

SPG Members Expected Conduct Guidance

Shropshire Patient Group expects:

- SPG members to behave respectfully to each other
- SPG members and those formally co-opted will be flexible and support each other asking for/giving help when needed
- SPG members will work in a non discriminatory manner (re: age, sex, disability, religion, social, ethnic or cultural background) and ensure that all colleagues feel included and welcome
- that SPG members will not use threatening or abusive language to one another or invited guests
- that SPG members views will be listened to without constant interruption or heckling
- SPG members will not communicate in any way, hurtful and offensive suggestions or accusations to each other
- SPG members will take any issue that they may have against another member to the Chair/Vice Chair(s) for advice

The Chair and Vice Chair(s) will meet as and when necessary to review any issue brought to their attention by members and then to adjudicate:

- if it is a legitimate issue and if so whether to investigate further
- after investigation, what if any sanctions should be recommended, or should the matter to be referred to a whole group meeting (as in recommended exclusion) for a decision.

The Chair and Vice Chair(s) are able to call on other members to help consider such matters if this is thought to be helpful by the Chair and Vice Chair(s), dependent upon the circumstances at the time. No member negatively involved in the issue should take part of the meeting listening to the raised issue. The SPG Meeting will always be kept informed of the need for the Chair and Vice Chair (s) to meet to consider such an issue, who sits on the team and the outcome.

Agreed - 16th May 2018

The Role of SPG members who sit on Committees.

- It must be noted that members who sit on committees are volunteers who give up their time freely to do this work.
- The SPG should sanction any individual's involvement in any committees if they are representing the Organisation. If two or more members volunteer for a specific role, an election is required.
- Such members will try to give an overall patient perspective on matters and ask relevant and critical questions as they see fit.
- Unless otherwise agreed at a full SPG meeting, they do not, indeed cannot, represent a collective SPG position on any matter. At certain times they may need to emphasise this to the committee on which they sit.
- Such volunteers should report back on meetings they attend, normally via the SPG website, and be prepared to raise specific matters of concern at a full SPG meeting.

21 Feb 2018