

Patient Partnership Quality Mark 2011 – 2013

Conditions of Award

Eligibility

Only Fellows, Members, Associate Members and Provisional Members of the College are eligible to apply for the PPQM on behalf of the Practice in which they work. Awards are made to Practices not individuals, and so are not portable. The College reserves the right to withdraw awards from Practices where no College members practise.

General guidance on making an application

- Entries must be made using the PPQM Application Form prepared for the award period 2011-2013 (as indicated at the top of the form).
- Copies of the Application Form are available by request from the College (admin@colchiro.org.uk ; 0118 946 9727) or can be downloaded from the College website at www.colchiro.org.uk
- Applications must not be hand written. Please complete the application form on a computer deleting any white space beneath your responses in each box.
- The Application Form must be submitted as a single hard copy along with the accompanying evidence. The declaration must be signed. You are advised to submit your entry by recorded delivery and keep a copy since the College can take no responsibility for entries that do not arrive.
- All details prompted by the form must be provided. In the second part of the form, you must follow the brief guidance provided for each section.

Supporting evidence

For the second part of the form, evidence is required to support the statements made in each of the 12 sections. If no supporting evidence is provided to support a particular section/s, the reasons for this must be explained. **Your application will not be successful if relevant supporting evidence, or a suitable explanation regarding its omission, is not provided.** Note that the assessors do not have time to visit websites to find evidence and so all relevant evidence must be provided with your completed application form or it will be deemed to be missing. You should help the assessors by organising your enclosed evidence in such a manner that they can readily relate each piece of evidence to the appropriate section/s of the application form.

Statutory and legal requirements

Please ensure you are aware of your statutory/legal obligations with regard to, for example, health and safety policy documentation (your Association will be able to advise). Note that the panel will wish to see evidence that *patients* in particular are being considered with regard to the health and safety arrangements in your premises.

Multiple Practice applications

If you wish to apply for the PPQM for more than one Practice, separate application forms must be completed for each, although it is understood that the information provided in some parts of the forms may be identical. If the same evidence is relevant in more than one case, only one copy of this evidence needs to be supplied.

Application fee

There are significant costs involved in administering the PPQM, marking entries, and providing awards. For this reason, a fee of £50 (cheques payable to 'The College of Chiropractors') must accompany each application form. If you are applying for two practices for example, two lots of fees are payable. Please contact the College if you wish to arrange for payment by bank transfer.

Assessment of applications

Applications will be considered by an LPG-appointed panel which will make recommendations for awards to the College Council, the decisions of which are final.

Most applications will be judged solely on the basis of the form and supporting evidence submitted, but the panel reserves the right to check the veracity of statements as appropriate. This may involve visiting a Practice by arrangement. Note that the size of a Practice will not be a deciding factor and each application will be considered on its own merit.

Confidentiality

All information provided by applicants will remain confidential to the College of Chiropractors. Any use by the College of the information/data gathered through the PPQM initiative will be anonymous.

Presentation of Awards

Awards are made for a period of three years after which a further application will be needed if the quality mark is to be retained. Each successful Practice will receive a PPQM plaque, to signal excellence in meeting patient expectations, and will also be eligible to print the PPQM logo on letterheads and paperwork relating to the Practice. The College will also assist in producing a suitable Press Statement. Awards will be presented at the AGM in London on Wednesday 19th January 2011. Each applicant or other Practice representative (who must be a member of the College) must endeavour to attend the AGM event. Please make a note of this date in your diary. By making an application, applicants are agreeing to be photographed receiving their award and to their Practice being listed as a PPQM recipient in appropriate publicity materials.

Withdrawal of awards

The College reserves the right to withdraw the PPQM from a Practice at any point during the three-year award period. The plaque remains the property of the College and must be surrendered on request.

Queries

Any questions or comments about PPQM applications should, in the first instance, be directed to Sandra Tigwell on 0118 946 9727, sandra.tigwell@colchiro.org.uk

Address for submissions

Applications, along with the appropriate payment (see above), must be addressed to:

PPQM
The College of Chiropractors
Chiltern Chambers
St Peters Avenue
Reading RG4 7DH

Closing date for the 2011-2013 award period

The closing date for receipt of applications is **Thursday 30th September 2010**. You will be notified of the outcome on or shortly after Wednesday 10th November 2010.

Acknowledgement of receipt of submissions

We will acknowledge receipt of all applications. If you have not received an acknowledgement within 5 working days, we may not have received your application and you should telephone us on 0118 946 9727. Use of recorded delivery to submit your application is strongly advised.