



PMG policy: Patients recording consultations

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Patients are increasingly asking if they can record or video consultations on their phones or other devices.

The BMA have issued guidance on this:

www.bma.org.uk/advice-and-support/ethics/confidentiality-and-health-records/patients-recording-consultations

If the recording is by mutual consent, it can be of benefit to both patients and clinicians. A patient should request a clinician's agreement before recording. If a patient requests to record, we encourage you to support this.

If you suspect that a patient is covertly recording you, this would be considered a breach of trust and an invasion of privacy. The BMA advises that you discuss this with the patient and explore their reasons for recording and encourage them to record openly.

The Partners understand that the recording of a consultation may feel intrusive or alter your relationship with the patient. Should you feel uncomfortable or wish to discuss any aspects prior to giving consent, if there is no immediate care needed, you would be supported in ending the consultation or home visit, and for it to be re-arrange at a different time. If there is an immediate care need, you should not refuse to continue, unless the patient can be seen in a safe and timely manner by an alternative clinician willing to be recorded.