

Devon Maternity Voices Partnership Code of Conduct and Confidentiality Agreement

Thank you for volunteering with Devon Maternity Voices Partnership (MVP).

Devon Maternity Voices Partnership, is an independent multi-disciplinary advisory and action forum, with service users at the centre.

We've used NHS England's "Compassion in Practice" values to form the basis of the Devon Maternity Voices Partnership Code of Conduct.

<https://www.england.nhs.uk/6cs/wp-content/uploads/sites/25/2015/03/introducing-the-6cs.pdf>

Care

- Show respect and consideration in all interactions with each other, commissioners, providers, other service users and other stakeholders.
- Be aware that correct/appropriate behaviour is our responsibility.

Compassion

- Seek to understand the experiences and views of others and help them to use these to inform /improve maternity commissioning and service provision where possible.
- Avoid situations where our personal interests conflict with those of the MVP and avoid using our position for personal benefit.

Communication

- Always seek to maintain constructive dialogue both in meetings and generally within the role.
- Ensure that the high expectations of the service users regarding the quality of services are communicated to commissioners and providers.
- Report concerns relating to safety, health and environment to the chair.
- Only share confidential information on a need to know basis.

Competence

- Display attitudes and behaviours which meet with the expectations and standards as set out on the MVP Terms of Reference.
- Never misrepresent facts in any report, publication, record or other document
- Never collect more personal data than needed: process personal data in line with the scope the data was provided for and never store personal data longer than necessary.

Commitment

- Demonstrate that we are committed to improving patient care and service provision/delivery through our attitude and behaviours and by engaging and doing the right thing.
- Treat diversity as an asset and opportunity. Ensure we do not discriminate against anyone and speak up if we become aware of any discrimination or inequality.

Courage

- Speak up when we believe in good faith that someone has done, is doing, or may be about to do something that violates the notion of good patient care or the positive intentions of the MVP.
- Believe in the value of each of our contributions.

Confidentiality

- Whilst you are volunteering you will have access to information that needs to be kept confidential. This includes information about the people who are using maternity services, and staff – particularly information about their personal circumstances such as their names, addresses, information about their care.
- When someone gives us any confidential information, verbally, in data or documents they need to be sure that we will not pass this to anyone that they have not given us permission to share it with.
- This means, for example, that you must not discuss these details and experiences with your friends and family, or post it on social media.
- When a person is not present to share their own experience, their feedback must be discussed anonymously in the MVP meetings.
- If you hear information which causes you concern and suggests that someone needs immediate help you should share this information with the most senior professional staff member present or raise it directly with the MVP Chair (or Vice Chair). Act as soon as possible so that appropriate action can be taken.
- Further information on Maternity Voices and GDPR, and the adopted National Maternity Voices Privacy policy can be found here:
<http://nationalmaternityvoices.org.uk/wp-content/uploads/2018/11/GDPR-guidelines-for-MVPs.docx.pdf>

I agree to sign up to the principles of the Devon MVP code of conduct, which are based around the principles of the 6 C's (care, compassion, communication, competence, commitment and courage). I also agree to maintain confidentiality at all times when representing any type of MVP activity both inside and outside the organisation.

Name in full

Signature

Date.....