

The West of England MS Therapy Centre



CENTRE INFORMATION

The West of England MS Therapy Centre
Bradbury House Clinic, Wheatfield Drive,
Bradley Stoke, Bristol BS32 9DB
(Reg. Co. No. 2312916 & Reg. Charity No. 801155)

The West of England Multiple Sclerosis Therapy Centre was established in 1985 to provide therapy, support and information to people living with MS, their families and carers. Increasingly, people with other neurological conditions are joining the Centre for treatment.

Our Vision

The provision of a Centre for people affected by Multiple Sclerosis (MS) and other neurological conditions which enables them to have a full, meaningful and independent life.

Mission Statement

Our mission is to provide a comprehensive range of treatments, therapies and support services for people living with Multiple Sclerosis and other neurological conditions in the West of England in our modern, accessible premises. We aim to alleviate some of their distressing symptoms and encourage people with neurological conditions to remain fit, active and mobile for as long as possible.

NB: Oxygen Treatment as carried out at the Centre is so called to differentiate it from treatments at higher pressure.

The Chairman of Trustees is:

Mr Ken Edis
Elected chair of The West of England MS Therapy Centre in 2013

The Centre's Senior Oxygen Operator and Trainer:

Mr Keith Taylor
Who has been with the Centre since 1983

The Registered Manager is:

Mrs Doro Pasantes
Who was appointed Manager in January 2009

Treatments And Other Services Available At The Centre

Physiotherapy
Exercise Classes
Oxygen Treatment
Acupuncture
Reflexology
Aromatherapy Massage
Carer's support group
Chatterbox Peer Support

Chiropody
Beautician
MS Clinic with MS Nurse (North Somerset)
Botulinum Toxin for Spasticity Clinic
Bladder and Bowel Health Clinic
Solution Focussed Hypnotherapy
Employment and Benefits advice

Staff at the Centre

Doro Pasantes	Centre Manager
Ruth Wilshire	Centre Administrator
Carol Haines	Finance Officer
Angela Ball	Oxygen Treatment Co-ordinator
Sarah Vincent	Events & Community Officer
Suzanne Carter	Receptionist
Dawn Wright	Receptionist
Rhona Murdoch	Receptionist/Member Engagement Officer
Karen Baker	Reception Volunteer
Jenny Storey	Reception Volunteer
Wendy Western	Reception Volunteer (lunchtime cover)
Angie Robins	Reception Volunteer (lunchtime cover)
Angela Ball	Oxygen Treatment Co-ordinator/Senior Chamber Operator
Keith Taylor	Senior Volunteer Chamber Operator

Volunteer

Chamber Operators:

Jackie Uren, Richard Weston, Jane King, Mike Huggett, Geoff Hendra, Rachel Noon, Gerald Bishop, Stevyn Rutherford, Kathy Bradley, David Storey, David Maber, Emma Cooke, Matt Woodward, Laura Pullen, Tony Hamshere,

Therapists

Amrik Singh Sidhu	Lead Physiotherapist
Jack Haines	Neurotherapist
Alys Brooke	Neuro Physiotherapist
Louise Britton	Physiotherapy / Care Assistant
Mary Kehoe	

Physio Volunteers:

Mary Kehoe, Jane Andrews, Collette Hall
Mary Sergeant, Maurelle Bouable

Other Therapists/Clinics and Groups

Julie Phillips	Reflexology/Reiki/Hypnotherapy
Sandra Arbelaez	Acupuncture
Helen Baddon	Reflexology/Indian Head Massage/Ear Candling
Ashley Marks	Beautician
Wendy Manning	Chiropodist
Dawn Talbot	MS Clinic (North Somerset)
Carole Copestake	Bladder and Bowel Health Nurse
Caroline Langdon	Benefits, Employment Advice and Advocacy
Jenny Storey	Carer Support Group Volunteer
Volunteer	Chatterbox Peer Support Volunteer

Each of our therapists holds a relevant qualification in their own specialisation and maintains registration with their professional bodies. **We have dozens of volunteers working at the Centre on a regular basis, some of whom have MS or another neurological condition, so we are truly a self-help organisation.**

Centre Opening Times

Monday	9.00am	-	6.30pm
Tuesday	9.00am	-	5.30pm
Wednesday	9.00am	-	5.30pm
Thursday	9.00am	-	5.00pm
Friday	9.00am	-	5.30pm

Therapy Timetables

Oxygen Treatment

Each session lasts approximately 1 hour & 20 minutes, please allow for 2 hours at the Centre.

	Pressure 2	Pressure 3	Pressure 4
Monday	14.00 hrs	9.00 / 10.30/ 15.15 hrs	12.15 hrs
Tuesday	10.45 hrs	9.15 / 14.00 hrs	12.15 / 15.45 hrs
Wednesday	13.30 hrs	10.30 / 12.00 hrs	9.00 / 15.00 hrs
Thursday	10.30 hrs	13.30 hrs	9.00 / 12.00 /15.00 hrs
Friday	9.00 / 15.15 hrs	12.00 hrs	10.30 / 13.40 hrs

Physiotherapy			
Monday	9.00am	-	4.15pm
Tuesday	9.00am	-	4.15pm
Wednesday	9.00am	-	4.15pm
Thursday	9.00am	-	4.15pm
Friday	9.00am	-	4.15pm

Group exercise classes **Monday:** 10:30am Seated exercise / 12:00pm High Balance
Wednesday: 9:30am Seated exercise / 9:30am High balance / 10:45am Seated exercise
 12:00pm Hip Improvement / 12:00pm High balance cardio

Carers Support	Every third Tuesday of the month 10.30am
Bladder and Bowel Health Clinic	Once a month
MS Nurse Clinic	On the second Wednesday of every month
Spasticity Clinic	One Monday every 6 weeks
Acupuncture	Thursday 2pm – 5pm / Friday 9.00am –1.00pm
Reflexology/Aromatherapy	Thursday 09.30am –2.00pm
Counselling	Thursday 2.00pm – 4.00pm
Benefits advice and Advocacy Clinic	2 nd Tuesday of the Month
Chiropody	Every six weeks
Beautician	Last Friday of the month
Solution Focused Hypnotherapy	Every Wednesday 10am – 3pm
Chatterbox Peer Support Group	Once a month

Membership of the West of England MS Therapy Centre

The West of England MS Therapy Centre is open to all people with long term neurological conditions who can benefit from our services. Neurological conditions are classified as conditions which result from damage to the brain, spinal column or nerves, caused either by illness or through injury. There is a wide variety of conditions including multiple sclerosis, epilepsy, migraine, dementia, Parkinson's disease, neuromuscular conditions like motor neuron disease, cerebral palsy, meningitis, stroke and acquired brain injury. Neurological conditions can impact individuals in widely varying ways.

Physiotherapy

The Physiotherapists at the Centre are members of the Chartered Society of Physiotherapy, registered with the Health Professions Council and are members of the Association of Physiotherapists with a Special Interest in Neurology. They are supported by our Physiotherapy Assistants that have a keen interest in neurology.

All physiotherapists attend courses to maintain and improve their knowledge of treatment of MS and other conditions, and liaise with other Health Care Professionals within the Centre and in the NHS.

The main aims of Physiotherapy are:

- To give general advice
- To maintain and improve joint mobility
- To prevent or reduce muscle spasms
- To maintain and improve muscle power
- To maintain and improve balance and co-ordination
- To maintain and improve normal patterns of movement
- To prevent or reduce ataxia
- To maintain and improve function
- To maintain and improve general fitness

These in turn will help to prevent or reduce secondary problems.

Individual Treatment Sessions

Individual treatment sessions are held predominantly on a Monday, Tuesday, Thursday and Friday. Individual treatment sessions consist of an initial assessment followed by a joint discussion between Member Client and Physiotherapist to decide what treatment is suitable for them. Member Clients can attend weekly, monthly or on an as needed basis, by appointment.

Exercise Classes

Exercise classes take place each Wednesday at 9.30am, 10.45am, and 12pm. Before commencing exercise classes an individual appointment is required so that an assessment can take place to ensure that the exercise classes are suitable for the client.

The aims of the exercise classes are:-

- To maintain and improve normal patterns of movement
- To maintain and improve co-ordination
- To maintain and improve balance
- To maintain and improve general fitness
- To socialise with other people and have fun
- To relax

The exercise classes consist of:

- Exercises in sitting
- Exercises in lying
- Exercises in kneeling (if appropriate for the client)
- Exercises in standing (if appropriate for the client)
- Patterning exercises including stretches
- Relaxation

Group Physiotherapy

Group physiotherapy takes place on Monday, 10:30am and 12:00pm. These sessions are for clients who require less “hands on” physiotherapy but need more input from the therapist than they would receive in an exercise class. The sessions are for 4/5 people who are able to do similar activities and will be tailored to suit their needs, for example this might include a game of Boccia.

There will be seated, standing or equipment based high activity groups.

The physiotherapy department is well equipped and includes the following:

- Tilt table
- Passive/Active exercise bicycles
- Parallel bars
- Standing/walking frame including Evolve-shadow and Easyglide 6000
- Balance master
- Balance trainer
- Cross trainer
- Vibro-gym
- Wii Fit

If you would like to attend for Physiotherapy, an appointment is necessary.

We would advise clients wishing to access other therapies on the same day as physiotherapy that the preferred order is as follows:

- 1) Reflexology/Aromatherapy Massage
- 2) Physiotherapy
- 3) Oxygen Treatment or Acupuncture

Oxygen Treatment

What is Oxygen Treatment?

It is increasing the **concentration** of just the **same oxygen** we breathe normally in air. A barochamber is needed to allow the pressure around the body to be increased. We all live under the pressure of the atmosphere and the extra pressure required for this treatment is small. The technology is well established as **all commercial aircraft are barochambers** equipped with oxygen breathing systems! Oxygen Treatment has a hundred year history, but doctors have only recently recognised that even where **the level of oxygen in the blood is normal there can be severe deficiency in the tissues**. Now the science is understood, this use of oxygen is expanding rapidly around the world. The treatment involves breathing pure oxygen in a chamber at 1.5 to 2 times normal atmospheric pressure for one hour at a time.

How Will Breathing More Oxygen Help?

The air that we breathe usually provides enough oxygen for both normal body metabolism and the repair of tissue damage after injury or illness. However, tissue damage or disease also involves **the blood vessels within the tissue** and this may reduce blood flow. So, just when more oxygen is needed the supply is reduced and recovery may be limited or even prevented. By increasing the concentration of oxygen in the blood more can be delivered to damaged tissue to establish **normal oxygen values** and so allow recovery to take place.

How Does it Work?

Oxygen is transported dissolved in the blood and also in combination with haemoglobin in the red blood cells. Although haemoglobin carries most of the oxygen, it is **only the dissolved oxygen that passes into the tissues**. Breathing high levels of oxygen under hyperbaric conditions dissolves more in **all of the body fluids** and so more can reach areas where the circulation is diminished or blocked and so improve recovery. The extra oxygen has additional benefits because it greatly enhances the ability of white blood cells to kill bacteria. It also reduces swelling and allows new blood vessels to grow more rapidly into the affected areas.

What Are The Treatments Like?

This is simple, non-invasive and painless treatment which most patients find pleasurable and relaxing. You will be treated in a comfortable purpose built chamber by trained staff. The treatment is in three phases:

- 1) **Compression:** After the door is closed, there will be some noise as the pressure increases. It will get warmer and you will feel fullness in your ears, like descending in an aeroplane. You will have been taught how to avoid discomfort by clearing or equalising your ears. If you develop any discomfort inform the operator and the rate of compression can be reduced or halted.
- 2) **Treatment:** The treatment begins when the pressure reaches the prescribed. You may then rest, read, or listen to music.
- 3) **Decompression:** The operator will let you know when the treatment is complete and the pressure will be lowered slowly, at a comfortable rate for your ears.

In the chamber wear comfortable clothes. **No smoking materials, matches or lighters are allowed in the chamber. Check with the operator if you want to take any particular item into the chamber.**

Note: The chamber can be decompressed quickly and safely at any time during the session if necessary. When breathing oxygen you cannot suffer decompression sickness.

A Special Note on How to Clear Your Ears

As soon as the pressure increases in the chamber, you will need to start making your ears "pop". There are several ways to do this, and the operator will help you to discover the method that suits you best. Usually, the easiest way to clear the ears is to swallow. Some find blowing their nose whilst holding it and the mouth closed is also successful.

Alternatively you can try moving your lower jaw from side to side, then in and out. It is helpful to have a small drink of water available during your session.

Do not worry if you cannot at first effectively clear or pop your ears, but **let the operator know straight away** and they will be able to stop or slow the compression and offer advice.

Counselling

The emotional effects of MS can be difficult not only for the person diagnosed, but also for their family and friends. There are times in all our lives when we need more than anything to be listened to. We may be facing a crisis, feeling stressed, or unable to cope, feeling depressed, anxious, confused or just need to sort through some of our feelings in order to make decisions.



Counsellors are trained to listen attentively and sensitively to your concerns. They will seek to understand and support you through the difficulties you are facing. Counselling offers the opportunity to talk through your feelings and problems, confidentially, with someone who will not respond in a judgmental or critical way, no matter what you may be experiencing, and no matter how disturbing or distressing your feelings may be.

Counselling is available not only for anyone diagnosed with MS, but also for their families and carers. Counselling sessions usually last for one hour and you and your Counsellor will decide together how often to meet and for how many sessions.

Solution Focused Hypnotherapy

Is your condition getting in the way of you being the best you can be? Are you finding it hard to take control of your thoughts or have lost the ability to cope in everyday situations? Then Solution Focused Therapy might help you.

What Is It

Clinical Solution Focused Hypnotherapy (SFH) is a form of psychotherapy which does exactly what it says in the title; it focuses on finding a solution to your problem rather than focusing on the problem itself. I encourage my clients to work towards their preferred future, looking at what they can achieve, rather than what they cannot achieve. When life throws things at you, it is easy to descend into a cycle of negative thinking without being aware of it. Before long this can lead to depression, anxiety, anger and other stress related conditions, such as insomnia or fear of interacting with others. We are then caught up in a cycle of negative thoughts and behaviour which may isolate us, prevent us from moving forward or seeing anything positive about our future. SFH can break that cycle and help us see things from a different perspective.

SFH is a modern, well researched, brain based talking therapy which encourages you to make small incremental steps towards thinking more positively, once this is achieved we see the world in a different way. We are more confident, have more self-esteem and once more, we can feel we are in control of our lives. Many people like SFH because you do not have to go over and over your problems and rake up the past, instead we acknowledge the past but then focus on the present and your future goals to help you feel happier, more fulfilled and make beneficial changes to your life.

What Happens in a Session

Most of the session is what might be more commonly known as psychotherapy. We talk about what has been good about your week. I look at the skills you have used to make new changes to your thought patterns or behaviour. I then ask you to scale where you are at the moment and discuss how you could move forward in small manageable steps. During the last few minutes you can relax, as there is a short trance session. People get worried about trance and the word 'hypnosis' because of what they might have seen on the TV. In a therapeutic setting, trance is a very relaxing and pleasant experience. We all naturally go into trance many times a day.

When we daydream, when we lose track of time because we are reading a good book or when we get engrossed in a TV programme, we are in trance. As we go into a deep relaxation we are able to access the sub conscious and we can learn new ways of thinking. It is very safe, you cannot get stuck, think or do anything you do not want to do and you are in full control at all times.

SFH can help with anything you perceive to be a problem or anything that might be stopping you moving forward. To find out more on how SFH can help you, book a free initial consultation or experience trance by picking up a CD from reception.

Julie Phillips HPD DHP MNCH (Reg) CNHC
Clinical Psychotherapist and Hypnotherapist

SFH may help:

Anxiety	Confidence	Panic Attacks	Phobias
Anger	Self esteem	Insomnia	Pain
Depression	Weight Management	Unwanted habits	OCD
Fears	IBS	PTSD	Addiction

Reflexology

Reflexology works by unblocking energy pathways and rebalancing the energy flow within the body. It stimulates the body's own healing mechanism. For MS it is particularly good for:

- Improving circulation and energy levels
- Relaxing muscles and reducing spasms
- Alleviating stiffness and reducing pain
- Improving bladder functions

Aromatherapy

Aromatherapy is a treatment using essential oils extracted from various parts of trees and plants. Massage is the most common form of administering the oils, simply because it is the most effective. For treating symptoms of Multiple Sclerosis it is particularly good for:

- Alleviating aches and pains
- Relaxing muscles
- Reducing stiffness
- Improving circulation
- Promoting a sense of wellbeing



Benefits Advice Service

Working in partnership with Citizens Advice Bureau and the MS Society in Bristol, South Gloucestershire and North Somerset to deliver a Benefits Advice service which includes help in the following areas:

- Disabled peoples benefit claim forms and appeals
- Disability Living Allowance (DLA) claim forms
- Personal Independent Payment (PIP) claim forms
- Attendance Allowance (AA) claims forms
- DLA, AA and PIP appeals
- Employment and Support Allowance (ESA) Form 50
- Welfare Benefit check

Appointments can be made with the advisor so that they can help and support you to complete benefit forms as well as to offer additional information and advice,

If you, your child, or someone you care for are in receipt of Disability Living Allowance (DLA), Attendance Allowance (AA) or Personal Independent Payment (PIP) you could be entitled to other benefits.

Carers Support Group

In partnership with the Bristol Carer's Support Centre, we hold a peer led carer support group on the third Tuesday of the month that runs from 10.30am – 12.00pm. Please ask for dates.

This is for anyone who cares or supports (in any way) a person with a neurological condition. This group is relaxed, a chance to meet other people, share information, and will be provided with specialised support and guidance on a range of topics. It may also involve guest speakers or group activities.

Chatterbox

We all know that the quantity and quality of social relationships can affect a person's physical and mental health and wellbeing. Anyone can experience social isolation and loneliness and it can occur at all stages of life. If you have been diagnosed or are living with a long term chronic condition talking about how it affects you and the challenges you face can sometimes be difficult as can speaking to family members, friends or colleagues at work.

This social group is open to any Centre Member and works on the principal of sharing ideas and coping strategies so that people are empowered to feel that they can help themselves. It is also a great way to meet new people and forge friendships over a cup of coffee and biscuit

Bladder and Bowel Health Clinic

In partnership with Coloplast we are able to provide a monthly service with Carole Copestake, a Continence Specialist Nurse who has many years of experience helping people who are struggling in this area. Carole can advise you on what you will need to do to maintain a healthy bladder and bowel, next steps, advice on appliances and can carry out a bladder scan if required. Please don't suffer in silence! Whatever your particular bladder or bowel problem is, Carole will be able to help.

MS Nurse Clinic

Working with the North Somerset CCG we are able to provide a space for Centre Members from North Somerset to meet with their MS Nurses, Anne Aherne and Dawn Talbot. These appointments can be booked through the physiotherapy team or through reception. Clinic dates will be put up on the board and announced through the member's newsletter.

Acupuncture and Multiple Sclerosis

Acupuncture has been practised in this country since as long ago as 1835, however very little was known about the theory of Traditional Chinese Medicine (TCM) outside of China. It was not until China opened its doors to the west just a few decades ago that it was used fully in the west.

Acupuncture has been used on people with neurological conditions in this country since the 1970's and has gained a good reputation for stabilising and improving the symptoms associated with varying conditions. In recent years, research and modern Acupuncture techniques have been able to get further improvements, which are well documented.

TCM treats the patient in a holistic way that is say it treats the person as an individual on a physical, emotional and spiritual level. One person's experience of having a neurological condition may be very different to another's; this means that their acupuncture treatments would differ, so that the most appropriate treatment for that individual would be given.

In the case of Multiple Sclerosis TCM recognises four stages of MS ranging from stage 1 where there are no current symptoms to stage four where the most severe symptoms are experienced.

Stage 1

This stage is where a diagnosis has been given following an attack, but at present there are no symptoms.

Stage 2

This stage is known as a superficial obstruction of the acupuncture channels known as Meridians. Symptoms at this stage have a rapid onset and usually affect a localised area, with symptoms such as; numbness or heaviness of the limbs, body temperature changes, poor balance, visual disturbance and sometimes migraines and nausea. When treating the patient with acupuncture at stage 2 the aim is to return their condition back to stage 1.

Stage 3

After stage 2 has continued for sometime, the energetic function of two different organs may start to become impaired (this is not the same as organ disease in western medicine). The first organ weakness causes digestive problems with symptoms such as; poor appetite, bloating after eating, tiredness and fatigue, pale complexion, loose stools or constipation, and further problems with walking and balance. The second organ involved causes further visual problems which are worse for stress or fatigue, muscular cramps, stiffness, spasticity and mild tremors, again treatment at this stage is aimed at returning the person back to stage 2.

Stage 4

At this stage the organ involved controls ageing, bladder and sexual function, and temperature is often affected with the person becoming hot or cold or occasionally a mixture of both.

When treating patients at this stage again the aim is to take them back to stage 3 and in my experience the bladder is usually the first thing to improve in patients at stage 4.

There are different systems of Acupuncture which can be used either by themselves or in combination for the treatment of MS and other neurological symptoms:

Body Acupuncture: Can target any area of the body affected by a neurological condition in order to have effects such as improved blood circulation, increased relaxation in the muscles and tissues, pain relief, relief in anxiety and insomnia, increased energy levels, and improved bladder and digestive function, amongst others.

Scalp Acupuncture: A system developed in more recent years specifically for neurological conditions. Here, points are treated along lines on the scalp that lie directly over the specific areas of the brain that control different bodily functions such as mobility, sensation, balance, etc.

Ear Acupuncture: This system is based on a theory similar to that of reflexology where specific points of the auricle (external ear) act as reflex points for different parts of the body which can therefore be treated through the ear. This type of acupuncture is particularly effective for stress, anxiety and pain anywhere in the body.

We are running a monthly Ear acupuncture group session on the second or third Friday of each month, where we provide treatment for stress, anxiety and any kind of pain at a much lower cost. Please contact the centre for further information. If you are unsure that acupuncture is for you, please ask for a preliminary assessment with our practitioner to discuss how your condition is affecting you, and how acupuncture can help

Consultation with Members/Centre Users

The following arrangements exist for consultation with members/users about the operation of the Centre:

- We welcome suggestions and ideas – this is your Centre! Please contact the Centre Manager with any ideas you may have or contact any of the Trustees.
- The Centre's Trustees (the officers of the Charity and members of the Board of Trustees) are elected annually from the membership by the Members at the Annual General Meeting. A number of the Trustees are people with a neurological condition or are partners/carers of people who attend the Centre regularly for therapy and are in frequent contact with the wider membership. To promote impartiality some of our Trustees do not have a neurological condition and their expertise lies in other areas; e.g. business.
- A survey is taken from time to time to consult with Client Members and obtain comments on the operation of the Centre. The returned forms are anonymous. A summary of the comments made is given to the Chair of Trustees and placed on the noticeboard to inform Members.
- Client Members have the right to access any of their own personal records held at the Centre in accordance with the Data Protection Act.
- Should anyone have the misfortune to collapse while on the premises, staff trained in first aid will assist them until medical assistance arrives. If this does not comply with your wishes, please inform the Centre Manager.
- If required we have access to a translating and interpreting service – please ask the Manager for details.

Respecting the Privacy and Dignity of Centre Members

The Centre's staff members are aware of the importance of always respecting its Members' privacy and dignity. Specific arrangements include:

- Private consulting rooms which are made available when either the Client Member or the therapist requests them. Information obtained as part of the therapist's assessments is treated confidentially and not given to anyone without the Client Member's permission.
- The Client Member's condition or treatment will not be discussed with anyone including healthcare professionals (either within the Centre or externally) without the Client Member's permission. Where this is granted suitable records will be kept.
- Client Members' records are subject to the Data Protection Act and are kept in locked filing cabinets or on secure computer systems.

Arrangements for Dealing with Complaints by Centre Users

Written policies are in place to ensure that the privacy and dignity of Client Members is maintained. Private individual therapy rooms are available for confidential meetings. The Centre's objective is to resolve any issues promptly and with justice, while ensuring that the complaint is thoroughly investigated by a responsible person prior to its resolution.

1. Any Client Member, or a Client Member's carer or personal representative, having a complaint about any aspect of the Centre's operations or staff should in the first instance refer the complaint informally to a senior member of staff who will try to resolve the problem immediately. If this is not possible, the complaint will be referred to a member of the Management Committee (Trustees) who will:
 - a) Within 2 working days of receipt of the complaint acknowledge it in writing.
 - b) Advise the Chair of Trustees of the complaint
 - c) Consult with the Chair of Trustees as to the manner in which the complaint should be investigated and resolved. The Management Committee member or the Chair of Trustees, as appropriate, will conduct any necessary investigation and provide the complainant with a full response in writing within 20 days of receipt of the complaint. If the investigation is still in progress at that time, the complainant will be given a letter explaining the reason for the delay, and a full response in writing will be given within 5 days of a conclusion being reached.
2. If the complainant is dissatisfied with the proposed resolution of the complaint, he or she may refer the matter in writing to the Management Committee. It will be considered at its next scheduled meeting – or at the discretion of the Chair of Trustees, at an extraordinary meeting called for the purpose of considering the complaint. Such a meeting will include the right to make a personal representation by a) the complainant and b) the person/s in respect of the complaint. The resolution by majority vote of the complaint by a properly convened and quorate meeting of the Trustees will be communicated in writing to the complainant within 5 days of the meeting having taken place.
3. A reference copy of the Complaints procedure is to be kept by the Centre Manager and is to be made available on request.
4. Where requested, the complainant and/or family members will be given support by a mutually acceptable centre member in using the procedure.

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 web. www.mstherapybristol.org.uk



STRICTLY CONFIDENTIAL

GENERAL PRACTITIONER INFORMATION FORM

Your patient has applied to this Centre for therapy. In order that we can advise as to which therapy/therapies may be suitable for them, we would be most grateful if you could **confirm their diagnosis** on the form below and return it to us **along with a brief printed medical history summary**. Should you have any questions or concerns please contact us using the details above.

Patient Information

Title		Full Name	
Address			
D.O.B.			

Diagnosis/any other information and comments: -

I understand that this note is not a referral and does not indicate an endorsement of the treatments available.

Signed (G.P.) Date

Name of G.P. (please print).....

Practice Stamp

The West of England MS Therapy Centre provides a variety of therapies, not only for people with Multiple Sclerosis, but for people with other conditions, both neurological and non-neurological. If you would like to learn more about what we do, please do not hesitate to contact us. All visitors are welcome.

Please note that should you wish to discuss your patient’s suitability for oxygen treatment or discuss the therapy itself in more detail, you can contact our honorary medical advisor Prof. Philip James, Emeritus Professor of Medicine, University of Dundee, Consultant in Hyperbaric Medicine. E-mail: oxygenhelpline@gmail.com or tel: 07918 163910.

There are over 60 MS Therapy Centres in the UK and Ireland operating on a charitable basis to offer advice, information and a range of therapies to people with MS. The first centre was established in 1982 and in excess of 2 million oxygen sessions have been provided without incident. This treatment is supported by controlled trials. For more info go to www.msntc.org.uk.

Diagnosis/any other information and comments continued: -

Membership Form – 2017



What does it mean to be a Client Member of the MS Centre

Every Client Member of the Centre should agree with the following statements:-

- I recognise that the Centre is based on the principle of self-help, and exists to provide the therapies, treatments and support we decide are of benefit to us.
- I recognise that the Centre has never turned away anyone who needs our help and subsidises the cost of treatments for all the members who need it through the Treatment Fund.
- I recognise that it is a charity run by a management team, supported by the Trustees, for the benefit of its Client Members, and people living with MS and others who can benefit from its services.
- I recognise that it is not part of the NHS and that it does not currently receive support from the NHS or from any other statutory funding.
- I recognise that we, the Client Members, have to help raise £400,000 per year to provide the therapies and support we value.
- In the event of the Company being wound up I agree to pay a sum not exceeding £1 towards any outstanding debts, in accordance with the Company's regulations.

I wish to become a member/renew my membership of
The West of England MS Therapy Centre Limited

Annual Client Membership renewal: **£30.00** (Membership runs from Jan to Dec)

Lifelong Membership: **£350.00** (Please see reverse)

New Membership joining fee:

Jan	£30.00	Apr	£22.50	Jul	£15.00	Oct	£7.50
Feb	£27.50	May	£20.00	Aug	£12.50	Nov	£5.00
Mar	£25.00	Jun	£17.50	Sep	£10.00	Dec	£2.50

I wish to pay by cheque/debit card/internet banking/standing order (delete as appropriate)

Standing orders can be set up directly with your bank either online or in branch. Please ask for the bank details

I would like to make a donation of £ (If you are a UK tax payer please request a Gift Aid Form)

I am willing to help with store collections. (Please delete as appropriate) Yes/No

I am happy for my photograph to be taken and used for centre purposes
(Please delete as appropriate) Yes/No

I am happy for any correspondence to be by Email. (Please delete as appropriate) Yes/No
If you supply your email address we will assume it is ok to contact you this way.

Are you a member of your local MS Society? Yes/No Would it interest you to join? Yes/No

Name:

Address:

Postcode: DOB:

Tel No:

Please make cheques payable to MS Therapy Centre

Email:

OFFICE USE ONLY	Date	Staff Initials
<i>Subscription received</i>		
<i>Donation received</i>		
<i>Membership card issued</i>		
<i>Entered on computer</i>		

Signature:

Date:

Did you know that you can now take up Lifelong Membership of the Centre?



Why you should consider becoming a Lifelong Member of the West of England MS Therapy Centre:

Your annual subscription gives you access to all of the therapies, treatments and support services available at the Centre. Even though we try to keep membership subscriptions costs down, we cannot guarantee that they will stay at the same rate in future.

As a lifelong member you will receive a copy of our newsletters throughout the year and have peace of mind knowing that you don't have to give membership renewal at the start of the year a second thought. This commitment of continued support for the Centre and the work we do will also save you money in the long run!

We value your support, please consider becoming a Lifelong Member today.

Lifelong Membership:

- £350 (UK) Or more (please state) £
- By credit or debit card please call 01454 201 686
- By cheque made payable to **"The West of England MS Therapy Centre"**.

Your Details:

Title: _____ First Name: _____ Surname: _____

Address: _____

_____ Postcode: _____

Tel: _____ Mobile: _____

Email: _____ DOB: _____



2017 Client Member Contributions

We are very pleased that you are considering joining the Centre for treatments, therapies and support.

As a member, you will benefit from access to the following subsidised treatments:

Therapy/ Treatment	Cost to Centre of providing treatments	Format:	Suggested minimum contribution per treatment
Oxygen	£22.50	Per member session	£15.00
1-2-1 Neuro- Physiotherapy	£55.00	Per 30min minute session	£25.00
Exercise class	£12.00	Per member session	£8.00
New Group physiotherapy	£24.00	Per member session	£13.00
Gym Use	£10.00	Individuals using equipment when available; with minimum supervision from the therapist.	£5.00

You will also be able to access the following services and clinics:

- **“Lighten Up” Programme** Six 2hr sessions.
- **Complementary therapies** up to a 50% reduced rate: Reflexology, Aromatherapy, Acupuncture, Chiroprody, Solution Focused Hypnotherapy and Beautician.
- **HCP clinics:** Spasticity and Rehabilitation, MS Nurse (North Somerset), Bladder and Bowel Health, Employment and Benefits advice
- **Peer and carer support:** Chatterbox and periodic carer support groups
- **A social and regular meeting place** to meet new people and enjoy a tea/coffee, slice of cake.
- **Newsletters and email updates**
- **Free Wi-Fi**

Membership, Therapy and Treatments Contributions

Annual membership is currently set at £30. Membership runs from the 1st January to the 31st December.

At present, treatments are subsidised through a "Treatment Fund", these represent outstanding value, especially for Neuro-Physiotherapy which is not only difficult to source, but also exceptionally expensive with an average 45 minute session costing up to £65 in a private setting.

If any member feels that they really cannot afford to make these contributions towards their treatments, a member of the administration staff will be on hand to discuss the situation with them in complete confidence.

The cost of treatments is regularly reviewed in order to maintain a sustainable level of contributions, so that we can continue to offer great value, top quality therapies on an ongoing basis.

Individual Treatment Plans (ITPs)

Every member of the Centre has an Individual Treatment Plan, agreed between you and one of our trained members of staff. This includes a general assessment, risk assessment, therapist treatment notes and the contributions preference form. With your consent relevant information can be sent to Consultants, GPs and other carer/therapy services and to support applications for personal grants and benefits. ITPs will be stored on our database will be reviewed regularly. You can request to see yours at any time.

Payment Methods

In order to limit the amount of cash we have on-site and to cut down on administration we will only accept cash at the Centre for therapies or treatments as a last resort. If possible, we would like Members to set up a Standing Order for their treatments and therapies as this is the easiest and most efficient way of managing the contributions. You are also in full control of the payment.

Payments to visiting therapists e.g. for aromatherapy, acupuncture, chiropody, will be paid directly to the therapist providing the treatment.

Setting up a Monthly Contribution

A Contribution Preference Form will be completed for each member following a one to one discussion with the Centre Manager once a treatment routine has been established. Ideally contributions should be made from the first day of each month, in advance, by Standing Order. The payments will be based on 44 weeks for each yearly plan, this takes into account Centre closures, training, holidays and illness. The form can be reviewed on a quarterly basis, or more regularly if required.

How Contributions Are Worked Out

For someone accessing fortnightly 1-2-1 physiotherapy and a weekly Oxygen Treatment session the minimum suggested monthly contribution would be broken down as follows:

	No of sessions per year	Contribution per treatment	Yearly contribution
Fortnightly one-to-one physiotherapy	22	£25.00	£550
Weekly Oxygen	44	£15.00	£660
		Yearly Total	£1,210
		Monthly total	£100.83

Cancellations

The Centre is considerably affected by members cancelling at short notice or not turning up for treatments. The effect of this is that we still have the overhead cost but cannot arrange for another member to benefit from the session. Therefore, cancellations will incur the minimum contribution level. Exceptions to this will be illness, emergency appointments (not pre-arranged appointments), severe weather and for those dependant on carers who cannot support them. A cancelled appointment is one where under 48hrs notice is given.

Contributing to the Treatment Fund

If Client Members are able to and wish to contribute separately to the Treatment Fund they can do so very easily by setting up a Standing Order or through a monthly contribution into the Fund. If a direct route does not suit you there are novel and exciting fundraising ideas for individuals or groups that could be of interest.

The cost of the therapies is considerably more than the suggested minimum contribution. To ensure the future of the Centre, we need your help to build up the Treatment Fund so that we can continue to subsidise treatments. Our team will always endeavour to keep this fund in the black as far as possible. However, we cannot do this without you.

There are a number of ways for you to support the Treatment Fund, by:

- Making one-off or regular voluntary contributions, gift-aided where possible.
- Asking friends and family to make a one-off or regular contribution.
If you prefer, the Centre is happy to make direct contact with an individual to ask for their support by becoming a friend of the Centre.
- Helping to organise a fundraising event.
- Asking friends and family to organise a fundraising event.
- Asking employers if they have a Payroll Giving scheme, a tax free regular donation directly from your salary.
- Asking your company or employer to support us as their Charity of the Year.
- With our help, exploring other possible opportunities, such as grant funding for you as an individual and for the Centre.

Thanking you in advance for your support.

Kindest Regards,



Doro Pasantes
Therapies and Treatments Manager

**Web: www.mstherapybristol.org.uk Email info@mstherapybristol.org.uk
Tel: 01454 201 686**

**Reg. Company No. 2312916 Reg. Charity No. 801155
Patron: Stephen P Lansdown, The Lord Cope of Berkeley PC and Kenneth J Edis
Member of the Federation of Multiple Sclerosis Centre**



Contribution Preference Form

Name:

Therapy/ Treatment	Format	Actual Cost	Minimum contribution per treatment	No of treatments per month	Monthly contribution (OFFICE USE)
Oxygen	Per member session	£22.50	£15.00		
1-2-1 Neuro Physiotherapy	Per 30 min minute session	£55.00	£25.00		
Exercise class	Per members session	£12.00	£8.00		
Group Physiotherapy	Per member session	£24.00	£13.00		
Gym Use	Individuals using equipment when available; with minimum supervision from the therapist	£10.00	£5.00		

Total

Please tick

I agree to pay monthly in advance by Standing Order

I would like to Contribute to the Treatment Fund as follows:

Make a regular or one off voluntary contribution (this can be done via Debit Card, Standing Order or Internet Banking)

Please specify One off payment / Regular contribution Amount £

Please give details of any friends or family who may wish to make a one off or regular contribution.

Helping to organise a fundraising event. (Please give details of the idea or event and any help you may need).

Please give details of any friends or family who may wish to organise a fundraising event.

Are you aware of any other Charities, organisations or Trusts that we can approach for support? Would you be happy to approach a charity, organisation or trust, or for us to approach them on your behalf to help with funding the treatments?

Would you be happy to ask your employer if they have a payroll giving scheme and to support us as their Charity of the Year?



Therapy Centre Treatments

Centre Opening Times

Monday 9.00am - 6:30pm
Tuesday/Wednesday 9.00am - 5:30pm
Thursday 9.00am – 5.00pm
Friday 9.00am - 5:30pm

Bradbury House Clinic, Wheatfield Drive, Bradley Stoke, Bristol, BS32 9DB
Tel: 01454 201 686
email: info@mstherapybristol.org.uk
web: www.mstherapybristol.org.uk

The services and treatments below are available to current Centre Members. The Centre fundraises to subsidise the cost of providing these therapies and treatments for all members who need it through the Treatment Fund. We encourage Centre Members to cover the cost of the treatments if they are able to. It is our undertaking that we never turn away anyone who needs our help.

TC = Treatment Cost **MC** = Suggested Minimum Contribution

Neuro-Physiotherapy

Individual Appointments - 30 minutes – weekly/fortnightly appointments available
Mon - Fri subject to availability.
(TC £55) (MC £25.00)

Lead Physiotherapist: **Amrik Singh Sidhu**
Neurotherapist: **Jack Haines**
Neuro Physiotherapist: **Alys Brooke**
Physiotherapy Assistant: **Louise Britton**

Please enquire at reception for appointment availability on 01454 201686

Oxygen Treatment

Available 5 days a week **Monday to Friday** at 1.5ata, 1.75ata and 2ata (normal atmospheric pressure) = 1ata (atmospheres absolute).

This treatment last approximately 1.5hrs.

Members with Neurological Conditions
Block Session (15 sessions) **(TC £337.50) (MC £200)**
Block Session (20 sessions) **(TC £450) (MC £275)**
Individual Sessions **(TC £22.50) (MC £15)**

Members with chronic non-neurological conditions eg cancer

Block Sessions (20 sessions) **(TC £450) (C £350)**
Individual Sessions **(TC £22.50) (C £20)**

Exercise Class

Run by the Neuro-Physiotherapy Team
Monday: 10.30am Seated Exercise
12.00pm High Balance
Wednesday: 09.30am Seated Exercise
09.30am High Balance
10.45am Seated Exercise
12.00pm Hip Improvement
12.00pm High Balance Cardio
(TC £12) (MC £8)

Group Physiotherapy

Run by the Neuro-Physiotherapy Team
Thursday and Friday 09:30am - 10.15am
(TC £24.00) (MC £13.00)

Gym - Self Treatment

Use Of Gym Equipment Under Minimal Physio Supervision. **(TC £10) (MC £5)**

Carers support group

Third Tuesday Of The Month at 10.30am

Once a therapy routine has been established we set up an Individual Treatment Plan for each member. Please read letter on pg 19.

Contributions should be made by the 1st of each month in advance by standing order, internet banking or debit card.

Musculo-Skeletal & Neuro-Physiotherapy

For non-MS clients and carers Physiotherapy can be accessed through the **Bristol Therapy Centre Ltd**
Initial Assessment - 1hr - **£60**
Neuro 30min Sessions - **£55**
Musculo-Skeletal 30min Sessions - **£40**
Please call Amrik Singh Sidhu **MCSP. MSc. BSc(Hons)** on 01454 628730 for availability and bookings

Oxygen Treatment for Sports Injuries

Oxygen Treatment can be accessed through the **Bristol Therapy Centre Ltd.**
Yearly Registration to BTC Ltd. **£30**
Course of 20 Sessions **£450**
Further Weekly Sessions **£25 Per Session**
(10% discount available for block payments in advance)
Please enquire at reception for availability and bookings on 01454 201686

Bladder and Bowel Health Clinic

Continence Advisory Nurse: **Carole Copestake**
1hr initial assessment or 1/2hr appointments
available every month.

Please enquire at reception for appointment
availability and bookings.

Spasticity Rehabilitation Clinic

Rehabilitation Consultant: **Dr Angus Graham**
1hr appointments available on a Monday every 6
weeks for clients with MS.

A GP referral is needed for Dr Angus Graham's
clinic.

Chatterbox

A Monthly Social Group Open To All Members.
Please enquire at reception for details of next
Chatterbox session.

Outreach exercise class for the North Somerset Branch of the MS Society The Campus - Weston Super Mare

Physiotherapist : **Amrik Singh- Sidhu**

Thursdays during term time:

1.00pm/2.00pm Seated, 2.30pm/ 3.30pm Standing

For availability and bookings call:

Janet Smith (NSMSS) on 01934 414543

MS Nurse Clinic (North Somerset)

MS Nurse: **Anne Aherne / Dawn Talbot**

1/2hr – 1hr appointments available to clients with
MS living in North Somerset.

Please enquire at reception for appointment
availability and bookings.

Benefits Advice Service and Advocacy provided by CAB / MS Society

Advisor: **Caroline Langdon** (CAB)

2nd Tuesday of the month

Please enquire at reception for details of next
Benefits Advice Clinic

The services and treatments below are available to current Centre Members at a reduced rate.
Payment for these treatments must be made to the self-employed therapist directly on the day of treatment.

Acupuncture

Therapist: **Sandra Arbelaez**

Thursday pm / Friday am

Initial assessment: £23

30 minute session £23

Group Ear Acupuncture 1:30 - 2:30pm

£6 - £10 Depending on number of people attending

Please enquire at reception for appointment
availability and bookings.

Chiropody

Therapist: **Wendy Manning**

30 minute session: £15

**Wednesdays between 12pm and 4pm.
Every four/six weeks**

Enquire at reception for appointment availability
and bookings.

Hypnotherapy

Therapist: **Julie Phillips**

Wednesday 10:30am -3:15pm

1hr session: £30

Enquire at reception for availability and bookings.

Reiki

30 minute session: £15

Enquire at reception for availability and booking

Reflexology / Indian Head Massage

Therapist: Helen Baddon

Wed/Thurs am 30 minute session £15

Enquire at reception for availability and bookings.

Counselling

Therapist: Linda Sheppard

Thurs pm 1hr session £17

Enquire at reception for availability and bookings.

Beauty Treatments

Therapist: **Ashley Marks**

1 Friday per month

Treatments include manicures, pedicures, waxing,
eyebrow shape, Indian Head Massage, facials.

£5 - £15 per treatment

Enquire at reception for availability and bookings.

Volunteer Drivers

We have a number of volunteer drivers who are
able to bring people to the Centre if transport is
required. Clients must be able to transfer with
minimal assistance to be eligible.

Charged at 45p per mile for the return journey.

Enquire at reception for availability and bookings.

West of England MS Therapy Centre Treatments 2017

	Monday	Tuesday	Wednesday	Thursday	Friday
AM	10.30 – Group Exercise Seated	10.00 - 12.30 - Benefits Advice Service & Advocacy (CAB) 2nd Tuesday of month 10.30 – 12.00 Advice/Support Group for Carers 3rd Tuesday of month	9.30 – Group Exercise Seated 9.30 – Group Exercise High Balance 10.30 – 12.00 Hypnotherapy 10.30 – 12.00 – Reiki 10.45 – Group Exercise Seated	9.30 – 10.15 - Group Physiotherapy 9.00 – 12.00 Aromatherapy 9.00 – 12.00 Reflexology	9.30 – 10.15 Group Physiotherapy 9.30 – 13.00 Acupuncture 10.00 – 12.00 – Beauty Treatments (once a month)
PM	12.00 – Group Exercise High Balance 12.00 – 16.30 - Spasticity Rehabilitation Clinic (NHS Referrals) once every 5 weeks	13.00 – 16.00 - Benefits Advice Service & Advocacy (CAB) 2 nd Tuesday of month	12.00 – Group Exercise High/Medium 12.00 - Group Exercise High Balance Cardio 12.00 – 15.30 – Reiki 12.00 – 16.00 – Chiropody (every 6 weeks)	13.00 – 15.30 – Outreach Exercise Classes in Weston- Super- Mare 12.00 – 13.00 – Aromatherapy 12.00 – 13.00 – Reflexology 14.00 – 17.00 - Acupuncture 14.00 – 16.00 - Counselling	12.00 – 14.00 Beauty Treatments (once a month) 13.30 – 14.30 – Ear Acupuncture Group Sessions (3 rd Friday of each month)

Please call to book: Physiotherapy available every day 9.00–16.15. Neuro-Physiotherapy Individual Appointments, Bladder & Bowel Health Clinic, MS Nurse Clinic

Oxygen Calendar	Pressure 2	Pressure 3	Pressure 4
Monday	14.00 hrs	09.00 / 10.30 / 15.15 / 17.00 hrs	12.15 / 15.15 hrs
Tuesday	10.45 hrs	09.15 / 14.00 hrs	12.15 / 15.45 hrs
Wednesday	13.30 hrs	10.30 / 12.00 hrs	09.00 / 15.00 hrs
Thursday	10.30 hrs	13.30 hrs	09.00 / 12.00 / 15.00 hrs
Friday	09.00 / 15.00 hrs	12.00 / 15.00 hrs	10.30 / 13.40 hrs

Each session lasts approximately 1 hour & 20 minutes - please allow for 2 hours at the Centre