

## The Institute of General Practice Management Members Code of Conduct

The Institute of General Practice Management (IGPM) seeks to represent the views and interests of all managers working in General Practice. As the professional body we champion the role of management within practices and associated organisations. For us to ensure the confidence of all of our key stakeholders, all members are required to adopt and comply with appropriate standards of conduct.

This code of conduct applies irrespective of whether the member owes duties under other codes and competence frameworks. Alleged breaches of this code are viewed very seriously and may lead to disciplinary proceedings and the removal of membership and any professional recognition obtained.

As general practice is funded through public funds all members are required to abide by the Nolan Principles:

- 1) **Selflessness:** holders of public office should act solely in terms of the public interest
- 2) **Integrity:** holders of public office must not place themselves under any obligation to people or organisations that might try to inappropriately influence them in their work. They should not act or take decisions in order to gain financial or other material benefits for themselves, their family or their friends. They must declare and resolve any interests or relationships.
- 3) **Objectivity:** holders of public office must act and take decisions impartially, fairly and on merit, using the best evidence and without discrimination or bias
- 4) **Accountability:** holders of public office are accountable for their decisions and actions and must submit themselves to the scrutiny necessary to ensure this
- 5) **Openness:** holders of public office should act and take decisions in an open and transparent manner. Information should not be withheld from the public unless there are clear and lawful reasons for so doing
- 6) **Honesty:** holders of public office should be truthful
- 7) **Leadership:** holders of public office should exhibit these principles in their own behaviour. They should actively promote and robustly support the principles and be willing to challenge poor behaviour wherever it occurs

IGPM Members must also abide by the following principles:

- ❖ Maintain the respect and dignity of all key stakeholders in your daily work;
- ❖ Challenge poor practice, discrimination, or behaviour/actions that could bring your organisation or profession into disrepute;
- ❖ Promote effective communication, teamwork and high standards of work at all times;
- ❖ Maintain and develop your knowledge and skills, continually seeking to improve your practice;
- ❖ Be honest and trustworthy in all of your work, including being open when things go wrong;
- ❖ At all times abide by the Code of Conduct of your employing organisation.