

How our automated video redaction helped the NHS

“It gave me exactly what we needed for what was quite a critical situation.”

Rysz Detko, Patient Services Manager, The University Hospitals of Morecambe Bay NHS Trust



Background and challenge

Managing CCTV across three distinct hospital sites in Lancaster, Rysz faced a unique challenge: how to effectively handle sensitive video footage, especially during serious incidents which involved multiple individuals. The need to redact certain persons from the footage – for health and safety, GDPR, patient/practitioner privacy compliance or for organisational presentations – was evident.

“The service was more cost-effective and helpful in terms of issues we normally have.”

Despite being new to redaction tools, Rysz and his team found the Secure Redact solution extremely intuitive. The hospital's existing CCTV system lacked redaction capabilities, and external firms failed to offer guidance. Yet, Secure Redact provided an easy-to-use and hassle-free solution that eliminated the need for binding long-term contracts.

The value of the Secure Redact platform

Where other solutions fell short, Secure Redact's cloud-based platform stood out because it is third-party compliant with the NHS' strict security guidelines.

What could have been a daunting task became an effortless procedure – Rysz and his team could maintain patient and practitioner privacy without breaking a sweat.

“With Secure Redact's secure adaptability, we now have a third-party partner that is compliant with our healthcare standards. We'll surely be using you again.”

The platform saved them from tedious administrative tasks and allowed the NHS Trust to establish a smooth-running workflow, which prioritised the safety and privacy of both patients and practitioners.