

Firs House and Telegraph Street Surgeries Patient Participation Group (PPG)

CODE OF CONDUCT

Members' involvement

- 1) The conduct of PPG members towards one another, guests at meetings and the Practice's staff and patients should be marked by courtesy, respect, tolerance and inclusivity.
- 2) Members should be supportive of the Practice, working in partnership with it whilst feeling able to constructively criticise and trouble-shoot.
- 3) All members' contributions to meetings should be relevant to the PPG's general remit as described in its Terms of Reference. All involvement should ultimately be for the benefit of the Practice's patient population as a whole and not for any personal health, material or political interest. As such we seek to be particularly mindful of the needs of patient groups who are under-represented on the PPG. All members should take responsibility to curtail anyone's contribution that falls outside the PPG's remit.
- 4) Any member wishing to correspond with the whole PPG outside a meeting (e.g. by email) should do so via the Chair.
- 5) Membership of the PPG (and meeting attendance by a guest) is conditional upon agreeing to abide by this Code of Conduct. The Chair may expel from the meeting and/or PPG any member who falls persistently or grossly outside this Code of Conduct. (Members have a right of appeal against such disciplinary action, using the Practice's Complaints Procedure.)

Confidentiality

- 1) Members should respect the confidentiality of the names, contact details and personal information of all the Practice's patients.
- 2) If during the course of PPG business anyone divulges their own or another's, personal information then this should remain confidential within the group.
- 3) Certain written or verbal information, both internal and external (e.g. practice/NHS draft proposals) may be designated as confidential within the PPG (e.g. until a draft is agreed and finalised or published).

Interaction with public

- 1) Sharing PPG meeting content externally should be limited to what is verbally agreed as permissible and/or is in the agreed minutes. Such disseminated content should accurately reflect the collective PPG view, whether taken by consensus or majority vote. Any conflicting personal view should be distinguished from the PPG's view.
- 2) Any interaction with the media, including social media regarding PPG matters should be channelled through the Chair or surgery management.
- 3) Members should disclose any conflict of interest, to be addressed by the Chair on a case-by-case basis. This may require absence from some of the meeting business and/or disqualification from voting.

Values

Core values that underpin the work of the PPG are:

- i) **Accountability:** Everything done by the PPG should be able to stand the test of scrutiny by the public
- ii) **Integrity:** This should be the hallmark of all personal conduct between members of the PPG, the Practice and the public
- iii) **Openness:** There should always be sufficient openness of PPG activities to promote the confidence of the Practice and the public

Review

This Code of Conduct will be reviewed by the PPG at least every 2 years.

Adopted at a meeting of the PPG on 12th July 2016