

MARKET CROSS SURGERY CORBY GLEN

PATIENT PARTICIPATION GROUP CODE OF CONDUCT

Members' Involvement

1. Membership of the PPG and attendance of guest speakers is conditional upon agreeing to abide by this Code of Conduct.
2. The conduct of PPG members towards one another, guests at meetings and the Practice's staff and patients should be marked by courtesy, equality, respect, trust, tolerance and consideration at all times.
3. Members should be supportive of the Practice, working in partnership with it whilst feeling able to constructively criticise and provide appropriate input.
4. PPG meetings are not a forum for individual complaints and single issues as there will be other procedures for supporting patients with these concerns.
5. All members should take responsibility to curtail anyone's contribution that falls outside the PPG's remit and challenge behaviour that is perceived to be discriminatory, unfair or undermines the aims and objectives of the group.
6. Any member wishing to correspond with the whole PPG outside a meeting (e.g. by email) should cc the Practice representative(s).
7. All meetings will start and finish on time and follow the agenda. The Chair/facilitator will keep the meeting focussed.

Confidentiality

1. Members should maintain absolute confidentiality about the business of the Practice.
2. No information is to be divulged outside the group unless officially agreed by the group.
3. If, during the course of PPG business, anyone divulges their own or another's personal information then this should remain confidential within the group.
4. 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, finalised and published).
5. All PPG members are required to sign a Confidentiality Agreement. Any information disclosed by any patient to a PPG member must be held in the strictest confidence and PPG members will not take any disclosure of a medical or clinical nature.

6. Any confidential information handled by the PPG will be stored at the Practice in line with data protection protocols.

Interacting with the Public

1. Sharing PPG meeting content externally should be limited to public minuted notes.
2. All interaction with the media regarding PPG matters must always be channelled through the Practice management.
3. Members should disclose any conflict of interest in any PPG matters.
4. Members of the PPG who become aware of a safeguarding concern must report this to the Practice Safeguarding lead or their deputy.

Values

Core values that underpin the work of the PPG are:

1. Accountability: Everything done by the PPG should be able to stand the test of scrutiny by the public.
2. Integrity: This should be the hallmark of all personal conduct between members of the PPG, the Practice and the public.
3. 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 was adopted at the Market Cross Surgery PPG Meeting held on 9th July 2018

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