



**Dr Adam Mehta and Partners**  
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## **PATIENT PARTICIPATION GROUP CODE OF CONDUCT**

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 treatments.
3. Confidentiality will be paramount. Contact details 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. 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. 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.
8. If a member of the PPG fails to abide by the code of conduct they may be asked to leave the group.



## **Objectives**

1. To contribute to practice decision making and consult on service development and provision.
2. To provide constructive feedback on patients' needs, concerns and interests.
3. Continue to improve communications.
4. To give patients a voice in the organisation of their care
5. Receive support from health professionals to achieve shared goals and to access relevant training.
6. To promote good health and an understanding of health issues by encouraging and supporting activities within the practice and promoting preventative medicine.
7. Serve as a safety valve for dealing with grumbles and complaints about the practice, representing patients but also helping them understand the practice point of view.