

PINHOE & BROADCLYST MEDICAL PRACTICE

Pinhoe Surgery
Pinn Lane
Pinhoe
Exeter
EX1 3SY

PRACTICE PATIENT PANEL

Broadclyst Surgery
The Hellings
Broadclyst
Exeter
EX5 3EJ

CODE OF CONDUCT

1. PPP members will not discuss their own personal health issues, medical condition or treatment at any PPP meeting, nor in PPP correspondence.
2. The PPP is not to be used in pursuit of specific or personal health campaigns, for example in connection with access to special treatments.
3. Confidentiality will be paramount . Email addresses of members of the PPP will not be disclosed to other members, unless their express consent is given. The PPP will not require information about individual patient's identity, illness, condition or treatment and should not seek it.
4. Members of the PPP are expected to conduct themselves with courtesy and consideration for others.
5. Members of the PPP will not approach the media, in their capacity as PPP members, without the prior approval of the Practice.
6. PPP 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 Practice or PPP.
7. The values that underpin the work of the PPP include:
 - Accountability. Everything done by the PPP should be able to stand the test of scrutiny by the public.
 - Integrity must be the hallmark of all personal conduct between members of the PPP, the Practice and the public.
 - Openness. There should always be sufficient openness in PPP activities to promote the confidence of the Practice, its patients and the public.
 - Equality & Diversity. The actions of the PPP are to be conducted without distinction on grounds of age, gender, race, colour, sexual orientation, political/religious belief or disability.

Andy Potter - Practice Manager – Jul 2018