



South East Clinical Senate

South East

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# Clinical **senate**

**Clinical Senate Council**

**Code of Conduct**

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# South East Clinical Senate Code of Conduct

## Purpose

Health and social care professionals are expected to act in a courteous, dignified and civil manner towards service users, their colleagues (all those who work with the clinician, both clinical and non-clinical) and others involved in the provision of health and social care. Specifics with regards to good practice and conduct can be found in registered professionals' Royal College and professional bodies codes. The purpose of this code of conduct is to provide guidance about South East Clinical Senate's ways of working and expectations of council, assembly and panel member behaviour in the respective environments. When referring to council, assembly and panel members in this document, we are including clinical and non clinical colleagues.

## Our role and values

The South East Clinical Senate works collaboratively to provide a source of strategic, independent advice and leadership to support systems to deliver the best overall health and care outcomes for the population in the southeast region.

This means supporting:

- Patient needs, patient choice and personalised coordinated care
- High quality, sustainable and equitable health and social care
- A values-based approach

We will aim to consistently adopt and incorporate our values of integrity, inclusivity, independence, being evidence based and transparent in our behaviour and work on behalf of the Senate.

## Our Way of Working

- Start on time, finish on time
- Active listening
- Mobile phones off, or on silent if essential
- Respect the group by not using communication tools (email, social media) during the meeting unless considered essential, and to regard the discussions (as opposed to the conclusions) within council, expert panel meetings and any associated documents as confidential.
- Prepare in advance; read all relevant papers
- Secretariat to send out papers at least 1 week in advance

## How we conduct our business

- Uphold the principles and values laid out within the NHS Constitution, and take account of these in all our decisions and actions
- Uphold the principles and values stated in the 'Berwick Report': A promise to learn – a commitment to act. Improving the safety of patients in England<sup>1</sup>
  - Place the quality of patient care, especially patient safety, above all other aims.
  - Engage, empower and hear patients and carers at all times.
  - Foster whole-heartedly the growth and development of all staff, including their ability and support to improve the processes in which they work.
  - Embrace transparency unequivocally and everywhere, in the service of accountability, trust and the growth of knowledge.
- Always consider how outcomes and patient experience can be improved. Remain focussed on the question in front of us
- Civil and polite at all times
- Ensure all members are given opportunity to speak
- Use plain English, and avoid or explain acronyms (note wide-ranging membership, including patient and public partners)
- Recognise that we are not present primarily to represent our organisations, but as respected and independent professionals with knowledge, insight and connections.

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<sup>1</sup> [A promise to learn – a commitment to act – Improving the Safety of Patients in England \(publishing.service.gov.uk\)](https://publishing.service.gov.uk)