Patient Participation Group (PPG)

**INSERT YOUR PRACTICE LOGO HERE**

**Code of conduct**

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.

# Respect

All group members must treat each other and others they meet with respect and courtesy at all times. The Chair should ensure that all group members adhere to the ground rules of the group.

# Confidentiality

All group members must respect the status of confidential issues they read and discuss.

# Integrity

PPG members should be steered by patient insight and engagement. Their comments should reflect feedback from the wider public. PPG members can contribute 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.
* Read any relevant documents ahead of discussion (when possible).

# 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 practice. 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 and understand that failure to follow these standards may result in my being asked to leave the group.

## Signed: ..........................................................................................................................................

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

## Date: ..............................................................................................................................................

Please return to: Practice manager or PPG Chair.