
Introduction

We are a primary care led and run organisation and our purpose is to ensure we are able to continue to deliver high quality, responsive and accessible services to the people of Tower Hamlets.

We have developed a Mission, Vision and Values that describes what we want to achieve and how we want to work with people inside and outside of our organisation.

Our mission

Tower Hamlets GP Care Group is led by local GPs and aims to provide innovative high quality, responsive and accessible health services

Our vision

- We will support Practices to work collaboratively to offer equitable, people-centred and holistic services to our patients
- We will work creatively with other providers of care to ensure care is integrated and seamless, maximising the potential for excellent outcomes for patients
- We are committed to high quality, compassion, improving lives and making sure everyone feels included and ensuring all local people have access to our services, especially the most vulnerable people in our community
- We fully commit to promoting and upholding the values of the NHS Constitution in all that we do
- We will ensure patients are treated with respect
- We will be a local health employer of choice offering excellent employment opportunities and support and development of our workforce
- We will be a strong unified voice of general practice in Tower Hamlets

Our values

- We will work together to put patients at the heart of their care
- We will deliver high quality care that achieves the best outcomes for patients
- To innovate especially in the delivery of patient care
- Our work will focus on the reduction of inequality
- We will take a holistic view of patient care and involve the expertise of the whole multidisciplinary team to help deliver the best outcomes for patients
- Delivery of services that are free at the point of access
- We will be financially stable, managing funds carefully and reinvesting any money we may generate to maintain and improve services for the benefit of local people

- To promote healthy lifestyles and self-care
- To take an evidence based public health approach
- To develop and value our staff
- To keep the Tower Hamlets GP Care Group in the NHS and never compromise quality over profit
- We will regularly consult with patients and local stakeholders about what we do
- To be an open and transparent organisation with a no blame culture

In pursuing our Mission, Vision and Values we serve the interests of our patients living and working in the London Borough of Tower Hamlets.

The Code of Conduct is designed to support us in developing and preserving our values and our integrity and credibility as a provider of primary and community health services.

The Code applies to Board members, all employees, volunteers and any third party service provider in face-to face contact with our service users.

The code

SERVICE

- Always act with fairness, honesty, integrity and openness, respecting the opinions of others and treating all with equality and dignity with no detriment in service resulting from Age, Disability, Gender reassignment, Marriage and civil partnership, Pregnancy and maternity, Race, Religion and belief, Sex, Sexual orientation
- Promote the mission, vision and values of the Care Group in all dealings with the public on behalf of the organisation.
- Provide a positive and valuable experience for people accessing our services.

ACCOUNTABILITY

- Act with honesty and integrity and in accordance with all relevant professional standards and codes of conduct and any legislation that applies to the responsibilities you have for or on behalf of the Care Group.
- Act within both the letter and the spirit of any policies and procedures of the Care Group and support the decisions and directions of the Board and its delegated authority.
- Adhere to the letter and spirit of and training or work related guidance provided to you by the Care Group in connection with your responsibilities.
- Take responsibility for your actions and decisions, following reporting lines to facilitate the effective resolution of problems and ensuring that you do not knowingly exceed the authority of your position.

CONFLICT OF INTEREST

A Conflict of Interest is a situation in which an individual has competing interests or loyalties, for example:

- A public official whose personal interests conflict with his/her professional position.
- An employee who works for one company but who may have personal interests that compete with his/her employment.
- A person who has a position of authority in one organisation that conflicts with his or her interests in another organisation.
- A person who has conflicting responsibilities in the workplace.

You are expected to abide by the following principles for effective professional practice in the workplace:

- No employee should allow their outside activities to interfere with their work. They should not allow any conflicts between their duties or their private interest to affect their ability to carry out their duties effectively.
- No employee should make use of or exploit their connection with the Care Group or information obtained in the course of their duties to further their own private interest
- No employee should act in a manner likely to bring the Care Group into disrepute or effect the reputation of the business.
- Employees have a duty to disclose any potential or apparent conflict of interest that may affect their ability to carry out their role. Any employee who believes that they may have a conflict of interest should consult their manager.
- In the event that such a matter arises, the individual shall formally disclose the interest and refrain from attempting to persuade or influence other persons participating in any relevant decision.

CONFIDENTIALITY

You should at all times respect and maintain the confidentiality of information gained as a volunteer or employee, including, but not limited to, all computer software and files, business documents and printouts, and all volunteer, employee service user and family member records.

BULLYING AND HARASSMENT

Bullying and harassment is any unwanted behaviour that makes someone feel intimidated, degraded, humiliated or offended. It is not necessarily always obvious or apparent to others, and may happen in the workplace without an employer's awareness.

Bullying or harassment can be between two individuals or it may involve groups of people. It might be obvious or it might be insidious. It may be persistent or an isolated incident. It can also occur in written communications, by phone or through email, not just face-to-face.

The Care Group does not tolerate any form of harassment of colleagues, service users or their family members. Such behaviour may lead to disciplinary action up to and including summary dismissal.

As an employee of the Care Group you are expected to behave appropriately at all times and to challenge any bullying or harassing behaviour by colleagues that you witness. You must also support any organisational procedures or initiatives designed to address bullying and harassment and report any behaviour of concern that you witness.

Observing the code

Observance of the Code is important to the activity and reputation of the Care Group. It is essential that all employees and any other third party service provider in face-to-face contact with our service users adhere to this Code.

Declaration

I confirm that I have read, understand and agree to abide by the Code of Conduct of the tower Hamlets GP Care Group and I understand that such adherence is a condition of my employment. I understand that not following the Code may be grounds for termination of my employment.

Name _____

Signed _____

Date _____

A signed copy will be kept on the staff file.