



# WLCSP Newsletter

DECEMBER 2019

## IN THIS ISSUE

- **Fozzy's Forum**
- **Medico-Legal Tip**
- **McLoughlin Scar Tissue Research Results**
- **Asgar Hassanali of James Hallam Pro Med**



## The word from the top . . . .



Christmas beckons again. Another year has flown by. As always we must think of it as a time of hope and renewal, fostered out of the birth of a child just over 2,000 years ago. It has been a year of highs and lows. The country has suffered rising violence, repeated flooding, increasing homelessness and Messrs Johnson and Corbyn (other political leaders are available) to round our year off. There doesn't seem to be a lot of good news to go in to 2020. However, from the LCSP's perspective, 2019 was a wonderful year. The magnificent achievement of 100 years of the LCSP was celebrated with the splendid conference at the De Vere Hotel in Windsor on the weekend of 15th June. It was really well attended by LCSP members from home and abroad and the feedback was that it provided the perfect balance of education, conviviality and hospitality. It was an amazing accomplishment for the organisation and a personal triumph for all those involved in making it such a success, particularly our secretary Steve Foster and Mel Hartley. Many congratulations to everyone who has played their part in recognition of the organisation's success.

Let me finish with thoughts of Christmas. The lovely thing about it is that it is compulsory and we should all do our best to enjoy it. It is a time for the closeness of friends, the comfort of home and the unity of our nation. We can renew our spirits in this festive season. May your hearts be filled with the joys that the season can bring.

A very Merry Christmas and a very happy New Year.

**Dr. Paul Lambden**  
President



### LCSP Admin office closure

The offices of the LCSP will close on Friday 20th December and reopen on Monday 6th January 2020.

If there are any pressing emergencies during this time then please contact Fozzy via e-mail on [fozzy@fosterclinic.co.uk](mailto:fozzy@fosterclinic.co.uk) and I will try to assist.

### Renewal Time

29th February is fast approaching for membership and if required insurance.

The Board of the LCSP Register have once again decided not to increase any membership fees for the ensuing year of 2020. The first 'glad tidings' of yuletide!

At the present time we cannot confirm the insurance rates as these are still under negotiation with the insurers. We will of course email you once the rates are confirmed alternatively please contact Melvyn at the office at the beginning of February who will have the individual rates by then.

We have included with this Newsletter the Annual forms requesting any change of personal details and confirmation of disclaimers.

Please help us to continue providing you with the services you have come to rely on and make contact with the office with renewals sooner rather than later, always remembering that your membership and insurance cover does not have 'days of grace' it expires on 29th Feb, to not renew before this date will leave you exposed and vulnerable.

### Scam Watch

Keep vigilant I have heard of a couple of old favourites doing the rounds again, firstly there appears to be a Company selling advertising space in a 'NHS Approved' Directory that will be in all GP surgeries, the offer of course is for lots of said GP referrals to you. The experience over many years is this is not the case and as yet I have never actually seen one of these directories. The second method of trying to extract your hard earned cash is a Company stating that they have been asked by the LCSP Register to contact you to advertise on GP appointment cards in your area. I can confirm that the LCSP Register has not and will never release your contact details to any third party. So if that line comes up it is simply a lie. So please proceed with caution as there are many unscrupulous people out there.

*Finally, I wish each and every one of you just the perfect Christmas you desire and may 2020 see you happy and healthy.*

Fozzy

### Date for your diary

The 101st Annual General Meeting of the LCSP Register will take place at 1100 on Saturday 27th June at the Double Tree Hilton Hotel, Arden Street, Stratford-upon-Avon, Warks, CV37 6QQ. The afternoon will include speakers making the day a useful CPD event. We have previously used this region for events as it is very accessible and the additional history of the town makes it a very family friendly venue and area. The LCSP Register is the only Professional Association that strives to provide some FREE and Gratis CPD training for its membership. Mark the date and confirm your intention to attend to the office as soon as possible to allow us to plan accordingly.

**Speaker Confirmed:** Following on from the excellent recent articles from Alastair McLoughlin on 'Scar Tissue Treatment' including the very latest hospital research included in this issue, we are delighted to confirm that Alastair himself has announced his attendance to speak at the June meeting in Stratford-upon-Avon. An excellent opportunity for you to learn more about this innovative treatment protocol.

### News Snippet

Story that made the National Press (Mail and Times) on 19th November regarding an 80yr old gentleman treated by a Chiropractor in York. The gentleman died a day after his neck was broken during the treatment and he suffered spinal damage that left him a quadriplegic. The inquest heard that the man's neck was 'snapped like a stick' in treatment in April 2017. The chiropractor involved was not even trained in first aid.

I think that this could have possible implications for all therapists further down the line, possibly insurance hikes, compulsory first-aid, and almost certainly additional regulatory conditions. We will have to await any further fallout.

## LCSP MEDICO-LEGAL TIP

I have been reviewing data from a dental corporate provider recently and have found that up to thirty percent of complaints are specifically about the attitude of the dentist. If that is not surprising enough, even more amazing is that in up to eighty percent of complaints, attitude was mentioned as one of the grounds for complaint. This is in stark contrast to LCSP complaints. Mercifully they are rare but of the few received hardly any refer to any sort of communication or attitude problem.

I suppose one should not be surprised that communication problems have such a profound effect. Studies have shown that a patient is likely to have formulated an enduring opinion of a clinician within thirty seconds of first meeting them. This means that they would not have had time to experience any actual treatment before deciding how good the clinician was at their job. Let's face it; we do the same thing! Remember going into a shop or bank for example and encountering a surly or unhelpful member of staff. You decided that he or she was not good at their job well within thirty seconds.

Communication is *the* essential tool of consultation and treatment. It makes the patients feel relaxed, it encourages engagement and it minimises or resolves conflict. There is an old saying in the law which says, "your friends don't sue you". That is not absolute, but it is very commonly true and patients with whom clinicians have a good professional relationship will tolerate much more than those patients whose clinician-patient relationship is poor.

The headline comments I always say to dentists, if lecturing on communication, are

- (1) don't remain seated when the patient walks in and, particularly, don't have your back to them, reading a computer screen;
- (2) Greet them in a friendly manner, enquire how they are, and engage in a sentence or two of social chatter;
- (3) invite them to sit down in order to discuss their problems or their response to treatment.

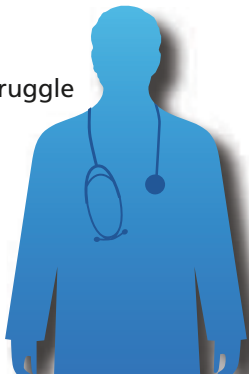
"Obvious!" I can hear you say, and, as I said earlier, communication problems between LCSP members and their clients are absolutely minimal. Patients need to feel relaxed throughout their consultations and you are masters of achieving equanimity. One or two of you sometimes forget the 'rule of 13'. This was devised following a study of doctors; in it, the researchers found that the average doctor, who invited a patient to explain a problem, was completely unable to keep quiet for more than 13 seconds before interrupting the patient. Many patients find it irritating as they struggle to make their symptoms known.

The reason that the cost of indemnity is so low for LCSP members is that the rate of complaints and claims is so low, which in turn is a tribute to good treatment and great communication.

Keep doing the good stuff.

All the best

PL



Another year is nearing an end and much has happened: the highlight for the LCSP was no doubt the centenary celebrations, so well executed by the Board and the admin staff.

It is a pleasure to continue to manage your insurance needs. Please keep the enquiries and dialogue going, it helps us to understand the challenges you face and allows an opportunity to keep driving the scope of cover and its flexibility to meet your needs.

In many ways, 2019 has been demanding but nonetheless exciting. The internet continues to open new opportunities – many are good for the profession and patients, some not so.

Our biggest concerns centre on some of the courses and learning platforms. The duration of learning is on occasions less than that we are used to seeing. Face to face interaction, peer group exchanges, competence checks and supervision protocols are not always prevalent. Whilst this is not a major issue, in some cases we find it difficult to understand when it comes to learning a new skill, for example dry needling. That being said, we understand that we must move with the times, and where possible Insurers are being fair and reasonable in accommodating your needs. We will continue to work closely with Fozzy to make sure that the insurance arrangements do not become a barrier to your need to progress, as long as patient safety and good practice is not compromised.

From a claims and complaints perspective, it is abundantly clear that good communication is vital to avoid these; a patient must understand your intentions; you must understand the patient's expectations and have a clear consent process in place.

We do not think that you can avoid minor grumbles completely and when things do not go to plan do not ignore the issue in the hope that it goes away. Seek advice. The LCSP office and Fozzy should be your first call; and then, if required, your president, Dr Paul Lambden is an expert advisor having spent most of his life helping healthcare professionals manage adverse events. So much so, that he has written books on the subject.

The expertise is all there, please involve them and us at early stage and we will make sure that we see you through whatever the problem might be.

Have a brilliant, and Very Merry Christmas, and a safe and prosperous 2020. I look forward to 101<sup>st</sup> Anniversary celebrations and winning the coveted LCSP golf trophy away from a wonderfully sociable South Wales based therapist who has retained it for far too long!

**Asgar Hassanali**  
*James Hallam Pro Med*

James Hallam Pro Med is a trading name of James Hallam Ltd who are authorised and regulated by the Financial Conduct Authority. Registered office: 156 South Street, Dorking, Surrey RH4 2HF. Company registration number: 1632840.





## McLoughlin Scar Tissue Release (MSTR®) - latest research results.

William Edwards Deming (American engineer, statistician, professor, author, lecturer, and management consultant) once said “Don’t expect smart people to listen to you without proof.”

It is very easy to make claims about the efficacy of whatever therapeutic modality we practice. But “what can be asserted without proof can be dismissed without proof” is also a very relevant quote and we should be able to back our claims with more than just anecdotes, stories and hear-say.

I have taught my work for scar tissue for several years now and claimed that MSTR® reduces scar tissue and increases blood flow. I was very sure that this was happening as I could see and feel those things happening. But a claim is no proof at all and we should be very careful what we claim - especially in these days of website investigators such as QuackWatch.

‘Measurable proof’ is the main reason I have been determined to undertake research into the scar work that I developed - McLoughlin Scar Release Technique (MSTR®).

For the “smart people” and to be taken seriously as a technique or modality one has to “deliver the goods” when it comes to research. Research is expensive. The best multi-million dollar research projects in the world can have their results dismissed by another study that contradicts their original findings.

On June 15th 2019, we undertook research to discover the effects of MSTR® on C-section scars at a private medical facility in England conducted by a Consultant Radiologist using ultrasound imaging.

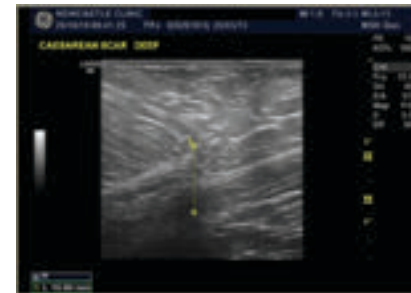
Scar tissue was measured in different dimensions pre and post treatment.

The results of that research revealed after just one 15 minute MSTR® treatment scar tissue was reduced by 33% in those test subjects. In addition vascularity generally increased both around and within the scar - where blood flow had not previously been recorded.

We were delighted to have delivered some measurable and observable results.

Good research etiquette teaches us we have to be able to replicate our previous results under the same conditions. To reinforce and prove those first results were not anomalous we decided to repeat the research, using a larger group of C-section subjects.

We went back to our research facility on October 26th and repeated the same process: measurement of C-section scars pre and post treatment. These are just some of the images recorded during that second research session:



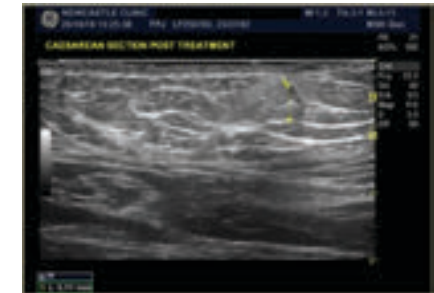
Pre-tx 16.6mm



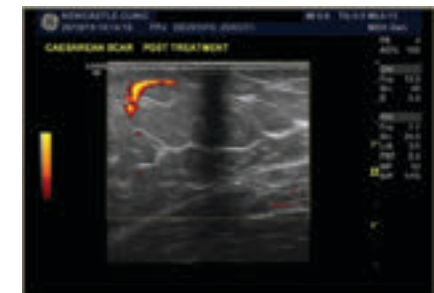
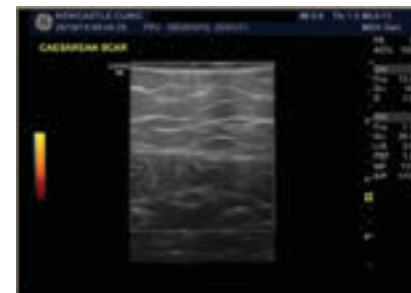
Post-tx 3.6mm



Pre-tx 11.95mm



Post-tx 5.11mm








Post treatment vascularity through the scar tissue also increased in a number of the test subjects

When all measurements were taken and analysed we found that total size of all scars recorded had reduced by just over 31% - within around 2% of our previous research results. We had proved once again that MSTR® is an effective modality for the treatment of C-section scars.

The two free research reports plus MSTR® practitioner training details (with CPD points) can be obtained at [www.mcloughlin-scar-release.com](http://www.mcloughlin-scar-release.com)

Why is the treatment of scar tissue important? Find out by joining our Facebook group or read more on our website.

*Alastair McLoughlin - December 2019*

Date	Venue	Course Info	Cost:	Provided by:
7th - 8th February 2020	The Poplars, Stradbroke, Suffolk, IP21 5HX	Touch for Health 1: 14 Muscle Balance	Two days workshop £250.00	
8th - 9th February 2020	Britannia Hotel, Bramhope, Leeds, LS16 9JJ	Introduction to Hendrickson Medthod 2020	Two days workshop £320.00	
28th March 2020	Unit 3, Hawthorne Business Park, Lincoln Way, Clitheroe, BB7 1PL	Common Cycling Injuries: Causes, Treatment and Prevention	One day workshop £140.00	
29th March 2020	Unit 3, Hawthorne Business Park, Lincoln Way, Clitheroe, BB7 1PL	Bikefit Package - 3 step integrated process	One day workshop £140.00	
Throughout the year	Bookings and further information about venues at <a href="http://www.mcloughlin-scar-release.com">www.mcloughlin-scar-release.com</a>	McLoughlin Scar Tissue Release Technique® (MSTR®)	One day workshop £150.00	

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](mailto:rachelpbck@gmail.com)

Web: [www.ukkinesiology.com](http://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](mailto:nick@njdsportsinjuries.co.uk)

Web: [www.njdsportsinjuries.co.uk](http://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](mailto:info@flexible-healing.co.uk)

Web: [flexible-healing.co](http://flexible-healing.co)



Practitioner education for the treatment of scar tissue using the McLoughlin Scar Tissue Release® technique takes the form of face-to-face Classroom tuition (8 hours).

Bookings and further information about venues at [www.mcloughlin-scar-release.com](http://www.mcloughlin-scar-release.com)