

Patient Champion

Code of conduct

In order to provide active and positive engagement between patient champions and NHS staff we have developed a code of conduct. This document provides guidance which sets out the standards of behaviour expected by patient champions when attending meetings and events.

The patient champion programme reflects our desire to have patients involved in all aspects of the NHS and enables *'the effective participation of the public, so that services provided reflect the needs of local people'* Health and Social care Act, 2012

Patient champions to work in partnership with commissioners, managers and clinicians to ensure that the views of patients, carers and the public are considered when commissioning decisions are made.

Equality and diversity

Patient champions' behaviour and attitudes should support inclusion, diversity and equity for patients. Behaviour should be in line with the NHS Leeds West CCG Acceptable Standards of Behaviour Policy. The policy can be found on our website here: <http://bit.ly/1w2aOvi>

Respect

Patient champions must treat each other and others they come into contact with when working in their role, with respect and courtesy at all times.

Confidentiality

Patient champions must respect the status of confidential issues they read and discuss. If they are uncertain about the confidential status of information they should speak to the engagement team before sharing this information. The Confidentiality and Data Protection Policy should be adhered to at all times, it can be found here: <http://bit.ly/1w2aOvi>

Integrity

Patient champions should be steered by patient insight and engagement. Their comments should reflect feedback from the wider public. Patient champions might also like to supplement this information by using their personal knowledge, expertise and experience to take the best decisions they can in the interests of the wider community

Commitment

Patient champions are encouraged to devote sufficient time preparing for and attending agreed meetings. They should attend meetings on time and give apologies if they are unable to attend. Patient champion are also expected to:

- Attend the three hour 'being an effective patient champion' training
- Sign this code of conduct
- Attend at least two peer support groups each year



No personal benefit

Patient champions must not benefit from their position beyond what is allowed by the law and what is in the interests of the organisation. Patient champions should take decisions solely in terms of the value to patients and the public. They should not do so in order to gain financial or other material benefits for themselves, their family, or their friends

Conflicts of interest

Patient champions should identify and promptly declare any actual, potential or perceived conflicts affecting them. They must absent themselves from any discussion where there is any such conflict.

Probity

Patient champions must comply with NHS Leeds West CCG Hospitality, Gifts and Sponsorship Policy which can be found here: <http://bit.ly/1w2aOvi>

Openness and accountability

Patient champions must be open, responsive and accountable to each other, members of staff and other stakeholders about their decisions, actions and work, including their use of NHS Leeds West CCG resources. Patient champions should only undertake CCG work when specifically directed by a member of staff and must be accompanied by a member of staff during engagement activities.

Criminal disclosure

Patient champions do not work alone with members of the public. Work undertaken by patient champions is supervised by a member of NHS staff. If patient champions are required to work alone or with vulnerable groups they will be asked to carry out a 'Disclosure and Barring Service' (DBS) check. The cost of this will be met by the NHS.

Statement of acceptance

I have read and understood the above Code of Conduct for patient champions.
I agree to abide by the standards set in the code.

signed:

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Name (please print):

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Date:

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Please return to:

Adam Stewart
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