SERVICES FOR MEMBERS OFFERED THROUGH BCA SUBSCRIPTION

Professional Indemnity Insurance: All GCC registered chiropractors must have professional liability insurance (a minimum cover of £3 million) in case of legal action. Cover is also provided in case of disciplinary action taken by the General Chiropractic Council. The BCA negotiates a comprehensive indemnity insurance package each year. Current cover is for £5 million. Also included is Personal Accident Insurance, Tax and VAT investigations by HM Revenue and Customs (subject to conditions), Public Liability Insurance.

Business support services: Members with queries regarding tax, commercial-legal matters, VAT, payroll, employment & personnel, health & safety can call a dedicated helpline, manned by experts with up-to-date knowledge in these areas. There is also a 24 hour online service called Croner-i. This is bespoke to the BCA and updated daily. Access through the BCA Members' Area.

***In Touch* newsletter:** Newsletter from BCA head office. Ten issues per year. Latest news from the profession and the Association, as well as useful information, classified advertising, journals, training and seminar information.

***Contact* magazine:** Quarterly colour magazine with features covering business issues; clinical and general subjects of interest; news; coverage of special events; supplier advertising; classified advertising.

***The Chiropractic News* magazine:** Quarterly colour newsletter with a roundup of news and issues affecting the chiropractic profession from around the world.

Employment and personnel system: 24 hour online service by Croner-i. This is bespoke to the BCA and updated daily. Access is through the BCA Members' Area.

European Chiropractors' Union membership: The ECU lobbies the European Parliament regarding chiropractic and other health issues, as well as funding research within member countries and offering financial assistance to the profession in countries where there is no chiropractic legislation.

Patients' complaints procedure: All members receive an outline of how to structure a complaints process and procedure at a practice level. Members can call the BCA for practical and material advice or help on how to deal with a patient complaint. Any member who is unsure of how to proceed with a complaint should call the BCA.

X-ray guidelines and radiation protection advice: Any chiropractor using x-ray equipment or referring patients for x-ray must comply with strict guidelines. A copy of the BCA's X-Ray and Ionising Radiation Guidelines is sent to all new members. Any clinic with x-ray facilities must also have an inspection on a regular basis; these are carried out by the BCA's Radiation Protection Advisor. There is a fee for this inspection, subsidised by the BCA.

Marketing and promotion pack/advice: The BCA provides all members with a marketing and promotion pack which gives advice about all aspects of promoting and advertising a chiropractic clinic. Marketing materials, including a press pack and press releases are also available on the members' area of the BCA website. Members can also call the full-time marketing officer at BCA head office for practical advice.

British Chiropractic Association Chiropractic Awareness Week: This annual event is a national awareness campaign run by the BCA to promote awareness of chiropractic in the UK. The BCA develops a national press and publicity campaign and produces action packs for members with ideas for how the clinic can participate. This is part of the ongoing pr campaign and press work carried out by the BCA in order to promote the profession in general and, more specifically, BCA members.

BCA counselling service: Available for members to discuss private and confidential matters.

Clinical audit for chiropractors: Service run by the Institute of Musculoskeletal Research and Clinical Implementation (IMRCI) based at the Anglo European College of Chiropractic.

Provisional Registration Training Scheme: Available for newly qualified chiropractors. Full membership of the BCA is dependent on completion of either the College of Chiropractors PRTS.

Disability Discrimination Act pack/advice: Information regarding the 2004 Disability Discrimination Act for BCA members.

Mandatory Continuous Professional Development advice: A guidance pack is available for members.

Private medical insurance listings: Every two years, the BCA publishes a booklet containing a list of the main insurance companies that cover chiropractic services and the conditions of use that are imposed.

Members' website: The BCA website has latest news, information and guidance as well as downloadable documents and the BCA online store.

Find a chiropractor service: The BCA website has a user friendly 'Find a Chiropractor' service and BCA head office also respond to hundreds of public queries per month, directing them to their nearest BCA chiropractor.

Full-time staff support: There are five full-time members of staff at BCA headquarters available to respond to member queries and to provide help and support on a variety of issues.

CHARGEABLE SERVICES EXCLUSIVE TO BCA MEMBERS

Conferences: There are two BCA conferences per year. Details are published in advance in *In Touch* magazine.

BCA training: Training packages to support chiropractors and their staff.

BCA ordering service: Items to help with the running or promotion of a chiropractic clinic. Call BCA for a full list of items available. Orders can be made by web, phone or fax. Invoices are dispatched with goods. Items available include: patient information leaflets; posters; appointment reminder cards; leaflet holders; Christmas cards; presentation packs for industry and General Practitioners; patient case history and case note forms; patient consent forms; SSP and sickness benefit forms; exercise prescription pack and folders.

Corporate advertising: Yellow Pages and Thomson Directory corporate advertising scheme

Streamline: Access to corporate rates for credit and debit card machine services.

ResoLex: A mediation service for members to use to resolve disagreements before they escalate into legal disputes. The first hour of the mediator's time is available free to BCA members.