Chelford PRG

Chelford Surgery Patient Representative Group

Chairman: A. G. Biggs. c/o Chelford Surgery, Elmstead Rd, Cheshire. SK11 9BS

**CODE OF CONDUCT**

To be read in conjunction with the Confidentiality Agreement. All members of the Patient Representative Group will be expected to act in accordance with this code.

1. Doctor / Patient confidentiality will be of paramount importance. Any breach of such confidentiality will lead to the forfeiting of a place on the Group.

1. Members of the group will not discuss their own GP, their individual illness, condition or nature of treatment at any of the Group meetings.

1. 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.

1. Protocols (agreed with the Practice) will be in place to enable the Group to contact other registered Patients in order to undertake surveys, etc.

1. Members are expected to conduct themselves with courtesy and consideration for others, whilst retaining the ability to be constructively critical where this is appropriate.

1. Members of the Group are not expected to approach the media without the prior approval of the Practice.

1. When speaking as a Group Member in a public forum or in a private or informal discussion, Members should ensure that they reflect the current view of the Group, whether they agree with it or not.

1. Group Members have a responsibility to respect and promote the corporate and collective decision of the Group.

1. Members of the group should declare any potential conflicts of interest at the start of each meeting.

1. Group Members are, of course; ultimately free to comment as they wish as individuals. However, if they decide to do so they should make it clear that they are expressing their personal view and not the views of the Group.

1. Members should make sure that their comments are well considered, sensible, well informed, in good faith, in the public interest and without malice and that they enhance the reputation and status of the Group. Comments should be with a view to improving Primary Care Services to the community of Chelford surgery.

1. Values that underpin the work of the Patient Representative Group include:

* + Accountability - Everything done by the Group should be able to stand the test of scrutiny by the Public.

* + Integrity - This should be the hallmark of all personal conduct between members of the Group, the Practice and the Public.

* + 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 to enhance the local priority for continuing and improving the Patients’ receiving services with respect and dignity.

I confirm that I have read the Code of Conduct detailed above and agree to act in accordance with the same.

Signature \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date \_\_\_\_\_\_\_

Print Name \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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