

Patient Participation Group

Code of Conduct

Each member of the group will be asked to sign their agreement to the terms of this Code of Conduct.

I will:

- **Treat others within the Patient Group with equality, respect, trust and consideration at all times.**
- **Listen to and respect the views of all members of the Patient Group.**
- **Appreciate that behaviour which is discriminatory, unfair or undermines the aims and objectives of the group will be challenged.**
- **Maintain absolute confidentiality at all times in matters relating to information gained as an elected member of the Patient Group about the business of the surgery, or its patients, or the contact details of other members. No information to be divulged outside the group unless officially agreed by the group.**
- **Make no approach to, or respond to any query by the media or any other member of the public, without prior approval of the Patient Group.**
- **If asked to represent the group at any external meetings or events, give the collective, agreed, view only of the Patient Group. If wishing to give a personal opinion, make clear that this is a personal view and may not necessarily be the view of the Patient Group.**
- **Accept that the Patient Group will not pursue personal health issues.**