



## **THE WILSON HEALTH CENTRE PATIENT PARTICIPATION GROUP**

*Incorporating: Royal Crescent and Berkeley Place Surgeries*

[www.royalcrescentsurgery.nhs.uk](http://www.royalcrescentsurgery.nhs.uk)

[www.berkeleyplacesurgery.nhs.uk](http://www.berkeleyplacesurgery.nhs.uk)

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

## **Confidentiality Policy and Declaration Agreement** **for PPG Members and Volunteers**

### **1. Introduction**

This policy shall apply to all members of the Patient Participation Group (PPG) and volunteers. Volunteers shall normally be considered to be those individuals who are not bound to the practices by contract of employment or any other form of contract.

Practices' staff who have, at any moment in time, responsibility for the conduct and discipline of PPG staff and volunteers within the bounds of the practices, or in meetings, shall be required to comply with this policy in relation to ensuring confidentiality awareness in any situation which may arise.

For the purpose of this policy the definitions of the following key words shall apply:

- Confidential: something that is intended to be kept secret, classified, restricted or suppressed; something that is personal, private and trusted.
- Safeguarding: protecting the safety and welfare of vulnerable individuals such as children and young people and those with a learning or mental or intellectual impairment.

### **2. Confidentiality and Safeguarding**

a) All information held at the practices about patients is deemed confidential whether held electronically or in hard copy.

- b) All information about the practices, including financial and staff records, is also deemed confidential whether held electronically or in hard copy.
- c) Members and Volunteers should not have direct access to confidential information held by the practices. This includes any information concerning an identifiable patient (or a patient who could potentially be identified on the basis of the confidential information).
- d) If a situation arises where a patient contacts the PPG member directly, the code of conduct and confidentiality agreement must be adhered to.
- e) Any Safeguarding concerns should be reported to staff at the Practices immediately.

### **Guidelines for PPG Members/Volunteers – Confidentiality**

1. Discuss your activities with an authorised member of practices' staff on a "need to know" basis.
2. Such discussions should be discreet and in private.
3. Oral reporting of your activities should be conducted in private (e.g. with the Group/Practices Lead) or, when it is a part of discussion at public meetings, you should have due regard for discretion and confidentiality.
4. When requesting information from a patient in the Patient Waiting Room, such conversation should be conducted as quietly and discreetly as possible with voices directed away from others who might hear.
5. Where it is easier for the patient to fill in a questionnaire or form they should be invited to do so, but vigilance is then required to ensure that their feedback is not seen by others or lost.
6. Questionnaires, or other forms, completed in the Patient Waiting Room or elsewhere and containing personal details shall be confidential and shall remain in the custody of the volunteer until handed over to the designated member of staff for that activity.

PPG members and Volunteers shall not:

- Behave contrary to the preceding guidelines/ best practices.
- Disclose confidential information to any unauthorised persons.
- Copy confidential information for any unauthorised use or reason.
- Remove confidential information from the practices premises.
- Take custody of confidential information when not authorised to do so.