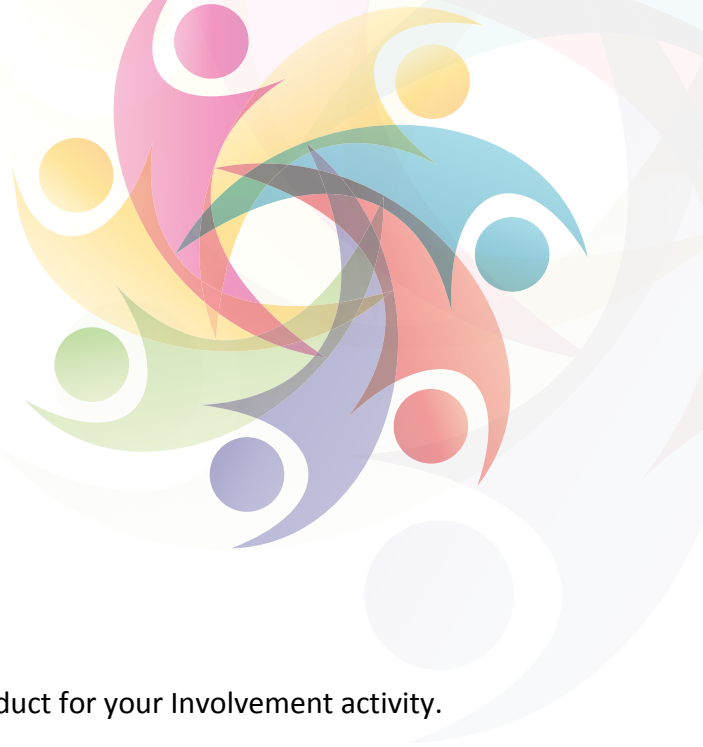


A guide to

Personal and Public Involvement (PPI)



Developing a Code of Conduct

This guide is designed to enable you to develop a Code of Conduct for your Involvement activity.

It is important to note that not all Involvement pieces of work require a Code of Conduct. However developing a Code of Conduct is a positive way to keep Service Users/Carers and Staff safe and helps create an environment where individuals feel free to share and listen to other ideas and opinions.

We have tried to insert a broad categorisation for different themes to consider when you are designing a Code of Conduct with Service Users/Carers and Staff participating in an Involvement activity. As you move through this document you may want to insert or delete specific themes that are more relevant to your particular Involvement activity. This guide can be used at different levels from a one-off project or as the basis for the initial planning of a wider strategic programme of work.

Top Tip:

From an Involvement point of view it is always important to engage and consult with Service Users, Carers and Staff when you are at the formative stage of developing a Code of Conduct.

KEY

Planning

Doing

Reviewing

<http://engage.hscni.net>



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Step(s)	Action(s)
Outline the reasons why you are developing a Code of Conduct. Keep your reason clear and simple.	
How will you get Service Users and Carers involved at the formative stage.	
You may want to consider the following themes in your Code of Conduct.	<ul style="list-style-type: none"> • Accountability • Confidentiality • Communication • Respect • Responsibility • Integrity
When you have identified your Code of Conduct themes, you may want to consider giving a clear and simple explanation of what they mean. Please see example in next (right) column.	<ul style="list-style-type: none"> • Integrity <ol style="list-style-type: none"> 1. Be honest, recognise other members achievements, struggles and accomplishments; 2. Take reasonable steps to disclose personal interests that might influence others' perceptions; 3. Avoid any possible conflicts of interest; and 4. Seriously consider any complaints.
Identify the methods of how Service Users and Carers will sign up and embrace the Code of Conduct i.e. verbal or written consent.	
Implement a review date/process into your Code of Conduct after its initial inception. This will help keep the Code of Conduct current and help re-focus everyone.	
Ask for feedback.	<ul style="list-style-type: none"> • What areas of the Code of Conduct is working? • What new themes do we need to introduce?
Consider how you will capture the learning from developing a Code of Conduct.	<ul style="list-style-type: none"> • What worked well when developing this? • What would I do differently if I was to do it again?

For more information on Involvement, Co-Production and Partnership Working please visit the Engage website.

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