

For everyone's safety and security
This service uses CCTV



What is CCTV?

CCTV stands for closed-circuit television. CCTV cameras can be set up to record what is in front of them 24/7, as part of a wider security system. CCTV cameras are widely used on roads, public transport, shops, restaurants, and healthcare facilities.

Why does ELFT use CCTV?

Our staff, service users and carers tell us that CCTV can contribute to making an environment feel safe and secure. It can also deter people from crime and abusive behaviour. On rare occasions, when incidents need to be investigated by the police or the Trust, CCTV provides useful evidence that shows what happened.

We do not use CCTV to observe patients from afar, or as a replacement for any aspect of care.

Where are CCTV cameras?

Whilst the placement of CCTV cameras varies by service, they are typically located at the building's entrances and exits, and in communal areas such as lounges, dining rooms and corridors. There are no CCTV cameras in bedrooms, bathrooms or clinical examination rooms. We respect service users' rights to privacy and dignity.



Who has access to CCTV footage?

Only specific senior members of staff have access to CCTV footage captured on the premises. Images are only viewed and/or downloaded when there is a **need** for it e.g. when a significant incident occurs that will require investigation. No one watches live footage as it is being recorded.

Images are only shared with third parties in specific circumstances where the Trust is legally or morally obligated to do so, for example, law enforcement agencies or prosecution authorities.

All staff with CCTV access are trained to understand the laws and regulations surrounding the use of CCTV, for example the Data Protection Act 2018.

How do you store CCTV footage?

Our CCTV systems automatically delete recordings after 28 days. Only footage that is downloaded for a specific purpose (e.g. investigation) is stored for a longer period. This footage is treated as highly confidential data and is stored securely, in line with data protection laws.

The Trust has several assurance processes to make sure that CCTV is being suitably used and managed, for example regular inspections and audits.



Can I see the CCTV footage that has me in it?

You have a legal right to request CCTV footage with you in it, if you wish to do so. This request is called a 'Subject Access Request'. To make a request, email newccg.balaamstreet@nhs.net, call 020 8472 1238. You can expect to receive a response to your request within 1 month.

Footage will be reviewed before it is sent to you, and images of other patients or staff will be pixelated or removed in order to protect their confidentiality.

As our CCTV systems automatically delete recordings after 28 days, it is important that you make a request as soon as possible. Regrettably, it is very unlikely the Trust will be able to fulfil your request if the recordings you want are from over 4 weeks ago.

I'm a carer, can I see the CCTV footage that has my loved one in it?

If you can demonstrate that you have consent from your loved one to make this request, or you have Power of Attorney, you will be able to exercise subject access rights on their behalf. This is due to a clause in Data Protection Act 2018.

To make a request, email newccg.balaamstreet@nhs.net, call 020 8472 1238

Where can I find more information?

Go to <https://balaamstreetsurgery.nhs.uk/> and search 'CCTV' for more information and to view ELFT's CCTV policy.

If you have any concerns about the use of CCTV in your care, feel free to contact us