

City Square Medical Group - Patient Participation Group (PPG)

Code of Conduct

This Code of Conduct sets out the standards of behaviour expected from all members of the Patient Participation Group (PPG). It aims to create a welcoming, safe, and constructive environment where everyone can contribute equally to improving services provided by City Square Medical Group.

1. Purpose

- To ensure that all members work collaboratively to improve patient experience and services at the practice.
- To provide a platform for open dialogue between patients and the GP practice.
- To promote inclusivity and mutual respect at all times.
- To publicise information to keep patients abreast of routines and innovations

2. Principles

All members commit to:

- **Respect and Inclusivity:** Value diversity of backgrounds, cultures, and opinions. Ensure that everyone feels welcome and able to contribute.
- **Openness and Honesty:** Share views truthfully and constructively, encouraging open discussion without fear of judgement.
- **Confidentiality:** Respect sensitive information discussed in meetings and maintain confidentiality at all times.
- **Positive Contribution:** Focus on solutions and constructive feedback to improve services for all patients.

3. Respect for Diversity

- Avoid language, behaviour, or actions that discriminate on the basis of race, gender, age, disability, religion, sexual orientation, or socio-economic background.
- Encourage participation from under-represented or seldom-heard patient groups to ensure a broad representation of views.

4. Conduct in Meetings

- Arrive on time and prepared for discussions.
- Allow others to speak without interruption and listen respectfully to all viewpoints.
- Avoid personal attacks or aggressive behaviour; disagree with ideas, not individuals.
- Keep discussions relevant to the agenda and PPG's purpose.

5. Accountability

- Represent patient interests rather than individual concerns, unless relevant to the wider group.
- Be honest about limitations in knowledge or understanding and seek clarification when needed.
- Commit to agreed actions and report back where appropriate.

6. Confidentiality

- Do not share personal patient information discussed within the group.
- Respect the privacy of other members and the GP practice.
- Confidentiality applies both during and after meetings and at all times.

7. Handling Conflicts

- Address disagreements respectfully, seeking compromise or consensus.
- If conflicts cannot be resolved informally, raise them with the Chair or Practice Manager for mediation.

8. Commitment

- Attend meetings regularly or send apologies when unable to attend.
- Engage positively, recognising that everyone's time and contributions are valuable.

9. Breaches of Code

- Persistent breaches (e.g., disrespectful behaviour, breaking confidentiality) may lead to review of membership by the Chair and Practice Manager.

10. Review

- This Code of Conduct will be reviewed annually to ensure it remains relevant and effective.

11. Frequency of meetings

- Meetings shall be held quarterly.
- Advanced meeting dates are scheduled in advance for the coming year

12. Communications between meetings

- Group members may communicate via email or other agreed methods between meetings.
- Any shared communication must follow the same principles of respect and confidentiality outlined in this Code.
- The group members may meet between formal meetings for planning or specific tasks, if agreed in advance.

Updated July: 2025

Next review: July 2026