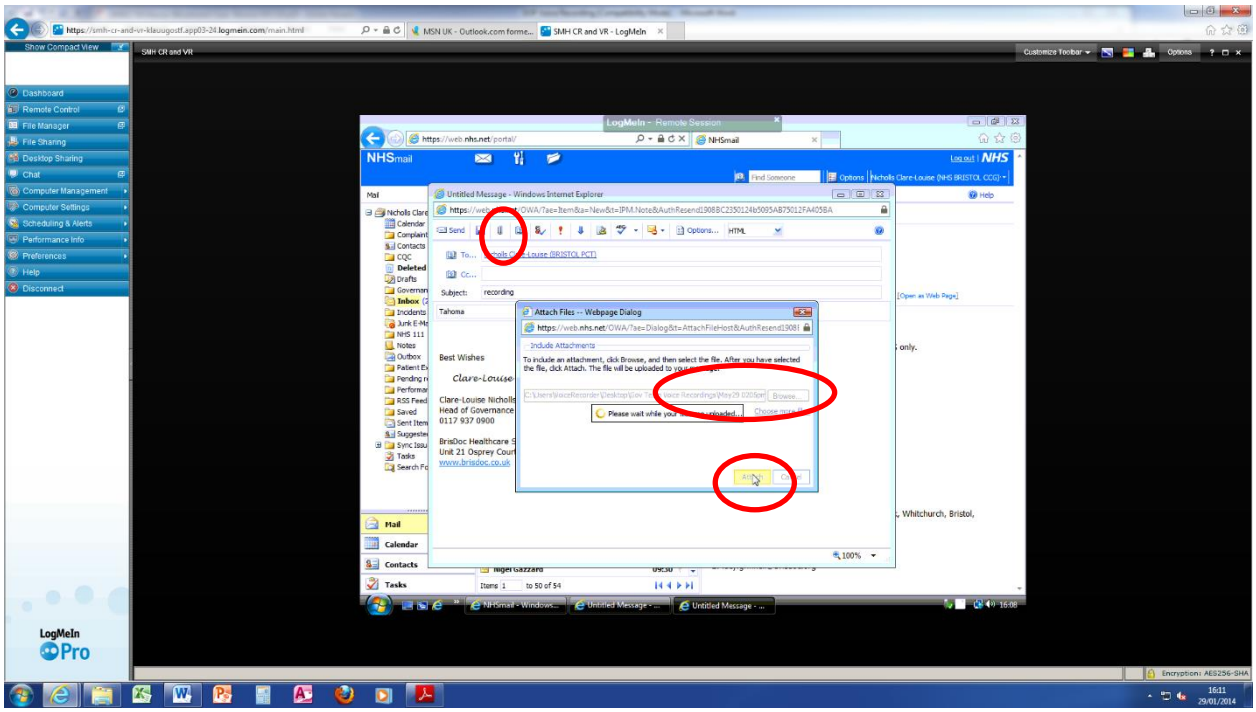


13. Close down the recording and the voice recorder by using X symbols at the top right hand corner.

14. Select internet explorer and enter www.nhs.net in the browser



15. Log into nhs.net and create an email to send to yourself. Opt to attach a document. Select browse to find the Governance Team folder (it may default to this folder), double click on the voice recorder to be emailed (it's file path will appear in the box), select attach and wait for the recording to upload.



16. Send the email, log out of nhs.net and close internet explorer.

17. In the Governance team folder delete the recording from the folder (others using the computers in Knowle have access to these folders and the recording is confidential information)

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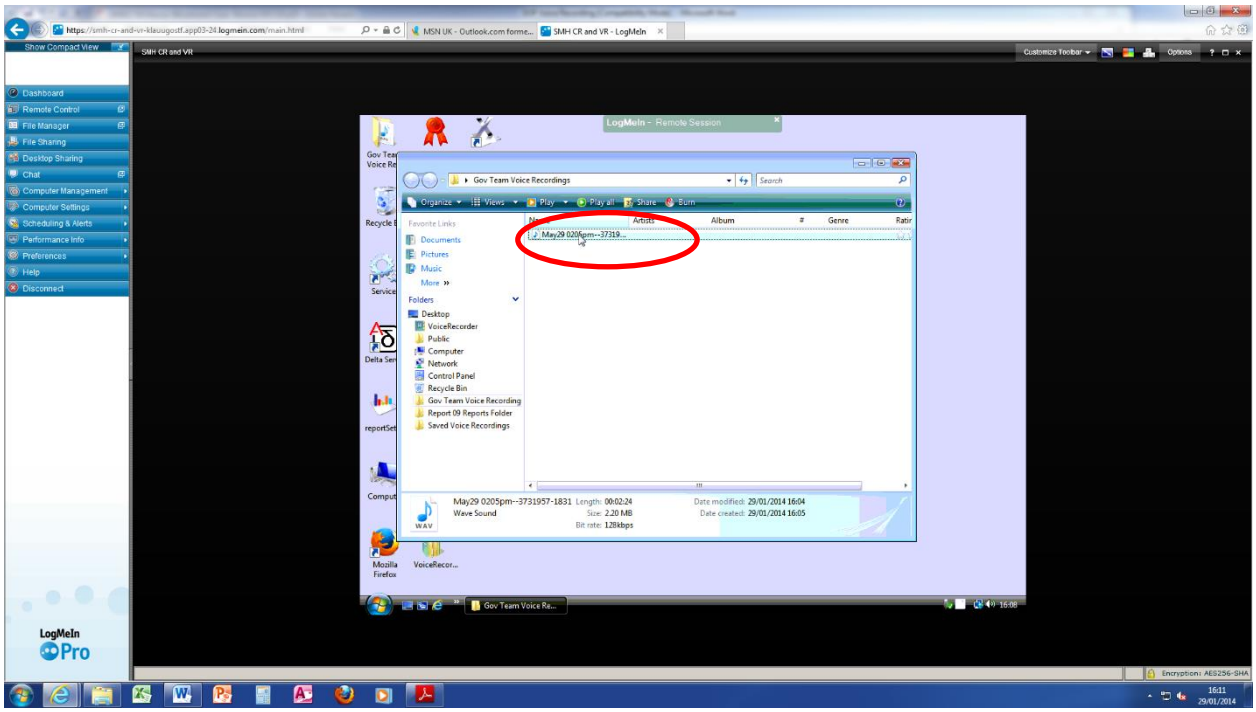
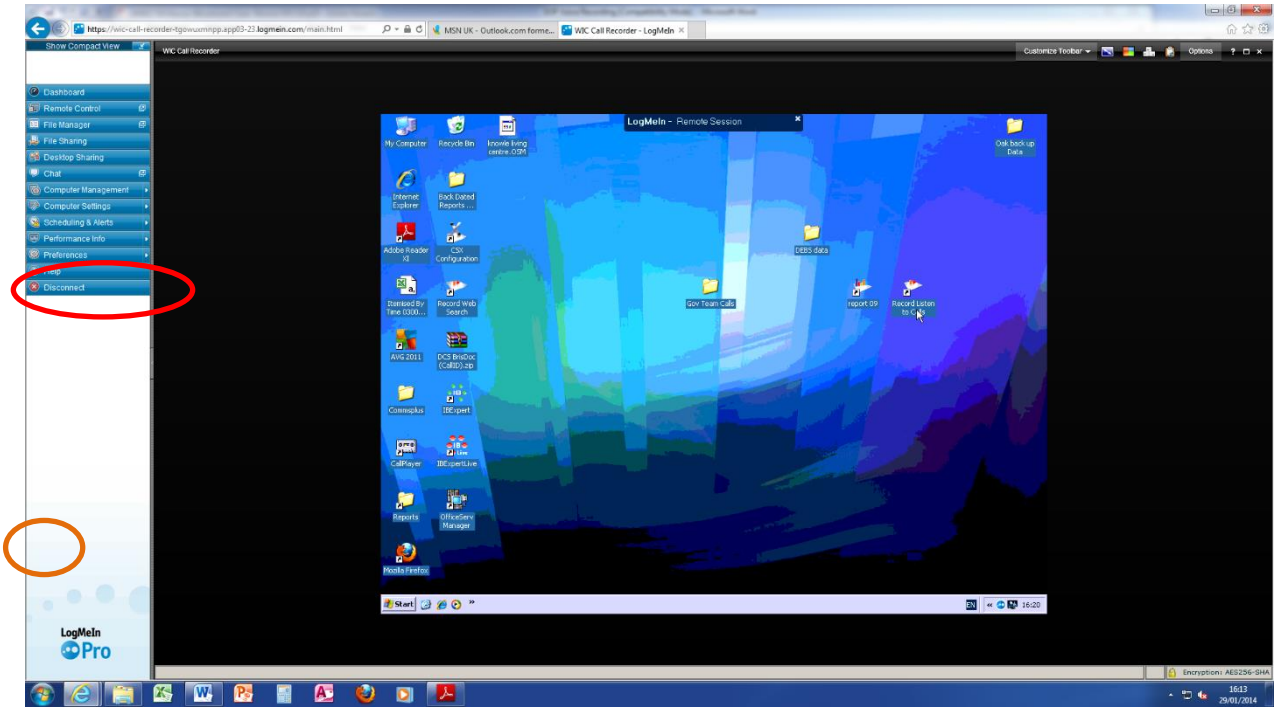
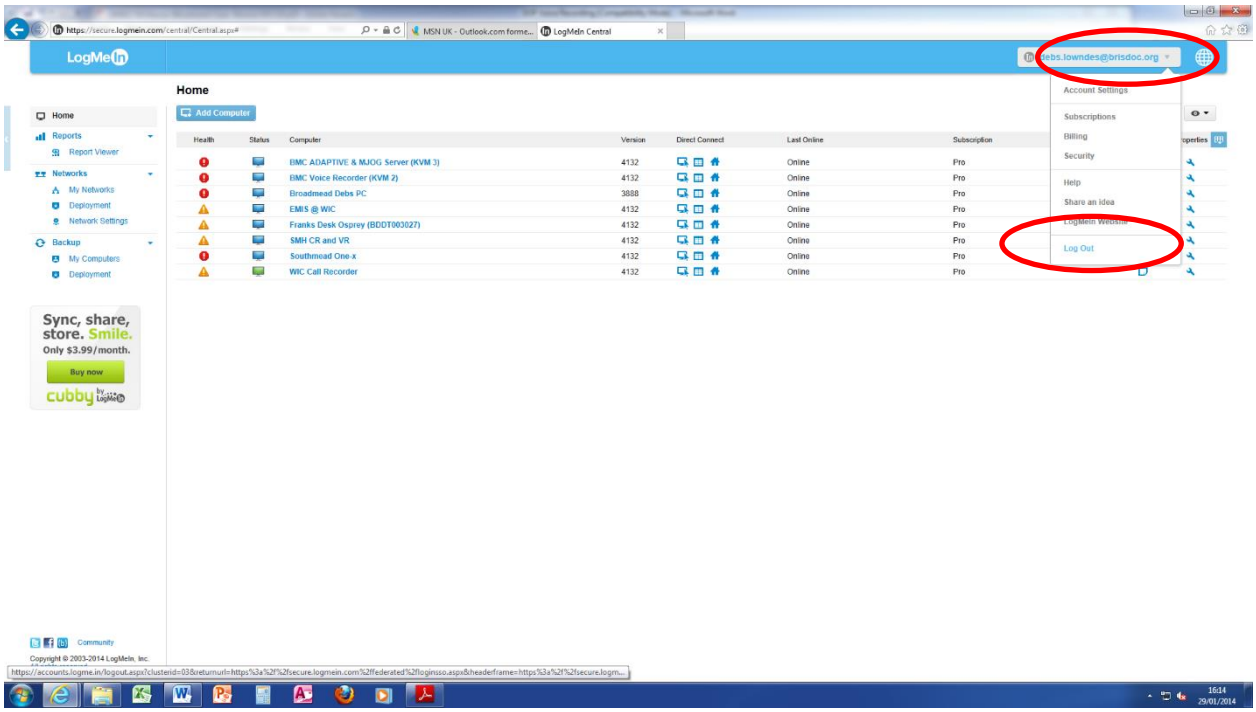


18. Now log off the computer (don't shut it down) - use the usual start icon to bring up the log off option.

19. Disconnect from Logmein by selecting disconnect.





20. Once back on your own desktop log into nhs.net and open the email with the attached recording. Right click “save target as” to the folder (confidential) where you wish to save the call. Delete the call when no-longer requried.

Monitoring

Access to Synety and Logmein is monitored by the Head of Business Information Systems and Projects. Adherence to this SOP will be audited annually by the Compliance Officer.

Related Documents

Audit Framework

Tables

Date	Version	Author	Change
28.1.14	1	CLN	New document
6.8.14	2	CLN	Update to reflect removal of SMH voice recorder and SMH calls going via Synety.
17.4.15	2.1	CLN	Inclusion of Cossham calls via Synety, calls to and from GPST, and GPSU.
24.08.22	3	SP	General review and update – Removal of old process and log in details updated.