



## **Patient Participation Group (PPG) – Code of Conduct**

### **1. Purpose of the PPG**

The Patient Participation Group (PPG) exists to:

- Represent the views and experiences of patients, families, and carers
- Work in partnership with the practice to improve services
- Support communication between patients and the practice
- Contribute to positive, constructive service development

The PPG is a voluntary, advisory group and does not have decision-making authority over clinical or operational practice decisions.

### **2. Membership Expectations**

All members of the PPG are expected to:

- Act as representatives of the wider patient population, not individual interests
- Participate in meetings where possible (in person or online)
- Communicate respectfully with all members, staff, and patients
- Contribute constructively to discussions and group activities

### **3. Respect and Behaviour**

Members agree to:

- Treat all individuals with dignity, courtesy, and respect at all times
- Value diversity and avoid discrimination, harassment, or offensive language
- Respect differing opinions and encourage open, balanced discussion
- Maintain a supportive and inclusive environment

## 4. Confidentiality

- Any personal or sensitive information shared during meetings must be treated as confidential
- Members must not disclose identifiable patient or staff information outside of the PPG
- Discussions should focus on themes and service issues rather than individual cases

## 5. Boundaries of the PPG

Members understand that:

- The PPG is not a forum for individual complaints or clinical concerns
- Personal issues should be directed through the practice's formal complaints or feedback process
- Clinical decisions remain the responsibility of healthcare professionals

## 6. Conduct in Meetings and Communication

Members agree to:

- Allow others to speak without interruption
- Listen actively and contribute positively
- Avoid disruptive or inappropriate behaviour
- Use respectful language in all written and verbal communication (including email and social media if applicable)

## 7. Working in Partnership

Members will:

- Work collaboratively with practice staff and other patients
- Support realistic and constructive suggestions for improvement
- Focus on shared goals to enhance patient experience and services
- Respect time commitments of volunteers and staff

## 8. Use of Information and Social Media

- Information shared within the PPG must not be posted on personal social media unless agreed by the group
- Any public communication on behalf of the PPG should be agreed with the practice or designated PPG lead
- Members should not present personal opinions as official PPG or practice statements

## 9. Attendance and Commitment

- Members are encouraged to attend meetings regularly
- If unable to attend, members should inform the group where possible
- Continued non-attendance may result in review of active membership

## 10. Review of Membership

The practice and PPG may review membership if:

- The Code of Conduct is not followed
- Behaviour is repeatedly inappropriate or disruptive
- Confidentiality is breached

Any concerns will be addressed fairly and respectfully.

## 11. Agreement

By joining the PPG, members agree to follow this Code of Conduct and work in partnership to improve services for all patients.

Signed .....

Dated .....

Name.....