

Patient Partnership Quality Mark 2019 – 2021

Conditions of Award

Eligibility

Only Fellows, Members, Licentiates and Provisional Members of the RCC 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 RCC reserves the right to withdraw awards from Practices where no RCC members practise.

General guidance on making an application

- Entries must be made using the PPQM Application Form prepared for the award period 2018-2020 (as indicated at the top of the form) otherwise they will be deemed invalid
- Copies of the Application Form are available by request from the RCC (email: admin@rcc-uk.org tel: 0118 946 9727) or can be downloaded from the RCC website at www.rcc-uk.org
- Applications must not be hand written. Please complete the application form on a computer deleting any white space beneath your responses in each box.
- Responses must be complete but succinct, and should not normally exceed 500 words for each section
- 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 RCC can take no responsibility for entries that do not arrive.
- All details prompted by the form must be provided. In Part II of the form, you must follow the guidance provided for each section and ensure your answers satisfy the descriptors provided.

Supporting evidence

For Part II of the form, evidence is required to support the statements made in relation to each of the questions. It is understood that some evidence may relate to more than one question, in which case only one copy is required. If no supporting evidence is provided to support a particular question/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 may wish to prepare a checklist to ensure all the descriptors have been covered in your application.

Organisation of your application

You must help the assessors by organising your application and numbering your enclosed evidence in such a manner that they can readily relate each piece of evidence to the appropriate question/s of the application form. Your submission may be penalised if it is not logically organised and securely bound in a ring binder or something similar.

Statutory and legal requirements

Please ensure you are aware of your statutory/legal obligations with regard to, for example, advertising, health and safety policy documentation, confidentiality, record-keeping and provision of charging and complaints information (your Association will be able to advise). Note that the assessors 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 need be supplied.

Combined applications

Do not combine your PPQM application with a CMQM application in the same binding. The two awards are administered and assessed independently and need to be separate for this reason.

Application fee

There are significant costs involved in administering the PPQM, marking entries, and providing awards. For this reason, a contribution of £50 must accompany each application form. If you are applying for two practices for example, two lots of fees are payable. Payment details are provided on the application form.

Assessment of applications

Applications are considered by LPG-appointed assessors who will make recommendations for awards to the RCC 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 assessors reserve 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 is considered on its own merit.

Confidentiality

All information provided by applicants will remain confidential to the Royal College of Chiropractors. Any use by the RCC 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 further applications 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 RCC will also assist in producing a suitable Press Statement. **Awards will be presented at the AGM in London on Wednesday 30th January 2019. Each applicant or other Practice representative (who must normally be a member of the RCC) 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.

Display of the PPQM logo

Successful applicants may display the PPQM logo (supplied at the time of the award) on letterheads, websites etc. However, the logo must not be deconstructed or modified in any way without written agreement of the RCC. In particular, the award dates must not be uncoupled from the rest of the logo.

Withdrawal of awards

The RCC 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 RCC and must be surrendered on request.

Address for submissions

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

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

Closing date for the 2019-2021 award period

The closing date for receipt of applications is **Friday 28th September 2018**. You will be notified of the outcome on or shortly after Monday 5th November 2018.

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.

Queries

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