

STOCKTON HEATH MEDICAL CENTRE PATIENT PARTICIPATION GROUP (PPG)

CODE OF CONDUCT

All members of the PPG will be expected to sign a declaration that they will act in accordance with this code.

- 1) Doctor/Patient confidentiality will be of paramount importance. Any breach of such confidentiality will lead to the forfeiting of a place in the PPG.
- 2) Membership/attendance at the PPG meetings will be for a maximum time of 3 years to ensure fresh ideas. Patients can continue to give feedback via virtual Patient Reference Group after this time.
- 3) Members of the Panel will not discuss their own GP, their individual illness, condition or nature of treatment at any PPG meetings.
- 4) Members of the PPG do not require information about individual patient's, identity, illness, condition or nature of treatment and should not seek it. If patients willingly disclose such information in the course of discussions, members should receive this in the strictest of confidence.
- 5) Members are expected to conduct themselves with courtesy and consideration for others, whilst retaining the ability to be constructively critical where this is appropriate.
- 6) Members of the PPG are not expected to approach the media without prior approval of the Practice.
- 7) When speaking as PPG member in a public forum or in private or informal discussion, members should ensure that they reflect the current view of the PPG, whether they agree with it or not.
- 8) PPG members have a responsibility to respect and promote the corporate and collective decision of the PPG even though this may conflict with their personal view.
- 9) PPG members are, of course ultimately free to comment as they wish as individuals. However, if they decide to do so they must make it clear that they are expressing their personal view and not the PPG's view.
- 10) Members should make sure that their comments are well considered, sensible, well informed, in good faith, in the public interest and without malice and that they enhance the reputation and status of the PPG.

11) Values that underpin the work of the PPG include:

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

I agree to the above code of conduct and agree to maintain confidentiality when appropriate with regard any work undertaken as a group member.

Name.....

Signed.....Date.....