Patient Partnership Quality Mark
2027-2029 Instructions and Terms

The Royal College of Chiropractors

This document contains administrative information, terms and conditions, award requirements, and application guidance for the RCC Patient Partnership Quality Mark (PPQM). It should be read in full before preparing and submitting the completed application form.

About the PPQM

The Patient Partnership Quality Mark (PPQM) recognises chiropractic practices that demonstrate excellence in patient experience, accessibility, communication, patient information, safety and continuous improvement. The award is made to practices rather than individuals and is valid for a three year period.

Eligibility

Applications may be submitted by Fellows, Members, Licentiates and Provisional Members of the Royal College of Chiropractors (RCC) on behalf of a practice in which they work. Awards are granted to practices and are not transferable.

Application fees

The application fee is £150 per practice. A 10% discount applies only to practices that have held the PPQM award in the immediately preceding award cycle. PPQM Quality Mark plaques may be purchased for £50 following confirmation of a successful award. Application fees are non-refundable and will not be returned if an application is unsuccessful, withdrawn by the applicant or deemed ineligible for assessment.

Completing your application

Please use the current PPQM application form available on the RCC website. Applications must be completed **electronically**, please ensure that you include all requested information and supporting evidence, and that you include your signed declaration. Responses should normally not exceed 500 words per section. **Paper copies of applications will not be accepted.**

Supporting evidence

Please include all requested supporting evidence, complete the evidence checklist, and ensure that all supporting documents are clearly identified. If evidence is held on a website, applicants must provide direct links to the relevant page or document. Assessors will not search or navigate websites to find evidence. Applications should be logically organised, with evidence clearly referenced to the relevant question numbers.

Submission of applications

Applications and supporting evidence must be submitted electronically via the secure OneDrive link provided by the RCC administration team following payment of the application fee. Applicants are responsible for ensuring that all required documents are uploaded by the submission deadline.
Your OneDrive link will be password-protected and provides a secure method for the transfer and storage of application materials. Access is restricted to authorised RCC personnel and assessors involved in the administration and assessment of the PPQM. In order to receive this link, please email admin@rcc-uk.org when your application is ready to be submitted.

Assessment process

Applications are assessed by lay assessors who make recommendations to the RCC Council. Council decisions are final. The RCC reserves the right to verify information provided and may arrange a practice visit where necessary.

Confidentiality

All information provided by applicants will be treated in confidence by the RCC and will be used solely for the purposes of administering and assessing the PPQM. Applications and supporting documentation are submitted through a secure, password-protected OneDrive platform. Any information used for reporting, evaluation, or promotional purposes will be anonymised as appropriate.

Award period and benefits

Awards are granted for a three-year period. Successful practices may display the award and use the PPQM logo in accordance with RCC requirements.

Publicity of Awards

By applying, practices agree to public recognition if successful, including photography and publicity associated with the award programme.

Display and use of the PPQM logo

The PPQM logo may be displayed on practice materials including websites and stationery. The logo must not be altered without prior written agreement from the RCC.

Withdrawal of Awards

The RCC reserves the right to withdraw the PPQM at any time during the award period if it is deemed necessary by the RCC.

Retention of Applications

Applications are not retained, they will be destroyed after three years, with the exception of development plans retained for renewal purposes.

Queries

For any queries regarding the PPQM scheme, please contact admin@rcc-uk.org.