

Stellar Healthcare

Codes of Conduct

Confidentiality Notice

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Code of Conduct for All Staff

In order to ensure that all Staff conduct themselves appropriately, Stellar Healthcare has adopted the following Code of Conduct, to which all Staff agree:

- Provide a high standard of care to all without prejudice of any kind;
- Be open and honest;
- Respect the views of others;
- Treat others with dignity and respect;
- Act with integrity;
- Do nothing to bring the company into disrepute;
- Maintain confidentiality at all times;
- Adhere to all policies;
- Declare any conflicts of interest.

Any contravention of the above Code of Conduct will be regarded as a Disciplinary Matter and the Disciplinary Procedure will be invoked.

Code of Conduct for All Practice Clinicians

In addition to the above Code of Conduct for all Staff, our doctors are also subject to the Code of Conduct of their Regulatory Body, the General Medical Council (GMC).

The full text of the GMC Code of Conduct can be found at:

http://www.gmc-uk.org/about/council/register_code_of_conduct.asp

Our doctors are also subject to the following Good Medical Practice requirements:

The full text of the duties of a doctor registered with the GMC can be found at:

http://www.gmc-uk.org/guidance/good_medical_practice/duties_of_a_doctor.asp

The full text of GMC guidance on Raising and Acting on Concerns about Patient Safety can be found at:

http://www.gmc-uk.org/guidance/ethical_guidance/raising_concerns.asp

The full contents of the GMC Good Medical Practice Guidance can be found at:

http://www.gmc-uk.org/guidance/good_medical_practice/contents.asp

The full listing of all the GMC's Ethical Guidance can be found at:

http://www.gmc-uk.org/guidance/ethical_guidance.asp

Any contravention of the GMC Code of Conduct or the Good Medical Practice requirements will be reported to and dealt with by the GMC directly.

Code of Conduct for all Practice Nurses

In addition to the above Code of Conduct for all Practice Staff, our nurses are also subject to the Code of Conduct of their Regulatory Body, the Nursing and Midwifery Council (NMC).

The full text of the NMC Code of Conduct is contained in the document entitled:

“The code: Standards of conduct, performance and ethics for nurses and midwives”,
which can be found at:

<http://www.nmc-uk.org/Documents/Standards/The-code-A4-20100406.pdf>

Our nurses are also subject to the following Good Medical Practice requirements:

Standards for medicines management

<http://www.nmc.org.uk/globalassets/sitedocuments/nmc-publications/nmc-standards-for-medicines-management.pdf>

The Prep handbook - The legal requirements for renewal of Registration with the NMC

http://www.nmc-uk.org/Documents/Standards/NMC_Prep-handbook_2011.pdf

Complaints

In the case of a complaint, patients will first raise their concerns with the operational manager of the relevant service who will follow the Complaints Procedure.

When NMC Involvement is required:

If the organisation subsequently determines that NMC involvement is required, it will forward all its investigation findings to the NMC who will undertake further investigation and may finally refer the case to the NMC Investigating Committee. These stages require various consent forms to be completed by the complainant.

Further details can be found at:

<http://www.nmc.org.uk/concerns-nurses-midwives/concerns-complaints-referrals/>