



LCSP Newsletter

MARCH 2016

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THE latest news for Remedial Masseurs & Manipulative Therapists

The word from the top

Please forgive the corruption of Alfred, Lord Tennyson's wonderful Locksley Hall when I mention that 'in spring a young man's (and woman's) fancy lightly turns to thoughts of professional indemnity'. Protecting oneself from complaints and claims is becoming ever more important and over the last ten years the complaint rate across healthcare generally has rocketed. We have become a much more litigious society and those of more mature years will have witnessed a marked change amongst the patients. When treatment does not deliver expectations or complications arise, no more the 'thank you, I know you did your best' but instead replaced so often 'it is your fault'. Surely patients cannot believe that clinicians set out with any intention other than doing one's best. Of course much of the risk is controlled by the way in which patient care is delivered. Good communication reduces risk. It used to be said that 'your friends don't sue you' and that still remains largely true (unless there is a catastrophe). Part of the problem is that patients no longer see litigation as an attack on the practitioner but as a claim against the insurance company. For doctors and dentists, the complaint and claim statistics are now horrific and even for LCSP members the number of complaints and claims is on the rise.

Amazingly the premium for insurance, which Steve Foster has so successfully negotiated, is only £120 for cover of £5 million for remedial massage. When you consider that a GP now pays in excess of £11,000 a year and a dentist on average between £3,500 and £10,000 for cover and a chiropractor is paying between £700 and £1,000 it puts the situation in perspective.

So, be sure you are safe and that you renew your insurance in a timely manner. And always remember the seven pillars of wisdom; act reasonably, write good notes, get consent, keep things confidential, offer a chaperone, don't treat beyond your skills and communicate well.

Remember though that in the course of your work you treat many patients and the vast majority are nothing but grateful. It is easy for the odd problem to colour everything. If something does go wrong, tell the indemnity early; they will look after you. Don't feel you are alone; you are not! Keep doing the good stuff!

Dr. Paul Lambden

President



Fozzy's Forum

fozzy@fosterclinic.co.uk

Renewals and Insurance

Thank you to the great majority who have renewed in good time it makes all of our lives much easier! To the few who have not renewed your insurance policy with us yet Then do it now! There are no 'Days of Grace' with the insurers and your previous policy expired on the 29th February so every day that you treat a patient without your new policy in place you are risking just everything. Please, please do not get caught out, we all now sadly live in a litigious society and it would be heartbreaking to see any member and family destroyed for the sake of an insurance payment. Insurers now cannot and will not 'back date' policies and cover.

In terms of renewal, you will be aware that the LCSP Register did not increase the membership fees again this year. The price of the insurance however has seen an increase but there are other factors that are involved when looking at the final figure. A 'rise' in the insurance component is perhaps understandable as we live in a claims culture now and there has been a rise in the claims against therapists generally across the Country. Then there is the factor in the rise in printing costs and postage of therapists documentation, policies and certificates and finally a big influence this year is the IPT (Insurance Protection Tax) that is levied by the Government itself and has seen an over 50% increase this year from 6% to 9.5%! Naturally this is beyond our control and is affecting us all with every single insurance policy.

COPA Exhibition: The LCSP Register will have a presence at this exhibition at the ExCel Exhibition Centre, Royal Victoria Dock, London on 15th and 16th June. We will be joined by others partners within the GCMT promoting the soft tissue therapies to both members of the public and fellow professions alike. Please feel free to visit us on stand 834. Visitors can register for free tickets via the COPA website.

To BREXIT or not: There have been a few general questions come to the office with regards to the forthcoming referendum on membership of the EU and if there are any possible repercussions within our own particular work sector. In general terms the answer would appear to be 'no'. The only obvious difference would be in the freedom of movement within EU States. At the present any qualified therapist can freely move within the EU and work. If we were to leave the EU then this freedom of movement would cease and it would be individual applications based on points and or required skills etc for entry. Statistically we know that there are far more therapists who come to the UK to work rather than UK therapists leaving for other Countries and the reason for this is that we are historically much behind other Countries in not having extra language skills.

Finally: Just personal greetings and best wishes to you all and have a Happy Easter.

Fozzy

Thank you LCSP Register...

Last year I encountered my idea of a 'nightmare' client complaint, the case presented was unfair and unreasonable to me, however it was clear that if it was not handled with the upmost care it could very quickly lead us down a path of ongoing dispute and legal action.

My gut reaction was to defend the choices I had made as a practitioner and to contest the unreasonable demands for a reimbursement. Just to ensure that my response was advisable and fell within legal parameters I sought the support of the LCSP Register.

My business partner and I contacted the awesome 'Fozzy' who gave us a strong dose of critique for our initial response, the brutal honesty as to how the case looked on the 'outside' was exactly the feedback we needed. The response I had written to the patient was from a charged and emotional place, thank god I didn't send it.

I wasn't sure what I expected when I sent my email to the LCSP, but the counsel and guidance we received thereafter far surpassed my expectations and went above and beyond. The speed of response, ongoing support, attention to detail and the level of expertise were impressive. The specialist knowledge and experience of the Board of the LCSP is in a league of it's own.

As a busy practitioner working alone in this ever-changing landscape of legality and jurisdiction it is a privilege to have access to the support and knowledge of all those who work within the LCSP Register.

With the guidance and advice from Fozzy the case that could of been my worst nightmare had a happy conclusion both for the client and myself.

I share this testimonial because as a sole practitioner I have often dealt with challenges in isolation. It's incredibly reassuring to have a Professional Association that supports its members and for that I'm very very grateful.

...from a very grateful member

Clinical Tip

These days, when a problem arises, patients want to see their notes and any documentation. Remember, when you write your records, do so as though the patient was looking over your shoulder and if you write a letter, remember to view it, not from the perspective of the person to whom it is addressed but for who else may read it.



COPA 2016 – Physical Rehabilitation World 15-16 June 2016 ExCeL LONDON

COPA Practice Growth Show is Europe's number one event designed for therapists running a rehabilitation business. Primarily Physiotherapists, Chiropractors, Osteopaths, Masseurs and Physical Therapists looking for fresh ideas to grow their private practice, find the latest innovations and develop professional knowledge. Packed with the latest in the industry including the best in technological advances, business services and industry research this event provides visitors with the inspiration, resources and advice they need. The show consists of CPD certified seminars, live debates, live demos, unrivalled networking, the "Great Wall" of business connections and workshops, all completely free to attend. Visitors just need to register for their free ticket via the website.

The event runs under the Physical Rehab World banner alongside Neuro Rehab and Elite Sports Rehab, both packed with relevant content visitors might not have previously come across.



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Do we have your correct e-mail address?

I remember in the late 80's when the card index system we used was to be replaced with a computerised filing system. I felt the simplicity and infallibility of card index was such that why should anything become more effective.

By the early 90's we were fully computerised in our client management systems and some 3 decades later I cannot imagine life without the trusted screen on my desk. How did we ever manage to do what we do now with card index? The truth is we did not - we did far less. It is this additional data and intelligence that has allowed the risk management and controls to enable the cost of insurance today to be similar to and in some cases less than that which was charged in 1986. The cover today is also considerably wider.

So what's this got to do with remedial massage therapists? Not a lot but if you were all able to embrace email correspondence and PDF documentation, we can help deliver so much more intelligence to you about issues that may be relevant and or of assistance in managing your risks and insurance needs as a healthcare practitioner. One of our barriers to delivery of information is cost, and printed material with postage is increasingly expensive so we cannot do so without increasing the cost of the insurance premiums. I guess I am asking if we can achieve 100% acceptance of electronic communication and correspondence by registering your up to date e-mail address with the LCSP office.

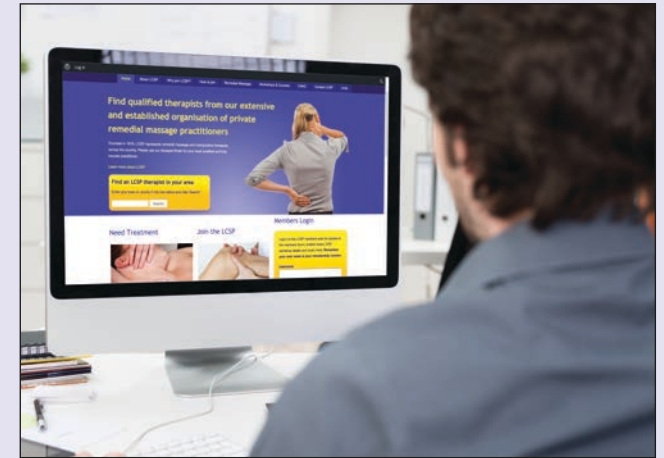
Asgar Hassanali

Senior Vice President, Locktons



LCSP Website

There has been plenty of activity on our website over the last few months and some of the members have been using these new facilities we have been putting into place. Since the last issue of our newsletter we have been promoting John Sharkey MSc, who will be our guest speaker at this year's AGM. On the site at present members are able to reserve a place for this fantastic speaker. It is an easy process of filling in an online form and once the form has been submitted you know your place has been guaranteed.



Also in the members only area we now have a facility for members to be able to review and make sure they are covered with the right insurance. Again some of the members have used this facility but not everyone, even though we have emailed our database. We feel this facility gives value to our members as it allows you to verify what services you cover in your practice, ensuring you have the correct insurance in place to work.

Regular posts have been going up on the members' noticeboard ranging from information of job and work experience opportunities, premises for sale and rent, equipment for sale and professional information exchange. These posts again have been viewed by some of the members but not everyone.

The website is there to assist and help promote the members and we feel some of you are not taking full advantage. If you have lost your log in details for the members' area either contact us direct or please feel free to contact Jeff Gray at No Worries Marketing Solutions Ltd by either e-mail jeff@noworriesmarketing.co.uk or on 07951 954 889.






lcsp.uk.com

LCSP REGISTER ANNUAL GENERAL MEETING AND CONFERENCE

Venue: Holiday Inn, Bridgefoot, Stratford-Upon-Avon CV37 6YR

Friday 24th June - pm	LCSP Golf Match – contact Fozzy
Saturday 25th June - 1100	AGM (LCSP Members only)
	<i>Free of Charge - contact LCSP Office</i>
Saturday 25th - 1330-1700	John Sharkey Presentation
Sunday 26th all day	John Sharkey Presentation
	<i>A few places are available for John Sharkey - contact LCSP Office or website.</i>

For discounted hotel accommodation contact
Holiday Inn direct and quote 'LCSP Event'

Date	Venue	Course Info	Cost:	Provided by:
23rd - 24th April 2016	Unit 3, Hawthorne Business Park, Lincoln Way, Clitheroe, BB7 1PL	Common Cycling Injuries: Causes, Treatment and Prevention (including Bikefit)	2 days workshop £269.00	
23rd - 24th April 2016	Britannia Hotel, Bramhope, Leeds, LS16 9JJ	Hendrickson Method Study Days - Chronic Pain	2 days workshop £260-£310 Early Bird Discount Applies	
13th - 14th May 2016	The Poplars, Laxfield Road, Stradbroke, Suffolk, IP21 5HX	Touch for Health 2 (pre- requisite TFH 1) - The Law of Five Elements (28 muscles)	2 days workshop £215.00	
2nd - 4th September 2016	Britannia Hotel, Bramhope, Leeds, LS16 9JJ	Deepening into our Hendrickson Method - 3 days	3 days workshop £525.00 or £185.00 per day	
1st - 2nd October 2016	Unit 3, Hawthorne Business Park, Lincoln Way, Clitheroe, BB7 1PL	Common Cycling Injuries: Causes, Treatment and Prevention	2 days workshop £269.00	

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.ikc-info.org



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>