

Staff Code of Conduct & Model of Professional Behaviour

1. Purpose and Context

- 1.1 The purpose of this document is to provide a clear set of principles to guide staff in how they are expected to conduct themselves in their day to day work (the Code of Conduct) and how they should behave towards one another (the Model of Professional Behaviour).
- 1.2 It is important that staff at the LMC have freedom within the law to question and test received wisdom and to put forward new ideas and controversial or unpopular opinions, without placing themselves at risk of losing their jobs or any privileges which they may enjoy.
- 1.3 Any failure to act in accordance with the Code or Model will be dealt with under our disciplinary procedure.
- 1.4 This policy is not intended to form part of your terms and conditions of employment and can be amended at any time.

2. Policy Statement

- 2.1 Even if it were desirable to do so, it would not be possible to write an exhaustive list of rules governing staff conduct. Staff should be trusted in the discharge of their responsibilities, which implies allowing room for initiative and judgement. In fairness to staff, however, it is important to set out guidance as to where the exercise of that initiative and judgement could potentially bring them into conflict with others.
- 2.2 There may be occasions when a member of staff wants to know how a particular aspect of conduct might be regarded, when measured against the Staff Code of Conduct. Staff should seek advice from the Chief Executive in the first instance.

3. Scope

- 3.1 This Code of Conduct and Model of Professional Behaviour applies to all staff at the Humberside Group of LMCs, irrespective of anyone's position or role, together with any temporary staff and any workers who are here on a voluntary basis.

4. Updating & Review

Implementation date:	November 2014
Review Cycle:	Every 2 years
Last Review Date:	April 2023
Revised:	April 2024 (section 3) ZN
Next Review Date:	April 2025

Staff Code of Conduct

1. Working with GPs

In their dealings with GPs and practices, the LMC expects that all staff will:

- Be professional in their interaction
- Ensure that the LMC's reputation is not compromised or brought into disrepute
- Preserve the confidentiality of all information relating to the GPs and practices, even if leaving the employment of the LMC

2. Working with Colleagues

Staff must attend meetings and other commitments on time and meet other deadlines on which their colleagues depend.

Staff must adhere to the LMC's policies and procedures because their actions have consequences for others. If staff have any doubts or concerns, they should seek advice from within their line management chain.

3. Representing the LMC

In order to preserve the reputation of the organisation, staff must:

- Obtain approval from the CEO MD or, in the CEO MD's absence, the Chair of the Board before contacting the press
- Check with the CEO MD before committing LMC resources other than those for which they have responsibility
- Take care of the use of LMC headed notepaper and the LMC logo, whether for use themselves or the use of partner organisations
- Maintain professional standards of conduct towards others when acting in an LMC capacity
- Dress appropriately when acting in a professional capacity and when in the LMC offices
- Be mindful of their role at the LMC in any online interactions including on social media. Always being clear that you are commenting in a personal capacity, but that even so your position at the LMC will be reflected on by your conduct in an online space. While the GMC regulations apply to doctors, their guidance on the use of social media is a resource that should be reviewed and followed by all LMC staff members to safeguard themselves and the reputation of the organisation [Using social media as a medical professional - GMC \(gmc-uk.org\)](https://www.gmc-uk.org/using-social-media-as-a-medical-professional)

4. Additional Professional Responsibilities

Staff are expected to observe the following professional obligations:

- To preserve the confidentiality of information relating to the LMC's staff, finances, marketing and strategic planning, together with any further information rightly to be judged the property of the LMC
- To demonstrate conduct, attitudes, actions and behaviours in all professional roles, including those outside the LMC, which does not directly or indirectly impair or damage the values and reputation of the LMC
- To preserve this same degree of confidentiality for 12 months after leaving the LMC's employment
- To exercise proper professional discretion in the event of their being offered hospitality or gifts of any kind and to ensure that a declaration is made to the Board of their acceptance of any such gifts or hospitality with a value in excess of £50 per instance

5. LMC Property

In order to preserve the quality of the working environment and the LMC's physical resources, staff must ensure that:

- They look after LMC premises and any property which they use (e.g. laptops)
- Immediately report any damage to LMC property or premises to the CEO MD
- Any agreed procedures for borrowing LMC equipment are observed
- Energy is conserved wherever possible (e.g. turning off heaters and lights)
- Materials are conserved and recycled wherever possible
- The security of the LMC office is maintained as well as possible and not put at risk

Model of Professional Behaviour

This model is not a job description. Nor does it attempt to describe a member of staff's sense of their vocation. Its purpose is to define how all staff should aspire to behave as they interact with one another.

The model is arguably open to the criticism that it is full of things that are obvious and with which no one could disagree. But the test of the model is the extent to which we live up to it. As a team, we have a collective expectation that as individual members of staff we are all aspiring to conform to it 100% of the time in our interactions with colleagues.

The model belongs to and applies to all staff equally, irrespective of anyone's position or role in the organisation.

A. Staff should support the LMC's work and processes

All staff should:

1. Demonstrate an awareness of the local, regional and national context within which the LMC operates
2. Demonstrate good time-management and personal organisation
3. Act in accordance with LMC policies and procedures

In addition, staff with line management responsibilities and senior staff members should:

4. Demonstrate an understanding of the abilities, aptitudes, circumstances and roles of the staff they line-manage
5. Manage collective decisions effectively even when they hold private reservations
6. Enable the staff they lead to understand the wider work and operational context of the LMC

B. We should all feel trusted and supported

All staff should:

7. Assume the best of colleagues in all their interactions with them
8. Seek support when they need it and offer it when appropriate
9. Communicate with due consideration to time, place and manner
10. Work collaboratively with all members of the LMC team
11. Thank or praise colleagues when appropriate
12. Be discreet whenever information needs to be treated confidentially

In addition, staff with line management responsibilities and senior staff members should:

13. Delegate effectively and supportively
14. Be visible, accessible and approachable
15. Coach and mentor staff effectively where appropriate

C. Staff should be committed to constant improvement

All staff should:

16. Reflect on their own work and that of the LMC
17. Propose and welcome new ideas and constructive criticism
18. Be willing to modify their professional behaviour based on an understanding of how their colleagues perceive them

In addition, staff with line management responsibilities and senior staff members should:

19. Create the conditions in which the staff they lead can perform to the best of their ability
20. Respond to poor behaviour and performance (i.e. that detracts from or falls short of our values or the model of professional behaviour) promptly and supportively under the disciplinary or capability procedure
21. Always take time to give staff the 'big picture' – in essence, this means
 - (i) the fundamental whys and wherefores of doing something
 - (ii) everything that is involved
 - (iii) the timescales
22. Involve all staff who are affected by a plan early enough for their views to shape it
23. Be as clear as possible when planning and defining who will do what and by when