

## **Patient Participation DES Code of Conduct and Values**

1. PPG members will not discuss their own personal health issues, medical condition or treatment in any emails or survey responses.
2. The PPG is not to be used in pursuit of specific or personal health campaigns, for example, in connection with access to special treatment.
3. Confidentiality will be paramount. Email addresses of members of the PPG will not be disclosed to other members, unless, their express consent is given. The PPG will not require information about individual patient's identity, illness, condition or treatment and should not seek it.
4. Members of the PPG are expected to conduct themselves with courtesy and consideration for others.
5. Members of the PPG will not approach the media without the prior approval of the Practice.
6. PPG members are; of course, free to comment as they wish as individuals. However, if they do so, they should make it clear that they are expressing a personal view and not that of the Practice or PPG
7. PPG members are asked to switch off or place their mobile phones on mute for the duration of the meeting.
8. Silence will indicate agreement, if you do not agree then please speak up but always go through the Chair!
9. Members must respect others views and opinions and be prepared to listen and discuss in a respectful manner.

### **Values of the Group**

#### **Accountability**

Everything done by the PPG should be able to stand the test of scrutiny by the public.

#### **Integrity**

Integrity must be the hallmark of all personal conduct between members of the PPG, the Practice and the public.

#### **Openness**

There should always be sufficient openness in the PPG activities to promote the confidence of the practice, its patients and the public.