

The Reddish Family Practice - CCTV Policy for Patients

Version:	Review date:	Edited by:	Approved by:	Comments:
1.1	22/12/2022	Robert McDermott	Jenny Webster	

Policy Statement

1.0 Owner

The Reddish Family Practice has in place a CCTV surveillance system on these premises. The system is owned by The Reddish Family Practice. The Operations Manager is responsible for the operation of the system, ensuring compliance with this policy and may be contacted as follows:

Operations Manager, The Reddish Family Practice, 306 Gorton Road, Reddish, Stockport, SK5 6RN.
Or by email at Gmicb-sto.p88005-admin@nhs.net

2.0 The System

The system comprises:

- The North site has three cameras located at strategic points on the premises, principally at Entrances and Exits and identified areas of interest.
- The South site has two cameras located at strategic points on the premises, principally at Entrances and Exits and identified areas of interest.

No camera is hidden from view, and all are prevented from focussing on adjoining premises and public areas.

Signs are prominently placed at strategic points to inform staff, visitors and members of the public that a CCTV installation is in use.

Although every effort has been made to ensure maximum effectiveness of the system it is not possible to guarantee that the system will detect every incident taking place within the area of coverage.

3.0 The Purpose of the System

The system has been installed with the primary purpose of reducing the threat of crime generally, protecting the premises and helping to ensure the safety of staff and visitors consistent with respect for the individuals' privacy. These purposes will be achieved by monitoring the system to:

- deter those having criminal intent
- assist in the prevention and detection of crime
- facilitate the identification, apprehension and prosecution of offenders in relation to crime and public order
- to protect staff, visitors and members of the public with regard to their personal safety;
- to protect the buildings and equipment, and the personal property of staff, volunteers, visitors and members of the public;
- to support the police and community in preventing and detecting crime, and to assist in the identification and apprehension of offenders

- to monitor the security and integrity of the site, deliveries and arrivals, including car parking
- to monitor staff and contractors when carrying out work duties
- to monitor and uphold site rules among staff, visitors and contractors in line with the health and safety and the use of equipment on site.

The system will only be utilised for the purposes stated above.

4.0 Live and Stored Images

Images captured by the system will be monitored and recorded by staff having responsibilities for site security and in addition during set periods images may be viewed and recorded by the ARC/RVRC at the address below; Access is restricted to authorised members of senior management, duty personnel and management, police officers and any other person with statutory powers of entry.

5.0 Administration and Procedures

It is recognised that images are sensitive material and subject to the provisions of the Data Protection Act 1998; the Manager responsible for the system will ensure day to day compliance with the Act. All CCTV recordings will be handled in strict accordance with this policy and recorded images will be retained for a maximum of 31 days, excepting any specific images that are identified as providing evidential information under the purposes of the scheme, in which case they will be held until completion of any investigations or prosecutions.

6.0 Staff

All staff having access to the CCTV system are made aware of the sensitivity of handling CCTV images and recordings. The Manager responsible ensures that all staff are fully briefed and trained in respect of their responsibilities from the use of CCTV. Training in the requirements of the Data Protection Act is given to all those required to have access to CCTV recordings.

7.0 Recordings

The stored footage has a retention period up to 31 days, after which the recording equipment automatically overwrites the footage thus deleting it. If the footage is deemed to be of evidential value this can be put onto USB, each recording is uniquely identified and all activities associated with it are recorded in the Recording Log up to and including its final erasure and disposal. The Recording Log is kept secure and access to it is only available to relevant members of staff.

8.0 Maintenance

A planned programme of preventive maintenance and system checks will be performed at least once per annum. All visits for Preventative and corrective visits shall be recorded

9.0 Access to records

CCTV images form part of the patient record. Should a patient wish to review CCTV footage in relation to a specific incident they should complete a SARS form and submit this to the Operations Manager within 31 days of the specific incident occurring. Please note that only public areas of the practice (eg waiting room, entrance and exits) are currently covered by CCTV images.