



Procedure for Recording Patient Consultations

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1.0 Purpose

To describe the process for recording, storing, reviewing and deleting patient consultations for GP training purposes.

2.0 Scope

This procedure applies to all GP trainees, GP trainers, scheme directing teams and practices involved in the recording, storage, review and deletion of patient consultations for educational and assessment purposes within the ICGP National Specialist Training Programme in General Practice.

3.0 Procedure

Before recording any patient consultation, GP trainees must familiarise themselves with and understand the Policy for Recorded Patient Consultations, the [Panopto User Guides](#), the Patient Information Leaflet, the GP Trainee Information Leaflet and the Patient Consent Form.

3.1 Determine Suitability

Prior to seeking consent, the GP trainee shall confirm that the consultation is suitable for recording in accordance with section 3.0 of the Policy.

Where there is uncertainty regarding patient vulnerability, complexity or sensitivity, the GP trainee should seek guidance from the GP trainer before proceeding.

3.2 Pre-Consultation Information

Once suitability has been confirmed, the GP trainee shall provide the Patient Information Leaflet and explain the purpose of the recording, who may view the recording, how the recording will be stored and deleted, and the patient's right to pause recording, stop recording or withdraw consent at any stage before, during or after the consultation.

3.3 Obtaining Pre-Recording Consent

Before recording begins, the GP trainee shall obtain signed patient consent. Where the patient is a child, signed consent must be obtained from a parent or legal guardian. The GP trainee shall also confirm that the patient has the capacity to provide consent. During the consultation, the GP trainee shall confirm that consent has been obtained for both the recording of the consultation and approved educational purposes, including reflective learning, assessment and the professional development of GP trainees.



3.4 Conducting and Recording the Consultation

Only the consultation shall be recorded, using Panopto Capture to upload directly to the secure site.

The GP trainee shall ensure that no intimate examination is recorded and that the camera is not directed towards the examination couch during any examination.

At the patient's request, the recording may be paused or stopped. Where the patient had paused the recording and wishes to resume, recording may continue in accordance with the Panopto User Guides. If consent is withdrawn, recording must cease immediately and any material already recorded or uploaded must be deleted.

3.5 Sharing Secure Recordings via Panopto

The GP trainee shall verify that the recording has uploaded successfully using Panopto Capture and share the secure link with the educator via GPEP. Only users with an ICGP Panopto account that the GP trainee has specified can access the link. Further instruction in Panopto user guides.

3.6 Documentation

The GP trainee shall scan the completed consent form into the patient record and record completion of the consultation process in GPEP.

No personally identifiable patient information shall be included in feedback reports, consultation analyses, discussion notes, GPEP entries, reflective learning records or any associated educational documentation.

3.7 Educational Review

Recordings may be reviewed by the GP trainee, the GP trainer, Scheme Directors or Assistant Scheme Directors for assessment and teaching purposes, and other GP trainees within the same year group for the purposes of supporting their professional development and that of their fellow GP trainees.

4.0 Retention and Deletion

Videos uploaded to Panopto are automatically deleted after 90 days. Videos may be manually deleted sooner where they are no longer required or where consent has been withdrawn. Recordings must not be retained or stored locally.



5.0 Associated Documents

- Patient Information Leaflet (Appendix A)
- Patient Consent Form (Appendix B)
- GP Trainee Information Leaflet (Appendix C)
- [Panopto User Guides](#)
- [ICGP Privacy Policy](#)

6.0 Contact

Quality Assurance and Enhancement, ICGP

qae.training@icgp.ie



Appendix A: Patient Information Leaflet

Recorded Patient Consultations for GP Training

Thank you for considering participation. As part of GP specialist training, doctors in training (GP trainees/registrars) are required to review and develop their consultation skills. One way of doing this is through the recording of patient consultations for educational and training purposes.

You are reading this information leaflet because you are currently registered as a patient in a practice that participates in GP training. Your participation is entirely voluntary. Whether you choose to take part or not will not affect your care, treatment, or relationship with your doctor in any way. You are also free to change your mind at a later stage, without providing any reason and without this affecting your care.

What is a recorded consultation?

A recorded consultation is a video recording of your consultation with a GP trainee. It takes place during the duration of your scheduled appointment with your GP. The recording allows the GP trainee to later reflect on and improve their consultation skills under the supervision of experienced GP trainers and educational supervisors.

Why are consultations recorded?

Recorded consultations help GP trainees to:

- Improve their communication skills.
- Develop consultation and clinical reasoning skills.
- Reflect on their practice.
- Meet training and assessment requirements within the Irish College of GPs training programme.
- Support the education and professional development of other GP trainees within the same year group.

What happens if I agree?

If you agree to participate:

- You will receive information about the recording process.
- You will be given an opportunity to ask questions.
- You will be asked to sign a consent form before the consultation begins.
- Your consultation will be recorded.
- The consultation will be reviewed by GP trainers or scheme directing teams to assess the performance of the GP trainee.
- The recording may be used in small group teaching with other GP trainees, in the same year group, for approved educational purposes, including reflective learning, assessment and the professional development of GP trainees.



Who will be able to view the recording?

The recording may be viewed by:

- The GP trainee.
- The GP trainer.
- Scheme Directors or Assistant Scheme Directors for assessment and teaching purposes.
- Other GP trainees, in the same year group, for approved educational purposes, including reflective learning, assessment and professional development.
- IT support and administrative staff have access to the platform for operational purposes only. They will not routinely access or view consultation recordings.

All individuals involved are bound by professional and confidentiality obligations.

No personally identifiable information shall be included in any feedback, analysis, discussion notes, or associated documentation. Furthermore, any data used for training purposes will be completely anonymised, meaning no one will be able to identify you.

How will the recording be stored?

Recordings are stored on a secure, encrypted educational platform approved by the Irish College of GPs (Panopto).

To protect your privacy:

- Access is restricted to authorised individuals.
- Recordings are handled with the same level of security as patient records.
- Recordings are automatically deleted after 90 days.
- Recordings can be deleted sooner if you withdraw consent

Do I have to take part?

No.

Taking part is completely voluntary. You can:

- Decide not to participate.
- Change your mind and withdraw consent before, during and after the consultation.
- Ask for the recording to be paused or stop completely during the consultation.
- Request deletion of the recording before it is used for educational purposes.

You do not need to provide a reason for your decision.



Children and Young People

Where the patient is a child, consent must be obtained from a parent or legal guardian before any recording takes place.

Are there any consultations that will not be recorded?

Yes.

- Intimate examinations will not be recorded.
- The camera will not be directed towards the examination couch at any time for any examinations.

Protecting Your Privacy

The Irish College of GPs is committed to protecting your personal information and handling it in accordance with:

- The General Data Protection Regulation (GDPR)
- The Data Protection Act 2018
- [The Irish College of GPs Privacy Policy](#)

Your information will only be used for the purpose explained in this leaflet and on the legal basis of your explicit consent.

Your Rights

You have the right to:

- Request access to your personal information.
- Request that your personal information is erased, where applicable.
- Request that the processing of your personal information is restricted.
- Request the correction of your personal information, if it is wrong or inaccurate.

Questions or Further Information

You are always free to ask questions about the recording process, raise concerns about how your personal information is handled and withdraw your consent. If you would like further information about recorded consultations, please speak with:

- The GP trainee
- The GP trainer



- A member of the practice team
- Or contact the ICGP directly: dataprotection@icgp.ie

They will be happy to answer any questions before you decide whether to participate. If you have any concerns about how your personal data is being processed, you can submit a complaint Office of the Data Protection Commission, 6 Pembroke Row Dublin 2, D02 X963, Ireland.

Thank You

Your support helps GP trainees develop the skills they need to provide safe, effective and patient-centred care for the future. We appreciate your consideration and contribution to GP education.



Appendix B: Patient Consent Form

CONSENT FORM

Recorded Patient Consultations for GP Training

GP Training Practice: _____

GP Trainee: _____

Date of Consultation: _____

- ☐ I have received and read the Patient Information Leaflet.
- ☐ I have had an opportunity to ask questions.
- ☐ I understand participation is voluntary.
- ☐ I understand my care will not be affected by my decision.
- ☐ I understand I can withdraw my consent at any time.
- ☐ I can request the recording is paused or stopped completely at any time.
- ☐ I understand authorised trainers and scheme directors will review the recording to assess the GP trainee.
- ☐ I understand how my recording will be used in teaching for the purposes of supporting their professional development and that of their fellow GP trainees.
- ☐ I understand the recording will be securely stored and deleted according to College policy and procedures.



I provide my explicit consent to my personal information being recorded as part of my consultation with [my GP/a GP trainee] and to be processed for the purposes set out in this information leaflet:

☐ YES

☐ NO

Patient Name: _____

Patient Signature: _____ Date: _____

Parent/Guardian (if applicable): _____

Signature: _____ Date: _____

GP Trainee Declaration :

I confirm:

☐ Patient Information Leaflet provided

☐ Consent obtained before recording

☐ Consent will be stored in patient file

☐ Recording will be managed in accordance with ICGP policy

GP Trainee Name: _____

Signature: _____ Date: _____



GP Trainer Verification :

I confirm:

- ☐ Patient Information Leaflet provided
- ☐ Consent obtained before recording
- ☐ Consent will be stored in patient file
- ☐ Recording will be managed in accordance with ICGP policy

GP Trainer Name: _____

Signature: _____ Date: _____



Appendix C: GP Trainee info leaflet

Information Leaflet for GP Trainees

Recorded Patient Consultations

Why am I receiving this information?

In signing the [GP Training Agreement](#), you acknowledge that for the purposes of the Data Protection Acts 1988 & 2003, the General Data Protection Regulation (GDPR) and Irish Data Protection Act 2018 the College will collect, use, store, process and disclose your data (including your personal data) for the purposes of your participation on the Training Programme, the operation of the Training Programme and in relation to verification of requirements for the CSCST.

As part of your GP training programme, you are required to record patient consultations which may later be used for educational review, supervision, reflective learning and assessment activities.

What personal data is collected?

Recorded consultations may contain information relating to you, including:

- Your image and voice.
- Your communication and consultation skills.
- Information relating to your educational performance and professional development.
- Feedback arising from review and discussion of consultations.

Why is this information processed?

Recorded consultations are used to:

- Support your education and training.
- Facilitate feedback and reflective learning.
- Assist GP trainers and educators in supervising your progress.
- Meet CSCST training and assessment requirements associated with the GP Training Programme.

Who may view recordings?

- You, as the GP trainee.
- Your GP trainer.
- Scheme Directors or Assistant Scheme Directors or other GP trainers for assessment and teaching purposes.



- Other GP trainees, in the same year group, for approved educational purposes, including reflective learning, assessment and professional development.
- IT support and administrative staff have access to the platform for operational purposes only. They will not routinely access or view consultation recordings.

Your Rights

In relation to your personal data, you have the right to:

- Request access to your personal data.
- Request correction of inaccurate information.
- Request that the processing of your personal data is restricted, where applicable.
- Further information on the processing of personal data is available in the [Irish College of GPs Privacy Policy](#) and associated training programme documentation.

If you have any questions regarding the processing of your personal data, please contact your Scheme Director, Programme Team, or [the Irish College of GPs](#). If you have any concerns about how your personal data is being processed, you can submit a complaint Office of the Data Protection Commission, 6 Pembroke Row Dublin 2, D02 X963, Ireland.



Appendix D: Requirement to use Panopto capture from July 27

Direct capture to the Panopto platform is the College's recognised standard method for recording and uploading patient consultations.

In exceptional circumstances where Panopto Capture cannot be used, recordings made on practice equipment must be uploaded immediately to Panopto. Any local copy of the recording must be **deleted immediately** following successful upload.

Recordings of consultations shall be handled with the same level of security as patient record files.

All recordings from July 2027 must be via Panopto Capture.

Guidance on using Panopto Capture is outlined in the [Panopto user guides](#).