

Argyll House Surgery, Ryde

Patient Participation Group (PPG) Code of Conduct

Membership of the Patient Participation Group (PPG) is not determined by personal opinions or individual characteristics. The Group operates on a non-political and non-sectarian basis, respecting diversity at all times and demonstrating a clear commitment to the principles set out in the Equality Act.

All members of the PPG, including those participating virtually, are expected to uphold the following standards:

A. Confidentiality

To maintain strict confidentiality in relation to both practice and patient information at all times.

B. Respect and Conduct

To treat all members with mutual respect and to contribute in a constructive manner that serves the best interests of all patients.

C. Openness and Support

To remain open-minded and flexible, actively listening to others and offering support where appropriate.

D. Principles of Public Life

To adhere to the Seven Nolan Principles of Public Life: Selflessness, Integrity, Objectivity, Accountability, Openness, Honesty, and Leadership.

E. Appropriate Use of the Forum

Not to use the PPG as a platform for pursuing personal agendas or raising individual complaints. Such matters should be addressed through the appropriate established channels.

F. Authority and Order

To accept that the decision of the Chair, or other presiding officer, is final in matters relating to the maintenance of orderly conduct during meetings.

G. Good Meeting Practice

To observe accepted standards of meeting conduct, including:

1. Reading all relevant papers in advance of meetings
2. Arriving punctually
3. Ensuring mobile phones are set to silent mode
4. Allowing others the opportunity to speak, and listening respectfully