



*Wigan Borough
Clinical Commissioning Group*

Code of Conduct Policy



| DOCUMENT CONTROL PAGE | |
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Contents

| | | |
|----|--|----|
| 1 | Policy Statement | 4 |
| 2 | Purpose | 4 |
| 3 | Definitions | 4 |
| 4 | Duties | 5 |
| 5 | Scope | 6 |
| 6 | Core Values of the CCG | 6 |
| 7 | Staff Code of Conduct – General Principles | 8 |
| 8 | Learning & Development | 9 |
| 9 | Acting with Integrity | 10 |
| 10 | Accountability | 11 |
| 11 | Conduct | 11 |
| 12 | Corporate & Social Events | 12 |
| 13 | Breaches of the Code | 12 |
| 14 | Summary | 12 |
| 15 | Equality Statement | 13 |
| 16 | Monitoring & Compliance | 13 |
| 17 | Associated Documentation | 13 |

1.0 POLICY STATEMENT

1.1 The performance framework for the NHS sets out the level of quality all organisations providing NHS care will be expected to meet or aspire to. In light of this a code of conduct has been developed for all employees to compliment the:

- Terms & Conditions of Employment
- Professional Codes of Conduct
- Code of Conduct for NHS Managers

1.2 This policy was produced in consultation with staff side representatives.

2.0 PURPOSE

2.1 This Code of Conduct is designed to build on the good practice that exists within Wigan Borough Clinical Commissioning Group (hereafter known as “the CCG”) and to clarify expectations and standards to ensure a consistently high standard of practice is achieved. It also compliments Human Resources operational policies within the organisation.

2.2 This policy also clarifies the expectations that staff should have a supportive and learning environment and of the CCG which will respond to issues fairly and consistently.

3.0 DEFINITIONS

| | |
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| Policy | <p>A policy is a plan of action to be applied and contains approved authoritative actions to be taken and adhered to by staff.</p> <p><i>Characteristics:</i> Organisational-wide policies arise from national policy or organisational strategy. Local polices impact on a specific part of the organisation</p> |
| Procedure | <p>A standardised method of performing an action or task to accomplish an objective, which tends to refer to required method rather than the result.</p> <p><i>Characteristics:</i> Sets out ‘how’ to implement a required standard of working. Breaks processes into detailed actions. Written from staff / user perspective. These can be organisational-wide or</p> |

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| | local to a specific part of the organisation. |
| Approved | Formal confirmation by a group or committee that the document meets the required standards. |
| Ratification | Agreement by the Governing Body or designated Committee that the document be issued. |

4.0 DUTIES

Directors/Senior Managers

- 4.1 The Director of Quality & Safety will have overall responsibility for ensuring that the Staff Code of Conduct has been developed in accordance with the requirements of the Policy for the development and management of procedural documents.
- 4.2 All managers have a responsibility to ensure that the Code of Conduct is applied fairly and consistently and that staff are monitored in relation to factors within it.

Authors/Originator

- 4.3 The Human Resources team will have responsibility to ensure that the requirements of this policy are met and that the document achieves required standards for format, content, consultation and approval. Human Resources will answer queries in relation to the Code of Conduct at a local level and ensure that it is applied fairly and consistently. The Human Resources team will also take responsibility for reviewing this document.

Staff

- 4.4 All staff have a duty to read and work within the policy and to ensure that they keep themselves up to date with all procedural documentation issued by the CCG. Staff must ensure that they are aware of the location of procedural documents and how to access them.
- 4.5 Staff have a responsibility to bring to the attention of the document author/lead director, any part of a document that is identified to be no longer relevant or requires revision; staff should not wait until the identified review date of the document to notify of any suggested amendment.
- 4.6 All employees have a responsibility to ensure that they comply with the Code of Conduct as outlined in this document.

Committees/Groups

- 4.7 The Executive Management Team, Staff Side Forum and Corporate Governance Committee are responsible for the scrutiny and review of the Policy to recommend that the policy is put forward for approval or to ratify the policy for use, where this is within the delegated power of the committee.
- 4.8 The committee/group must be assured that the document meets the standards outlined in this policy before they can approve it.

5.0 SCOPE

- 5.1 This applies to all employees of the CCG. Employees must also ensure they abide by their relevant professional code of conduct. The CCG's Code of Conduct can also apply to staff providing a service to the CCG, whilst contracted to do so, such as agency staff and contractors

6.0 CORE VALUES OF THE CCG

- 6.1 Open, Caring, Expert, Efficient and Innovative are the core values of the CCG. Each value has an associated set of positive behaviours. The behaviours focus on empowerment, collaborative working, openness and honesty and overall, a desire to deliver the highest standards of patient care

Open - We will be honest, accountable, communicating clearly with patients, carers, colleagues and partner organisations to develop relationships based on mutual trust

Caring - Patient care is our priority and we will provide a professional yet personal service for all our patients and the communities we serve

Expert - We will provide a high standard of care by using and developing the skills and experience of our staff and by adopting best practice

Efficient - We will use our resources wisely to ensure timely, affordable and coordinated healthcare for the benefit of patients and the wider community

Innovative - We will continually strive to improve services by encouraging new ideas and embracing developments in patient care

- 6.2 We aim to achieve the above through the following 3 standards:

Standard One: Attitude

6.3 All staff are expected to demonstrate a considerate and respectful attitude. This includes:

- Treating others as you wish to be treated yourself;
- Being welcoming, friendly, approachable and willing to help;
- Being prepared to see things from the other person's point of view;
- Being aware of how well you are communicating;
- Not being prejudiced by pre-conceived ideas about other people;
- Valuing change as a way to improve patient care;
- Being open minded towards new and better ways of working.

Standard Two: Behaviour

6.4 All staff are expected to behave in a professional and caring manner. This includes:

- Being polite, courteous and using good manners even when faced with rudeness or extra demands;
- Not becoming angry or defensive if your opinion is challenged;
- Respecting others' personal space;
- Gaining consent before physically touching another person;
- Respecting privacy and dignity;
- Maintaining confidentiality;
- Ensuring noise is kept to a minimum in the working environment;
- Being sensitive to the patient's environment.

Standard Three: Communication

6.5 All staff should communicate effectively and appropriately, both verbally and non-verbally. This includes:

- Listening attentively and showing genuine interest;
- Considering any sensory or communication impairment of the person to whom you are speaking;
- Giving correct and clear information, avoiding use of jargon;
- Directing information to the person concerned;
- Being aware of the messages conveyed by body language;
- Checking the other person's understanding of what you are saying;
- Providing an appropriate place for discussing sensitive issues in private.

6.6 Please note: the examples provided here are not intended to be an exhaustive list and should be read as a guide as to what staff should be aiming to achieve.

7.0 STAFF CODE OF CONDUCT - GENERAL PRINCIPLES

7.1 We must all:

- Make the duty of care to and safety of patients our first concern and act quickly to protect patients from risk;
- Respect the public, patients, service users, relatives, carers, NHS staff and partners in other agencies;
- Be honest and act with integrity at all times;
- Accept accountability for our own work, and ensure that we inform other appropriate persons within the organisation when problems occur;
- Demonstrate a commitment to team and partnership working by co-operating with colleagues within the NHS and in the wider community;
- Safeguard the health and safety of ourselves, colleagues and anyone else who may be affected by what we do or fail to do;
- Help to continually develop the CCG through the generation of ideas at local and organisational level;
- Create and maintain an environment free from harassment, victimisation and violence.

Patient/Service User Care

7.2 In ensuring that the best service is provided we must:

- Respect and protect patient confidentiality, adhering to the Caldicott principles and Data Protection Acts;
- Use NHS resources in the best interests of the public and patients, ensuring effective and efficient use of resources is achieved;
- Provide excellent patient care by being clear in our communications and proactively involving patients in their care;
- Work towards health improvement through developing person centred planning ensuring that patients and service users are included in the development of their care and support and actively listened to regarding their needs;
- We aim to deliver the best possible clinical services when and where our patients need them and by promoting good health as a way of life. Working in partnership with patients, local communities and other providers we will ensure this service is fully integrated and that our achievements are tracked against published, key performance

criteria. We aim to be open, practical, expert, accountable and innovative.

Dignity and respect towards others

7.3 In working towards promoting good relations between all people it is essential that we show respect to each other and guard against any form of discrimination, intentional or otherwise.

7.4 To achieve this we must ensure that public, patients, service users, carers, colleagues and partners in other agencies are, as appropriate:

- Informed of issues, in a consistent manner appropriate to needs
- Listened to, and taken seriously;
- Given an opportunity to be involved in decisions surrounding their care;
- Participate in decision making, with the CCG respecting and valuing diverse opinion, to ensure that services provided reflect the needs of the local population.

7.5 The CCG will ensure, as far as it is able, that the environment is free of discrimination and that public, patients, service users, carers, colleagues and partners in other agencies are able to work or receive care in an atmosphere that is free from harassment, bullying, victimisation or intimidation.

7.6 Staff should also expect the CCG to promote an environment, which addresses the need for a work-life balance that discourages a long hour's culture and is safe from hazard.

8.0 LEARNING & DEVELOPMENT

8.1 The CCG recognises that in order for us all to be able to give of our best we must nurture an environment that encourages us all to develop our skills and knowledge base. To do this effectively we will:

- Encourage staff to accept responsibility for errors or incidents when these occur, so that we can effectively learn from our mistakes and put into place future safeguards;
- Ensure that staff are appropriately supervised, through an effective supervision and appraisal system;
- Develop annual personal development plans with staff to enable them to undertake continuous personal and professional development;

- Invest in Learning and Development for all staff and ensure equality of access;
- Ensure staff are briefed and kept up to date with CCG policies and initiatives and be encouraged to use this learning to actively develop services.

8.2 In addition staff must ensure that they keep up to date with professional developments in their field and adhere to professional codes of practice. Staff must also attend all relevant mandatory training on a regular basis.

9.0 ACTING WITH INTEGRITY

9.1 All staff must act in a manner that is honest and open and ensure that they:

- Are at all times objective, impartial and act without favour;
- Use NHS resources in an appropriate and effective way; ensuring 'Best Value' principles are applied;
- Understand and comply with all relevant Standing Financial Instructions (please see the CCG Constitution on SharePoint for further information);
- Promote public and patients' interests ;
- Do not accept any gifts or consideration as an inducement or reward, in accordance the CCG's *Gifts And Hospitality policy*, which is found on SharePoint for further guidance;
- Present and use information honestly, even where this reflects on personal or organisational performance;
- Bring to the attention of the CCG any act they witness, or anything they are made aware of, which is detrimental to the well-being of another employee or patient or to the organisation itself;
- Bring to the attention of the CCG if they have a Registerable Interest in accordance with the CCG's *Anti-Fraud, Bribery and Corruption, and Conflicts of Interest Policy*, which are found on SharePoint for further guidance. This includes interests wherein they receive remuneration by virtue of being: employed; self- employed; the holder of an office; a director of an undertaking; a partner in a firm or undertaking a trade, profession or vocation or any other work. No employee shall knowingly directly or indirectly do business within the CCG; with a relative or family member except if the facts are fully disclosed in advance and the appropriate approval given;
- Ensure that they are aware and familiar with the CCG's Conflicts of Interest Policy found on our website and SharePoint. This describes staff responsibilities when they identify an actual or perceived conflict of interest between activities they are involved in outside of the CCG and the work they do as employees of the CCG.

10.0 ACCOUNTABILITY

10.1 The CCG wishes to foster an environment of team working, shared information and co-operation both within the NHS and with the wider community in which:

- Teams of staff are empowered to work together in the best interests of patients;
- Leadership is encouraged and developed at all levels and in all staff groups, with staff being given appropriate autonomy to deliver services effectively and undertake a meaningful role;
- Staff take ownership of their work area and are accountable for their actions, referring matters as appropriate;
- Staff are accountable by law to relevant regulatory bodies e.g. Nursing & Midwifery Council (NMC), Health Professions Council (HPC), General Medical Council (GMC). Staff are also guided by their relevant professional bodies.

11.0 CONDUCT

11.1 Staff are expected to adhere to the principles enshrined in this code of conduct and to always behave in a manner, which does not bring the organisation into disrepute.

11.2 Workplace Behaviour that is considered to bring the organisation into disrepute includes:

- Theft;
- Fraud or corruption;
- Assault or violence;
- Harassment or bullying of others;
- Negligence;
- Malicious damage;
- Discriminatory acts;
- Professional misconduct ;
- Gross insubordination;
- Breaches of confidentiality;
- Inappropriate behaviour as a result of drugs and / or alcohol;
- Misuse of computerised equipment including misuse of e-mail or the downloading or sending of inappropriate or offensive material from the Internet;
- Causing risk of or harm to others through breaches of health and safety regulations and policies;

- Failure to disclose relevant information to the organisation regarding fitness to practice, including:
 - criminal offences outside of employment, receiving police cautions, final warnings or reprimands,
 - being subject of a fitness to practice investigation or proceedings by a licensing or regulatory body in the UK or abroad,
 - having been removed from the professional register or conditions made on registration by the fitness to practice committee or licensing or regulatory body in the UK or abroad.

11.3 The above list is not exhaustive

11.4 Whilst the list above refers to incidents within work, similar behaviour that takes place external to the workplace will be investigated if it is deemed relevant to the staff member's role within the CCG.

11.5 Staff are expected to notify their employer immediately if they are charged with a criminal offence by the police. Staff should provide details of the nature of the offence and the action taken. The CCG will make a decision on the appropriate action to be taken.

12.0 CORPORATE AND SOCIAL EVENTS

12.1 Corporate or social events organised either formally or informally by CCG staff are covered by this section. This will include events such as organised Departmental Christmas Celebrations. At these events you and your colleagues are representing the organisation and will be expected to adhere to the code of conduct.

13.0 BREACHES OF THE CODE

13.1 Breaches of this code will be investigated fairly and consistently. When things go wrong it is right that individuals should be held to account for their actions – in particular if there is evidence of gross negligence, recklessness or criminal behaviour.

13.2 Where the failure is symptomatic of wider issues, particularly where they demonstrate institutional failures, the CCG will ensure that it takes action to learn from these and actively put into place appropriate mechanisms to address these.

14.0 SUMMARY

14.1 We are confident that all staff want the CCG to be a successful organisation. This code of conduct is designed to build on the good

practice that already exists, and to clarify expectations and standards, to ensure we all provide the very best service at all times.

15.0 EQUALITY STATEMENT

- 15.1** In applying this Code of Practice, the CCG will have due regard for the need to eliminate unlawful discrimination, promote equality of opportunity, and promote good relations between people of diverse groups, in particular on the grounds of the following characteristics protected by the Equality Act (2010); age, disability, gender, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, and sexual orientation, in addition to offending background, trade union membership, or any other personal characteristic.
- 15.2** The CCG aims to create an environment in which all staff feel equally welcome, valued and respected.
- 15.3** Harassment on the grounds of any of the protected characteristics contravenes the CCG Dignity at Work (Bullying & Harassment) Policy. Abuse or bullying (for example, but not limited to, name-calling, inappropriate use of language, derogatory jokes, unacceptable or unwanted behaviour, intrusive questions) is a serious disciplinary offence and will be dealt with under the CCG's disciplinary procedure.
- 15.4** Everyone needs to contribute to compliance with these requirements, for example by treating each other, fairly and with respect, by embedding such values in the workplace and by challenging inappropriate behavior and processes.

16.0 MONITORING & COMPLIANCE

- 16.1** The policy and procedure will be reviewed every 3 years by the WBCCG Governing Body in conjunction with operational managers and Trade Union representatives. Where review is necessary due to legislative change, this will happen immediately.
- 16.2** The Corporate Governance Committee will oversee the system on an annual basis.

17.0 ASSOCIATED DOCUMENTATION

- 17.1** This policy should be read in conjunction with other relevant CCG policies including:

- Anti-Fraud, Bribery and Corruption Policy;
- Conflicts of Interest Policy;
- Incident Reporting Policy;
- Gifts and Hospitality;
- Travel & Subsistence Policy;
- Complaints Policy and Procedure;
- Dignity at Work Policy;
- Confidentiality Code of Conduct Policy.
- CCG Constitution