

The Alney Practice

16 Cheltenham Road
Gloucester
GL2 0LS
Tel 01452 522709

Lassington Lane
Highnam
GL2 8DH
Tel 01452 529699



Alney Practice Patient Participation Group (PPG) CODE OF CONDUCT

The PPG Committee membership is not based on opinions or characteristics of individuals and shall be non-political and non-sectarian, at all times respecting diversity and exemplifying its commitment to the principles contained with the Equality Act.

All Members of the PPG Committee are required to make this commitment:

1. To respect practice and patient confidentiality at all times
2. To treat each other with mutual respect and act and contribute in a manner that is in the best interests of all patients
3. To be open and flexible and to listen and support each other
4. To abide by the seven Nolan Principles of Public Life: Selflessness, Integrity, Objectivity, Accountability, Openness, Honesty and Leadership
5. Not to use the PPG as a forum for personal agendas or complaints. These should be taken forward through other appropriate channels
6. To accept that the ruling of the Chair or other presiding officer is final on matters relating to orderly conduct
7. Otherwise to abide by principles of good meeting practice

Members' involvement

1. The conduct of PPG committee members towards one another, guests at meetings and the Practice's staff and patients should be marked by courtesy, respect, tolerance and inclusivity
2. All PPG Committee members' contributions to meetings should be relevant to the PPG's general remit as described in its Terms of Reference. All involvement should ultimately be for the benefit of the Practice's patient population as a whole and not for any personal health, material or political interest. As such we seek to be particularly mindful of the needs of patient groups who are underrepresented on the PPG. All members should take responsibility to curtail anyone's contribution that falls outside the PPG's remit
3. Any member wishing to correspond with the whole PPG outside a meeting (e.g. by email) should do so via the Chair

The Alney Practice

16 Cheltenham Road
Gloucester
GL2 0LS
Tel 01452 522709

Lassington Lane
Highnam
GL2 8DH
Tel 01452 529699



4. Membership of the PPG Committee (and meeting attendance by a guest) is conditional upon agreeing to abide by this Code of Conduct. The Chair may expel from the meeting and/or PPG any member who falls persistently or grossly outside this Code of Conduct. (Members have a right of appeal against such disciplinary action, using the Practice's Complaints procedure.)

Confidentiality

1. All PPG Committee Members have signed the Alney Practice PPG Confidentiality Agreement which provides a detailed explanation of what is required
2. 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 and finalised or published)

Interaction with public

1. Sharing PPG meeting content externally must be limited to what is verbally agreed as permissible and/or is in the agreed minutes. Such disseminated content should accurately reflect the collective PPG view, whether taken by consensus or majority vote. Any conflicting personal view should be distinguished from the PPG's view
2. Any interaction with the media, including social media regarding PPG matters must be channelled through the Chair or surgery management
3. Members must disclose any conflict of interest, to be addressed by the Chair on a case-by-case basis. This may require absence from some of the meeting business and/or disqualification from voting

Review

This Code of Conduct will be reviewed by the PPG at least every 2 years.

Adopted at a meeting of the PPG on 25th November 2021

I agree to abide by the Alney Practice PPG Code of Conduct

Signed

NAME (Capitals) Date.....