(Practice Name) PPG

**Code of conduct**

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

PPG members should work in partnership with the practice to ensure that the views of registered patients are considered when decisions are made that impact on the practice population.

# Equality and diversity

The behaviour and attitudes of all group members should support inclusion, diversity and equity for patients. Behaviour should be in line with the NHS Leeds CCG Acceptable Standards of Behaviour Policy. The policy can be found on our website here: [http://bit.](http://bit.ly/1w2aOvi) [ly/1w2aOvi](http://bit.ly/1w2aOvi)

# Respect

All group members must treat each other and others they come into contact with respect and courtesy at all times. The chair should ensure that all group members adhere to the ground rules of the group:

* Confidentiality – patients and staff should make it clear when an item is confidential.
* Avoid personal references - as PPG members we think to the needs of the wider public.
* Avoid assumptions – base discussions on evidence and good practice.
* Listen – listen actively and attentively. Avoid interruptions.
* Challenge - critique ideas, not people..
* Find solutions - build on one another’s comments; work toward shared understanding.
* Do not monopolize discussion – give others a chance to speak.
* Respect – other people’s thoughts, ideas and suggestions (even if you don’t agree with them).

# Confidentiality

All group members must respect the status of confidential issues they read and discuss. The principles of the NHS Leeds CCG Confidentiality and Data Protection Policy should be adhered to at all times. It can be found here: <http://bit.ly/1w2aOvi>Please contact the CCG engagement team if further clarity is required.

# Integrity

PPG members should be steered by patient insight and engagement. Their comments should reflect feedback from the wider public. PPG members 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. When carrying out your role as a PPG member you are a representative of the practice and should be respectful and appropriate in how your conduct yourself.

# Commitment

All group members are encouraged to devote sufficient time to preparing for and attending agreed meetings. Members should attend meetings on time and give apologies if they are unable to attend. PPG members are also expected to:

* Sign this code of conduct.
* Attend at least two PPG groups each year.
* Contact the practice manager or PPG Chair if they have any concerns about the work.
* Adhere to the ground rules and Terms of Reference for the group.

# No personal benefit

PPG members must not benefit from their position beyond what is allowed by the law and what is in the interests of the organisation. PPG members 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

PPG members 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. Any conflicts of interest, and subsequent action taken should be recorded in the meeting notes.

# Openness and accountability

PPG members must be open, responsive and accountable to each other, members of staff and other stakeholders about their decisions, actions and work. PPG members should only ever undertake practice work with prior agreement and awareness of the practice staff.

# Removal from group

If a PPG member is felt to be too disruptive to the practice or work of the group, and it cannot be resolved, then that person may be asked to leave the group.

# Statement of acceptance

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

## signed: ..........................................................................................................................................

**Name (please print): ....................................................................................................................**

**Date: ..............................................................................................................................................**

**Please return to:** Practice manager or PPG Chair.