

WLCSP Newsletter

DECEMBER 2018



IN THIS ISSUE

- The Word From The Top
- Fozzy's Forum
- Insurance Article from James Hallam Pro Med

The word from the top

The festive season cometh. Oh how things have changed. When I was a boy, the arrival of the Christmas tree on the 23rd December heralded the start of the festivities which lasted a fortnight until mum and dad spirited the tree away again on twelfth night. Between the two, Father Christmas, the Queen's message, Quality Street, carols and merriment. Now, it seems that it has all been centre stage since October! Perhaps I sound curmudgeonly so let's just celebrate the end of a Brexit strewn year and hope that things continue to get better next year. We shall all enjoy the pre-Christmas revelry and the yuletide excitement which seamlessly heralds the end of the year. Since we don't know whether we shall be European next year or even whether the beleaguered President Trump will continue to survive, let's just enjoy it all, hope for success and pray for a good outcome.

Perhaps, though, for the first time for very many years (and I have been on this Earth for quite a few!) there has been a reason to welcome the advertising and promotional avalanche that is Christmas starting ever earlier. The reason for this change of heart, simple, It has toned down the incessant, never ending, 24hr media analysis about Brexit!!!! For me, colleagues, friends we all seem to have a complete and total Brexit overload and have become numb with it all.

So at least it is refreshing to have something else to talk about. As ever in households the tension is rising especially as the first few windows on that expensive chocolate filled 'Advent Calendar' have been opened, young ones all expectant and reaching fever pitch, letters to Santa written and posted (and that is just Fozzy!) We each have our family rituals and a coming together with family and friends at this time of year all with the purpose of making it the best Christmas ever.

Let us though spare a thought for those less fortunate. We still have a world riven with strife, burdened with poverty, full of stress and with so much unhappiness. Even the climate is closing in on us. Perhaps we should all take time to remember the First Christmas; simple, kindness and caring. No war, no selfishness, just consideration for the fellow man.

As we enter the year of our hundredth anniversary, may I wish you all a safe, happy and loving Christmas.

I was attending a dinner just a few days ago with an old friend the aptly named Rev. Peter Cannon, and Peter had been asked to do a reply to a toast which he is always happy to do, pulpit or not. He naturally enough focused on the forthcoming festive season and finished his very humorous and polished reply with a poignant statement and that was that in his opinion the very best Christmas was the first Christmas. Who am I to argue with the Rev. Peter.

Peace and harmony to you all, I wish each and every one of you success and health in 2019.

Dr. Paul Lambden
President



Clinical Tip

From my perspective, one of the really good things about LCSP members is that they rarely are the subject of a complaint. Sadly, in the health professions as a whole, complaints and claims seem to be on an inexorable rise. Not only have the numbers increased but the nature of the problems has changed. I recently saw a review of medical complaints which set me thinking, and so, over the last few weeks, I have done an assessment of 1,000 consecutive complaints received by dentists in one of the large dental providers. Both surveys demonstrated the same thing; that the most common principal complaint is about communication. They report that the dentist was rude, abrupt, aggressive or unhelpful. Some say that the dentist didn't tell them what he or she intended to do, give any sort of treatment plan or seek a valid consent.

Not so many years ago, communication problems were virtually non-existent. Why the change? I suspect that, apart from the general rise in complaints about everything, there may be a number of factors; increased patient expectations, being more rushed, information being more complex and clinicians feeling more pressurised. In addition, I wonder whether those clinicians whose first language is not English may struggle with colloquialisms, accents and dialects when explaining about treatments to patients. The answer is that probably all play their part.

What does seem strange too is that, for many patients, failure to understand or feeling that the explanation is inadequate is followed later by a complaint rather than telling the clinician at the time that they don't understand what has been said.

This is not the case with LCSP members. I can't remember the last time we saw a complaint about communication. You are all the best in the healthcare business when it comes to talking to patients. That skill keeps problems to a minimum and keeps you safe. So simple but so effective. Long may it continue.





Renewals and Documentation

At the Register we have to acknowledge that we do have a responsibility as best we can to reduce our own 'carbon footprint' and do our best to reduce unnecessary and excessive waste of resources. To this end next year's renewal process will be changing and the documentation will be sent to you electronically rather than be printed and enclosed within another full posting. We hope and trust that you can understand the reasoning behind this and will co-operate as best you can to help us be a more environmentally friendly organisation. We do accept that there may be some members who do not have access to a computer and these members can notify us and will receive the normal paper copies as before.

Whilst we are on the subject of renewal of membership I can confirm that for the Centenary Year of 2019 there will be NO INCREASE in any subscription rates. At the time of writing this I do not know what the insurance rates will be, but suffice to say we are in negotiations and will try to keep, if any, increase to a minimum for the ensuing year.

Members of the LCSP Register who take the insurance package provided by James Hallam have a unique overall package offering complete protection and coverage with so many additional benefits included within the package. The Register is committed to offering you complete support as an individual therapist. Membership benefits include support and guidance and professional advice, access to develop your career with CPD opportunities and portfolio recording tools, connection to the wider therapy network with secure online forums and through the insurers' 24 hour access to medical malpractice help and assistance and a full range of medical and legal support services if any situation escalates.



Centenary Year

It is almost upon us, a significant achievement for any organisation and a very highly emotive one too. I am just so proud to be your Secretary at this time and I am thrilled with the responses that you have given me in terms of communications of support, thanks and commitment to come to the Centenary Dinner Dance. The programme is all but set, more of that elsewhere, the venue The Beaumont Estate I have recently visited to look at the facilities and all I can say to you is wow! It is a top class venue they have only recently finished a £12.5 Million refurbishment and the whole place from guest rooms to meeting rooms, leisure facilities and of course location is just superb. The location itself together with its proximity, it is just 2 miles from Windsor Castle and a few steps from the historical Magna Carta site of Runnymede so there is plenty to see and do if you have family members wishing to enjoy the weekend away too.



We as an organisation deserve this venue for this special occasion, we are a Professional organisation and you all are Professional people and this will be the best value money that you spend from your advertising/professional development budget next year and its all put against tax! I look forward to renewing acquaintances and rekindling that special atmosphere that was ever present in years gone by. We will put on a special event not only for ourselves but for the industry and stakeholders who will also be present.



Keep us posted

Please keep us updated with your correct contact details. I know it sounds an obvious thing to request but you would be surprised how often mail is returned (snail type) and electronic stuff disappears into the ether and never gets to the required 'inbox'! It is really more important than ever now as the details for the Centenary weekend regarding bookings etc. will probably come out electronically first and the hotel although very large already has other functions with room requirements booked for the same weekend.

Christmas at the office

The Registers office will close at end of play on 21st December and reopen on 2nd January 2019. In the event of any major calamities or concerns during the closure you can still contact me on my personal email (fozzy@fosterclinic.co.uk) and I will endeavour to assist in the best way I can.



Finally from Fozzy...

Just a heartfelt thank you for the help and support of my Board members, Mel in the office and our support teams who all contribute so much to the overall smooth running of the Register but so often do not get the appropriate thanks that they deserve. As for 'you lot' the members, well what can I say, apart from that it is a pleasure to work for you and with you. Over the more recent years you, we, have had to put up with significant changes in our professional lives, regulation on regulation and more paperwork and accountability than ever, you have all risen to these changes, adapted, altered and become even more consummate professionals than ever before, I am immensely proud of you all and the excellent work that you do.

james hallam
Pro Med

It is amazing how quickly this year seems to have gone, it is as if time shrinks with age. The headlines were dominated by floods, drought, fires, hurricanes, Trump, Korea, Brexit, GDPR, cybercrime, internet security, struggling retailers, terrorism, crime stats, bombs sent to politicians standing in US elections et al.

Hidden amongst the angst were some brilliant stories as well:

- A Hungarian doctor has prescribed her lung disease patients a new form of physical and spiritual therapy -- singing in public as part of a choir. Its members, many seriously ill with chronic obstructive pulmonary disease (COPD) and drawn from hospitals across Hungary, say the singing has improved the quality of their lives.
- Parents euthanasia plea is put on hold as Remedial Massage treatments shows a positive turn – Chania – www.thehindu.com/news/cities/chennai/after-euthanasia-plea-a-positive-turn/article25314719.ece
- A significant milestone was passed on the road to gender equality when 21-year-old Ana Carrasco became the first female motorcycle world champion, surviving the final round of the 2018 World 300 Supersport Championship.

Fozzy did say that he would like "some words about insurance". So, I should mention that Brexit will probably make it impractical to support London issued policies to those outside of UK and we may have to help you make local arrangements if you are working in Ireland or elsewhere outside the UK.

GDPR is here and fully established. If you have not already done so, please set some policies and processes on how you will ensure data is as safe as possible and make sure you have appropriate security in place.

Thinking about the effort your Board is putting into making next years centenary celebrations a success, made me wonder what headlines dominated at the time of the formation of the LCSP Register. I found:









- In late April 1919, at least 36 booby trap dynamite-filled bombs were mailed to a cross-section of prominent politicians and appointees in the USA, including the Attorney General as well as justice officials, newspaper editors and businessmen, including John D. Rockefeller.
- 30 December 1919 – Lincoln's Inn, London, admits its first female bar student.

We have moved on, haven't we? Have a great Xmas everyone and all the best for a successful 2019.

Asgar Hassanali
James Hallam Limited ProMed

PS – Pauline and Doug – I am taking lessons so aiming to win the coveted Trophy next June!!

James Hallam Pro Med is a trading name of James Hallam Limited who are authorised and regulated by the Financial Conduct Authority

Date	Venue	Course Info	Cost:	Provided by:
23rd January 2019	Unit 3, Hawthorne Business Park, Lincoln Way, Clitheroe, BB7 1PL	Therapeutic Ultrasound (using a multifactorial approach)	One day workshop £100.00	
2nd February 2019	Unit 3, Hawthorne Business Park, Lincoln Way, Clitheroe, BB7 1PL	Fascia, foam rollers and self myofascial release masterclass	One day workshop £100.00	
9th February 2019	Unit 3, Hawthorne Business Park, Lincoln Way, Clitheroe, BB7 1PL	Common Cycling Injuries: Causes, Treatment and Prevention	One day workshop £135.00	
10th February 2019	Unit 3, Hawthorne Business Park, Lincoln Way, Clitheroe, BB7 1PL	Bikefit Package - 3 step integrated process	One day workshop £135.00	
8th - 9th March 2019	The Poplars, Stradbroke, Suffolk, IP21 5HX	Touch for Health 1: 14 Muscle Balance	Two days workshop £250.00	
16th - 17th March 2019	Britannia Hotel, Bramhope, Leeds, LS16 9JJ	Exploring the 4 Diaphragms: Cranial, Cervical, Thoracic and Pelvic	Two days workshop £320.00	
10th - 11th May 2019	The Poplars, Stradbroke, Suffolk, IP21 5HX	Touch for Health 2: The Law of Five Elements	Two days workshop £250.00	
26th - 27th October 2019	Britannia Hotel, Bramhope, Leeds, LS16 9JJ	Supporting Joint Replacement	Two days workshop £320.00	

For more information or to book, please contact the course provider on the details below:



Presented by: Rachel Lead – Qualified TFH Instructor with the International Kinesiology College

Bookings and Cheques to "Rachel Lead", Poplars, Laxfield Road, Stradbroke, Suffolk, IP21 5HX

If you need more information on any of our workshops, please contact us by:

Tel: **01379 388031 or 07733 105752**

Email: rachelpbck@gmail.com

Web: www.ukkinesiology.com



Presented by: Nicholas Dinsdale BSc (Hons), MSc Sports Injuries & **Nicola Dinsdale** BSc (Hons), MSc Sports Injury Rehab (ongoing)

Bookings and Cheques to "Nicholas Dinsdale" Unit 3, Hawthorne Business Park, Lincoln Way, Clitheroe, Lancashire, BB7 1QD

If you need more information on any of our workshops, please contact us by:

Tel: **01200 427 457**

Email: nick@njdsportsinjuries.co.uk

Web: www.njdsportsinjuries.co.uk



Presented by Sue Bennett FLCSP (Phys)

Bookings and cheques made payable to "Flexible Healing" 45 St David's Road, Otley, West Yorkshire, LS21 2AW. Or alternatively book and pay online

If you need more information on any of our workshops, please contact us by:

Tel: **01943 461 756**

Email: info@flexible-healing.co.uk

Web: <http://training.flexible-healing.com>