**PATIENT PARTICIPATION GROUP CODE OF CONDUCT**

PPG members will not discuss their own personal health issues, medical condition or treatment in the meeting.

The PPG is not to be used in pursuit of specific or personal health campaigns, for example in connection with access to special treatments, however ideas are for the benefit of the whole patient population they represent.

Feedback on practice procedures and proposed developments are welcome when presented in a constructive manner.

We ask you to work positively with the practice to improve services and facilities for the wide patient experience.

PPG members are asked to support the practice and influence the local provision of health and social care.

Obtain the views of patients through survey collection from the waiting room

Review national survey outcomes and provide support to improve where needed.

Raise patient awareness  of the range of services available at the surgery and help patients to access/ use such services more effectively.

**Membership**

Is open to all registered patients with an aim to ensure we reflect the patient profile at the practice.

A PPG member who leaves the practice will cease to become a member.

The carer of a patient who may not registered may be a member on the patients behalf.

To remain active a PPG member should attend regular meetings.  Failure to attend 3 consecutive meetings PPG meetings without notice will deem as a resignation.

Practice staff will be in attendance

The surgery adheres to the equality act of 2010 in it's membership.

**Meetings**

These will be held 3 times a year.  Every 4 months approximately.

This will be supplemented with email (virtual) discussions / feedback.

Meetings are subject to a minimum of 5 members attending.  In the event of less than 5 the meeting will be cancelled or rescheduled.

Apologies are asked to be sent in advance of the meeting by midday.

Minutes of the meeting will be taken and circulated no later than 1 month from the meeting.  Action points may also be followed up via

email discussions (Virtual)

Dates for the meeting will be sent for 12 months.

**Confidentiality**

Will be paramount

**Conduct**

Members of the PPG are expected to conduct themselves with courtesy and consideration for others.

Members of the PPG will not approach the media without the prior approval of the Practice.
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 of PPG.

The values that underpin the work of the PPG include:

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

*Integrity:* This 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 PPG activities to promote the confidence of the Practice, its patients and the public.

Please note:

The PPG forum is not for personal agendas or complaints. These should be taken forward through other appropriate channels. The chair reserves the right to ask a member to end the conversation or ask them to leave the meeting.

**Social Media:**

Is a popular tool for messages to be relayed to a wide audience.  However no member of the PPG group can engage in negative, slanderous comments on any social media websites.  PPG members are asked to be neutral in responses and be an advice  channel for how patients should raise their concerns to the practice / or offer to take forward on behalf of the patient.

**Affiliation:**

**National Association for Patient Participation**

**19 Harvey Road, Walton on Thames**

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**Tel:  01932 242350​**

**Healthwatch**

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