**Much Birch Surgery Patient Participation Group**

**Code of Conduct**

**Final Draft**

1. All members of the Much Birch Patient Participation Group will be expected to act in accordance with this code.
2. Doctor / Patient confidentiality will be of paramount importance. Any breach of such confidentiality will lead to forfeiture of membership of the group.
3. Members of the group 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 confidence.
4. Protocols agreed with the practice will be in place to enable the group to contact other registered patients in order to undertake surveys
5. Members are expected to conduct themselves with courtesy and consideration for others, whilst retaining the ability to be a critical friend where this is appropriate.
6. Members of the group will not approach the media without the prior approval of the practice.
7. When speaking as a group member either in a public forum or in a private or informal discussion; or communicating via electronic media (e.g. E mail / Bulletin boards / Facebook etc.) members should ensure that they reflect the current view of the group, whether they agree with it or not.
8. Members should make sure that their comments are well considered, sensible, well informed, in good faith, in the public interest and that they enhance the reputation of the group. Moreover they should always be made with a view to improving primary care within both the Much Birch practise and the Herefordshire CCG.
9. Values that underpin the work of the Much Birch Patient Participation Group include:

Accountability - Everything done by the group should be able to stand the test of scrutiny by the community.

Integrity - This should be the hallmark of all personal conduct between members of the group, the practice and the local community.

Openness - There should always be sufficient openness of group activities to promote the confidence of the practice, patients and the public.

Respect and Dignity - The group will work tirelessly to enhance the local priority for continuing and improving patient services with respect and dignity. Moreover the Patient Participation Group shall be non- political and non-sectarian, whilst at all times be respecting of diversity and exemplifying its commitment to the principles contained within the Equality Act 2010.