



THE WILSON HEALTH CENTRE PATIENT PARTICIPATION GROUP

Incorporating: Royal Crescent and Berkeley Place Surgeries

www.royalcrescentsurgery.nhs.uk

www.berkeleyplacesurgery.nhs.uk

The Wilson Health Centre, 236 Prestbury Road, Cheltenham, Gloucestershire, GL52 3EY

PPG Code of Conduct

The PPG Membership is not based on opinions or characteristics of individuals and shall be non-political and non-sectarian, at all times respecting diversity and exemplifying its commitment to the principles contained within the Equality Act.

All Members of the PPG make this commitment:

PPG members will not discuss their own personal health issues, medical condition or treatment in any emails or survey responses.

The PPG is not to be used in pursuit of specific or personal health campaigns, for example in connection with access to special treatments.

Confidentiality will be paramount. All members are expected to adhere and sign the PPG Confidentiality policy.

Email addresses 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, condition of treatment and should not seek it.

Members of the PPG are expected to conduct themselves with courtesy and consideration for others.

Members of the PPG will not engage with the media without the prior approval of the Practices.

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 Practices of PPG.

PPG members to abide by principles of good meeting practice, for example:

- Reading papers in advance
- Arriving on time
- Switching mobile phones to silent
- Allowing others to speak and be heard/respected
- To give apologies when unable to attend

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:

This must be the hallmark of all personal conduct between members of the PPG, the Practices and the public.

Openness:

There should always be sufficient openness in PPG activities to promote the confidence of the Practices, its patients and the public.

Equality Act 2010

Q: What is the purpose of the Act? A: The Equality Act 2010 brings together a number of existing laws into one place. It sets out the personal characteristics that are protected by the law and the behaviour that is unlawful. Simplifying legislation and harmonising protection for all of the characteristics covered will help Britain become a fairer society, improve public services, and help business perform well. A copy of the Equality Act 2010 and the Explanatory Notes that accompany it can be found on the [Home Office website](#)