

# Patient Partnership Quality Mark

## Call for applications for the period 2011-2013

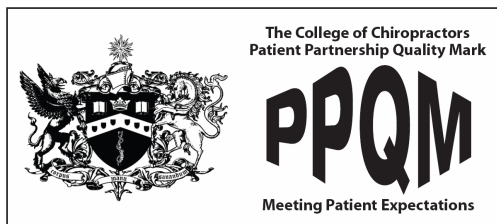
Do you know what patients expect of you and your Practice?

Do you actively ensure these expectations are met?

A growing number of chiropractic Practices have demonstrated that they meet patient expectations and have been awarded The Patient Partnership Quality Mark (PPQM).

The PPQM recognises excellence in meeting patient expectations as defined and assessed by The College of Chiropractors Lay Partnership Group.

Practices that achieve the award are eligible to display the PPQM plaque in their premises and may print the logo on all relevant paperwork. This sends an increasingly important message to the public and external healthcare bodies.



More than 140 Practices have achieved the PPQM and there is now an opportunity for further Practices to apply. Patient expectations must be met in a range of areas including:

- Accessibility
- Booking systems and out-of-hours cover
- Cleanliness, safety and privacy
- Communication
- Patient education
- Record keeping
- Other forms of care offered

Full details and an application form can be downloaded from:

[www.colchiro.org.uk](http://www.colchiro.org.uk)

or obtained on request from:

The College of Chiropractors | Chiltern Chambers | St Peters Avenue  
Reading RG4 7DH | Tel: 0118 946 9727 | Email: [admin@colchiro.org.uk](mailto:admin@colchiro.org.uk)

Closing date for applications: **Thursday 30<sup>th</sup> September 2010**