

Patient perceptions

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Welcome to the new edition of

the osteopath



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i Want to know more? Look out for this symbol accompanying articles in each section of the magazine for links to further information



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Council

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Tim Walker



In this issue, find out on pages 4 and 5 what patients and members of the public told us about their perceptions and expectations of osteopathy, during a series of focus groups we held. The feedback we received will inform a wider survey of patient and public opinion, the results of which will help us improve our patient information and our guidance for osteopaths.

How many complaints against osteopaths did we receive between 1 April 2013 and 31 March 2014, and what was the outcome? Find out on pages 6 to 8, where we also explain our fitness to practise procedures.

Are you prepared for ethical dilemmas that you may face in practice, and would you know which sections of the *Osteopathic Practice Standards* to apply? On page 9, discover how you can test your knowledge with our e-learning module.

Have you applied for your new Registration Mark? On page 9, familiarise yourself with our range of resources to help you promote your registration to patients and the public, including the new 'I'm registered' and 'We're registered' Marks, which have replaced the 'Safe in our hands' Certification Mark.

Finally, just how 'cool' was osteopathy at the Winter Olympics this year? Turn to page 14 to find out.

We hope you enjoy reading this edition.

Suzanne Miller

Email: editor@osteopathy.org.uk

Tell patients and the public you're registered
– our new range of resources, p9



the osteopath

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Patients talk osteopathy

We have been out and about talking to patients to explore their views as part of ongoing research we are conducting into perceptions of osteopathic care

Why?

It is important that the public has confidence in the quality and safety of osteopathic care. The GOsC wants to better understand patient and public needs, views and concerns, so that we can improve our patient information and our guidance for osteopaths.

What and when?

We have recently held a number of focus groups attended by osteopathic patients and by members of the public with no prior experience of osteopathy. We are interested not only in the experiences of osteopathic patients but also need to understand why people who have cause to see an osteopath might have chosen not to do so. Participants were aged 18-80 and represented a range of backgrounds.

Independent researchers Community Research led the discussions, which explored themes including:

- Perceptions of osteopaths in relation to other healthcare providers, in terms of safety, level of trust, standards of education and training and professionalism
- Awareness and understanding of healthcare regulation
- Information needs, especially the needs of new patients with no prior experience of osteopathy
- Patient expectations of osteopaths at various stages of the patient journey.

What did we learn?

Participants were largely aware that osteopathy is a regulated practice, and there was a strong sense that regulation is

extremely important in healthcare, ensuring professionals are adequately trained, they keep their skills up to date, and mechanisms exist to deal with poor practice.

Patients with experience of osteopathy were very positive (and knowledgeable) about their treatment and their relationship with their chosen practitioner, with high levels of satisfaction and trust.

Those with no prior experience of osteopathy were less clear about what osteopaths do, and how osteopathy fits with the NHS. As a result they were more uncertain about the standing of the profession, the safety of osteopathic treatment, and the standards of education and training.

Participants identified factors most likely to make them consider choosing osteopathy:

- Recommendation by a GP or a trusted friend or acquaintance
- 'Desperation' relating to unresolved health issues, having previously tried other treatments that had not worked, or acute pain
- Speed of access, with no need to wait weeks for a referral through the NHS.

Barriers to seeking care from an osteopath included:

- Fear of the unknown, in terms of what osteopathic treatment actually entailed
- Fear of spinal manipulation and associated risks
- Concern that treatment might worsen the condition
- Concern about costs and a suspicion of being trapped in a cycle of unnecessary treatment
- Lack of links with the NHS and the implications this might have for efficient onward referral or diagnostic tests where required.

In terms of expectations of the osteopath, many participants talked about the importance of first impressions, both of the clinical environment and the practitioner's appearance and manner. Appropriate attire and general cleanliness suggested a 'professional service'. Some favoured clinics located within multi-practice health centres; but practices located adjacent to a practitioner's home were acceptable, although separate entrances were strongly favoured. The display of qualification/s and registration certificates was considered reassuring.



Key expectations of the care provided included:

- Clear communication throughout the treatment
- Consideration to privacy and dignity requirements
- Involvement in treatment and decisions
- Confidential handling of patient data
- Being treated as an individual
- Honest assessment of the problem, and what osteopathy can or can't do to help.


Participants described a sense of vulnerability in relation to seeing an osteopath, particularly for the first time; not knowing what to expect in terms of levels of undress or the techniques used. Pre-information in advance of the first appointment was considered essential, as well as information about the treatment itself, clarity about the likely prognosis and an associated treatment plan, suggestions of ways the patient could help prevent the problem recurring and information about raising concerns.

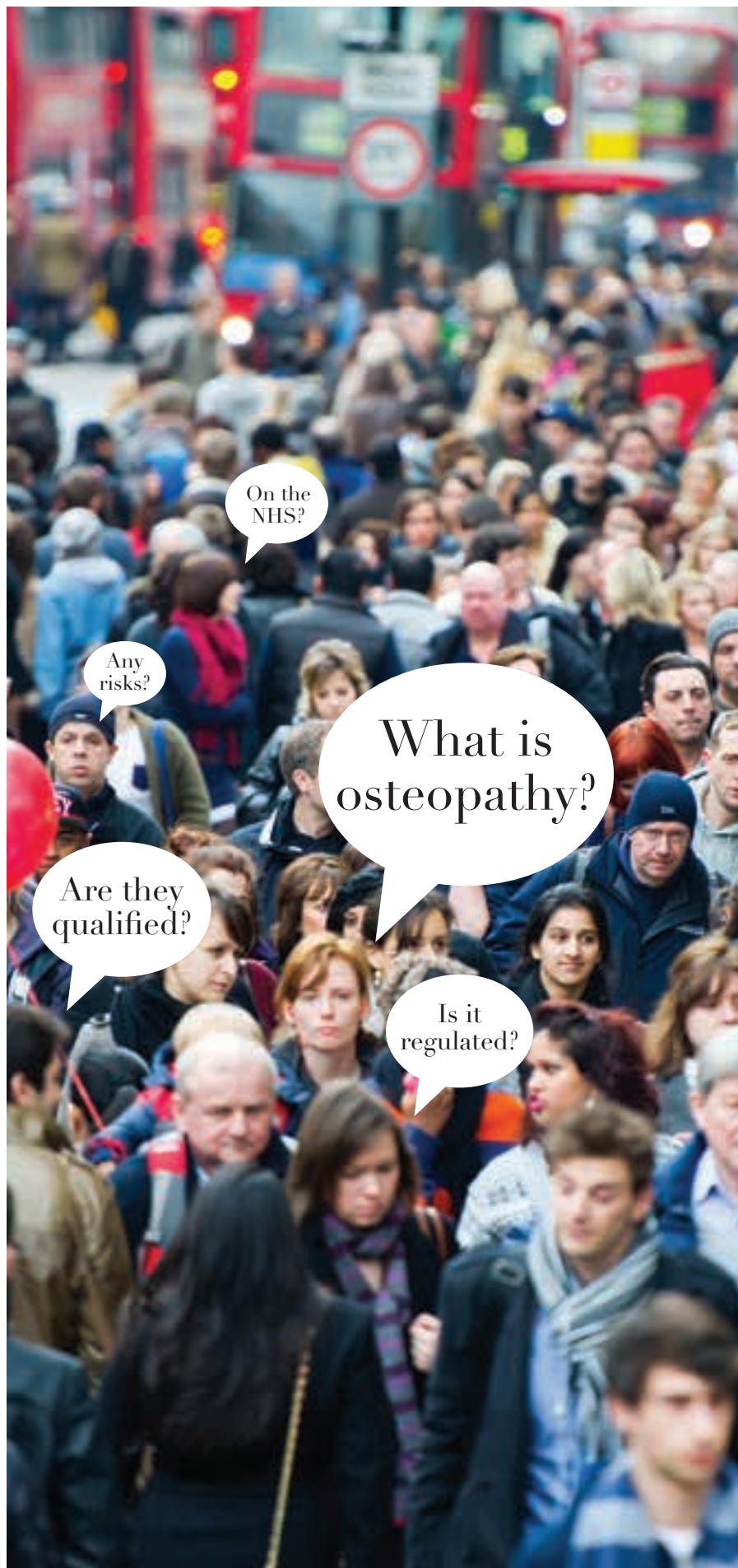
Participants were invited to comment on the GOsC leaflets *What to expect from your osteopath* and *Standards of osteopathic care*. Participants rated these as very helpful in allaying many concerns and providing reassurance about the adequacy of training and professionalism. Participants wanted to see these disseminated more widely, including in osteopathic practices, other healthcare settings and community spaces.

Even if you have your own practice leaflets, consider displaying also the GOsC public information leaflets in your practice/s to help educate your patients and give them confidence to refer friends and family to you. For further information click on the resources section of the **zone**, alternatively contact the Communications team on 020 7357 6655 x242 or email info@osteopathy.org.uk

What next?

The feedback from these focus groups is being compiled into a report, which will be made available in full on our website. As these are the views of a limited number of people only, later in the year we will be testing these views in a more extensive patient and public survey.

 Further information is available from Sarah Eldred on 0207 357 6655 or at: seldred@osteopathy.org.uk



Investigating complaints

Regulators of healthcare professionals – the General Osteopathic Council included – report annually on the effectiveness of their complaints procedures. Here, the work of the GOsC's three fitness to practise committees comes under the spotlight

Our fitness to practise committees comprise the Investigating Committee, the Professional Conduct Committee and the Health Committee. Here, we summarise the work of these GOsC committees between 1 April 2013 and 31 March 2014.

The Investigating Committee

The Investigating Committee (IC) carries out the initial investigation of a complaint against an osteopath, and decides if there is a case for the osteopath to answer.

Allegations fall into the following four categories (a complaint will often involve more than one of these):

- Unacceptable professional conduct
- Professional incompetence
- A relevant criminal offence (conviction)
- Ability to practise is seriously impaired due to a mental or physical condition.

From 1 April 2013 to 31 March 2014, the IC met on nine occasions and considered 35 cases. It concluded that 25 of those cases should be heard by the Professional Conduct Committee (PCC), and two by the Health Committee.

The decisions of the IC during this period:

Allegation	Case to answer	No case to answer
Unacceptable professional conduct	22	6
Professional incompetence	0	0
Unacceptable professional conduct and/or professional incompetence*	1	0
Unacceptable Professional Conduct and Conviction*	1	0
Conviction	1	1
Health	2	1
Total cases considered	27	8

*It is not uncommon for more than one allegation to feature in a case.

The Professional Conduct Committee

The PCC considers cases that are referred to it by the IC, where there is an allegation against the osteopath's conduct or competence, or conviction for a criminal offence, and it is the role of the PCC to decide whether the allegation is well-founded. Hearings of the PCC's panels take place in public unless there is a good reason for the allegations to be heard in private. Both parties – the osteopath and the GOsC – attend the hearing and present their case.

From 1 April 2013 to 31 March 2014, the PCC heard 16 new cases (excluding four



cases that were cancelled) referred by the IC, and reached the following decisions:

	Unacceptable professional conduct
Not proved	8
Admonished	1
Conditions of practice	4
Suspended	0
Removed	3
Total	16

How does the PCC decide what sanction to apply?

All healthcare regulators, including the GOsC, publish sanctions guidance (see <http://tinyurl.com/nzgd8nn>). The guidance ensures that the PCC imposes sanctions appropriately, consistently and in line with the law.

If a PCC panel decides that an allegation is well-founded, it must impose an appropriate sanction. The sanctions available to the PCC are: issuing an admonishment; imposing conditions on the osteopath's practice; suspension from the Register; and removal from the Register.

The PCC panel will consider each sanction in ascending order to decide which is most appropriate. The PCC will also take into account any mitigating factors, such as the osteopath's previous good character, the osteopath's insight into the issues that have led to the finding, and evidence that there has been no repetition of the conduct or performance, before making its decision.

Between 1 April 2013 and 31 March 2014, the PCC imposed an **admonishment** in a case where the osteopath had received a police caution for common assault. The PCC took account of the fact that the osteopath had admitted the offence at the first opportunity, and that it was an isolated incident. It noted the osteopath was of previous good character and that there had been no other instances of this behaviour.

A '**conditions of practice**' order was imposed in a case where an osteopath had failed to:

- Carry out an adequate sensory neurological examination of a patient's leg
- Identify the most likely diagnosis of a herniated intervertebral disc causing S1 nerve root compression
- Re-examine the patient.

These failings meant that the osteopath twice provided inappropriate treatment:

- Because of the failings described above
- Because the osteopath did not take into account the patient's age and presentation
- Because the treatment provided was more forceful than the recorded treatment plan had intended.

Removal from the Register is a sanction imposed only in the most serious of cases. The PCC has removed three osteopaths from the Register this year. In one of these cases, the osteopath had been convicted of a number of indecent and sexual assaults on patients, some of whom were children.

In another case, the osteopath had made claims on their LinkedIn profile that they could successfully cure cancer, Parkinson's disease and Motor Neurone Disease. The osteopath invited patients to 'call if you are desperate, if the NHS can't assist. Call if you don't know where else to turn.' The osteopath had also stated on an internet blog that they had taught themselves how to destroy cancer and had successfully treated various types of cancer.

The PCC took the view that patients suffering from these conditions were particularly vulnerable. The PCC concluded that making such claims was a form of abuse and exploitation of vulnerable people with life-threatening conditions, by giving them hope of a cure which osteopathy could not provide. There was also the potential to cause patients real harm.

The PCC had no doubt that the making of such claims diminished public trust and confidence in osteopathic practice, and caused significant damage to the profession's reputation.

In the third case, the PCC concluded that the osteopath's failings were extensive and serious. The osteopath had repeatedly breached professional boundaries: aspects of their conduct were sexually motivated; they had assaulted the patient physically and verbally; they failed on a number of occasions to carry out an adequate clinical examination of the patient; and they also failed on a number of occasions to obtain valid consent before undertaking treatment procedures, including for an intimate area of the body. Furthermore, the osteopath did not properly supervise students when the patient was being used as a model.

The PCC had the gravest concerns about both the clinical and ethical aspects

of this osteopath's practice. It was satisfied that: the osteopath's failings amounted to a serious and deliberate abuse of their position in relation to a vulnerable patient; and that their conduct had caused the patient harm and would be regarded as deplorable by fellow practitioners.

The Health Committee

Cases where an osteopath's physical or mental health may be seriously affecting their ability to practise are considered by the Health Committee (HC), after referral from the IC. These hearings are held in private. Between 1 April 2013 and 31 March 2014, two cases were referred to the Health Committee. These have not yet been heard.

Review hearings

When the PCC or HC imposes a conditions of practice order, or suspends an osteopath from the Register (a suspension order), it may review the case before expiry of the order. This allows the committee to monitor the osteopath's compliance with the order and to decide whether it should be revoked, allowed to expire, extended or varied. During the period of the report, the PCC reviewed one conditions of practice order.


Interim suspensions

Depending on the seriousness of the allegation, the fitness to practise committees may order the Registrar to immediately suspend an osteopath's registration, if it considers that such an order is necessary to protect the public. The suspension is likely to remain in place for the duration of the investigation, unless there is a change in circumstances in the case. For example, the complainant may withdraw the serious allegation, which could mean that the suspension is no longer necessary.

Between 1 April 2013 and 31 March 2014, the IC imposed four interim suspension orders.

Appeals

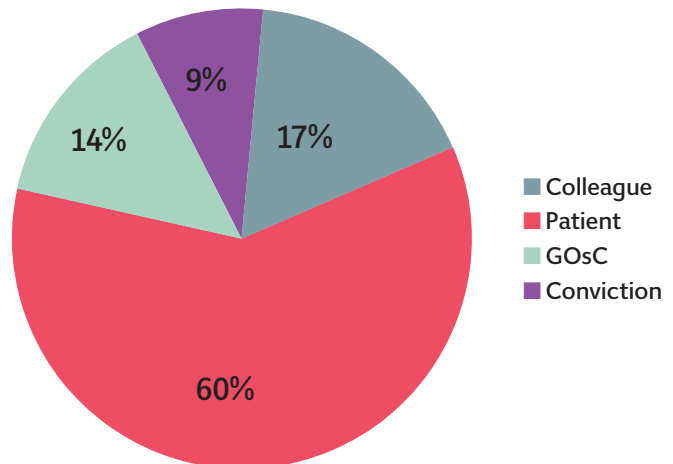
An osteopath can appeal against a PCC decision made against them and the Professional Standards Authority can also appeal against a PCC decision. There were no appeals made between 1 April 2013 and 31 March 2014.

 The GOsC annual fitness to practise reports are on the website at: <http://tinyurl.com/npb3q>

What happens when a complaint is made?

Ensuring public confidence and patient safety relies – in no small part – on the health regulator’s effective investigation of complaints that question a practitioner’s fitness to practise

The flowchart illustrates the procedures followed when a complaint about an osteopath is received by the GOsC.



Learning from complaints

The GOsC analyses the number and types of issues that give rise to complaints relating to osteopathic practice and conduct. The learning from this is used to inform the development of standards and guidance for osteopaths, and is shared with osteopathic educational institutions and other organisations leading the development of good practice.

Ensuring an effective feedback loop to share lessons learnt from the fitness to practise process is essential to enhancing practice in any healthcare practice. The GOsC uses this information, for example, to inform the content of the *Fitness to Practise* e-bulletin, sent periodically to all osteopaths, and as the basis for e-learning resources available on the **o** zone and for articles in *the osteopath*.

This year, we have seen an increase in the number of cases that have involved a breach of professional boundaries or sexually motivated conduct. The March 2014 edition of the GOsC *Fitness to Practise* e-bulletin offers advice on how to maintain clear, professional boundaries.

It is also worth recalling the following from the *Osteopathic Practice Standards*:

- A2** Listen to patients and respect their concerns and preferences
- A3** Give patients the information they need in a way they can understand
- A4** You must receive valid consent before examination and treatment
- C4** Be polite and considerate with patients
- C6** Respect your patients’ dignity and modesty
- D16** Do not abuse your professional standing.

i Further information is available at: www.osteopathy.org.uk/information/complaints or contact our Regulation Department on 020 7357 6655 x236, or email regulation@osteopathy.org.uk

How long does it take the GOsC to consider a case?

This will depend on the nature and the complexity of the case. The GOsC has targets for completion of the main stages of the fitness to practise process. The table below shows the target and how we have performed this year:

	Target (weeks)	Performance against target (receipt to decision in weeks)*
IC decision	17	16
PCC decision	56	48

* Median figure taken from all of the cases considered by the IC and PCC this year.

Who makes complaints?

Anyone who has a concern about an osteopath’s fitness to practise can bring this to the attention of the Regulation Department of the GOsC. The chart at the top right of the page shows the source of the 35 complaints considered by the IC between 1 April 2013 and 31 March 2014.

Ethical dilemmas in practice

Osteopaths face ethical dilemmas on a daily basis, taking decisions that can have an impact on them and their patients, where there is no clear 'right' or 'wrong' course of action. Making sure you are complying with the *Osteopathic Practice Standards* (OPS) is always the first concern, but it's also about knowing where to turn for guidance.

Our e-learning resources on the **o** zone can help you to explore your responses to ethical challenges and match this to the standards and guidance in the OPS. This will also count towards your CPD.

The first e-learning module



PRESSMASTER / SHUTTERSTOCK

– Exploring ethical dilemmas in practice: part one – is now available at: www.osteopathy.org.uk/resources/publications/

standards-of-practice.

The module asks a series of interactive questions related to a practice scenario, and offers you multiple-choice answers

about the relevant parts of the OPS that may apply. You will be asked for your professional opinion on the actions of the osteopath in that scenario.

Ethical advice is always available from the GOsC, the British Osteopathic Association and from your insurer. Taking time to reflect on how you would deal with ethical challenges could prove invaluable when these situations arise unexpectedly in practice.

i For more information, contact the Professional Standards Manager, Marcus Dye, on **020 7357 6655 x240** or mdye@osteopathy.org.uk

Helping you promote your registration

Last month, we launched a series of new GOsC resources to support you in promoting your GOsC registration. Our aim is to increase patient and public awareness that osteopaths are regulated health professionals, and we hope you will use these to reinforce public confidence in you as an osteopath.

The new resources include:

- An information guide for osteopaths, setting out the resources available to make the most of your professional status
- A personalised 'I'm

registered' Registration Mark, including your unique GOsC number

- A generic 'We're registered' Registration Mark for group osteopathic practices
- New public information posters for display in your clinic, waiting area or other suitable public areas.

We have already received 321 requests for the posters and 298 applications for the new Registration Marks, but what does this mean for any existing posters or logos you might be using?

Certification Mark

We are withdrawing use of the 'Safe in our hands' device but are not withdrawing this Certification Mark immediately, if you have this already on your website and/or practice information. We would, however, recommend that

you replace this with the new Registration Marks when you update your communications materials, and you should aim to stop using this logo by the end of 2014.

GOsC corporate logo

We have now withdrawn use of the GOsC corporate logo, which is for use by the GOsC only. Some osteopaths have the corporate logo as a

hyperlink to our public website. We suggest you replace the corporate logo with the new Marks, and use these as a link to the 'Search the Register' function on the GOsC public website.

Public information posters

In addition to the new 'I'm registered' and 'We're registered' posters, the Osteopathy 'Good Health in Good Hands' poster is also available in the **o** zone shop. This poster has not been discontinued.

i To find out more about how to promote your registration, go to the 'Promoting your registration' page in the 'My registration' section of the **o** zone, or contact the GOsC Communications department on x242 or via info@osteopathy.org.uk



A new continuing fitness to practise scheme

Later this year, we will be consulting widely on emerging proposals for a continuing fitness to practise scheme that will replace the GOsC's current CPD requirements

The proposed scheme will comprise a three-year cycle, requiring CPD in all four themes of the *Osteopathic Practice Standards*: Communication and patient partnership; Knowledge, skills and performance; Safety and quality; and Professionalism. CPD relating to communication skills and consent are likely also to be required, along with evidence of objective feedback on your practice, such as patient feedback. At the end of the three-year cycle, these developmental activities will be reviewed by a suitably qualified colleague to confirm they meet the requirements – a 'sign-off' process known as a Peer Discussion Review.

This important 'sign off' might be overseen by organisations other than the GOsC, such as the osteopathic educational institutions, regional groups, advanced practice societies, or by other osteopaths.

This approach relies on osteopaths engaging positively and constructively in the development process, giving and receiving feedback, and listening and providing support to colleagues. It also depends on attitudes of curiosity, willingness to embrace opportunities to learn, and valuing the knowledge and insights of peers and colleagues. Research suggests that this kind of approach has real potential for enhancing the quality

of osteopathic care and patient safety.

In order to develop a successful scheme, it is important for us to work closely with osteopaths and others. This will help us explore and understand how we can best make the scheme work for osteopaths, organisations and patients.

We are extremely grateful to regional osteopathic groups whose members have formed 'pathfinder' groups to:

- Explore what support regional groups can offer osteopaths
- Provide critical feedback on the evolving Peer Discussion Review forms, and advise on the guidance that osteopaths will need

- Help us develop case studies and information necessary to support the process.

To date, 'pathfinder' groups have met in Belfast, Carlisle, Lymm, and London. We are also grateful to other organisations who are working with us to develop their potential roles in the continuing fitness to practise scheme, and to explore the support that they might provide to osteopaths.

We will keep you updated in *the osteopath*, our monthly e-bulletin and other professional media.

 For more details, contact Gina Baidoo on 020 7357 6655 x238 or at: gbaidoo@osteopathy.org.uk

Help osteopaths be ready for practice

We are seeking your views on the draft *Guidance for Osteopathic Pre-registration Education* that we have developed to help new graduates to apply the *Osteopathic Practice Standards* (OPS) from their first day in practice. The deadline to send us your thoughts is **16 May 2014**.

This is the first time we have developed guidance on the professional expectations of graduating students. It will include themes of: putting patients first; dedication to continuing improvement; clinical skills and critical evaluation; communication; marketing

skills; high personal and professional values; and the ability to seek support.


We welcome comments on all aspects of the Guidance, but particular consultation questions relate to:

- The structure – mirroring the four themes of the OPS – Communication and patient partnership, Knowledge, skills and performance, Safety and quality in practice, and Professionalism
- Leadership
- Teaching/mentoring skills
- Business skills
- Core presentations and techniques

- Standards of education and training
- Equality and diversity.

With your help, the Guidance will ensure that, from the moment they enter practice, graduating students are effective in taking full clinical responsibility for patients. To take part go to <http://tinyurl.com/p2vrba2> or contact us directly for hard copies.

Further information

 Contact Fiona Browne on 020 7357 6655 x235 or at: psadmin@osteopathy.org.uk

How effective is regulation?



KAMPFNER PHOTOGRAPHY

We have recently commissioned research to help us improve how we regulate the profession (see <http://tinyurl.com/o6n27cz>). The research is now well under way and Professor Gerry McGivern, of the University of Warwick, and his team of researchers have been interviewing a range

of people in the osteopathic community. These have included osteopaths (among them those who took part in the revalidation pilot), patients, representatives from the osteopathic educational institutions, the Osteopathic Alliance, and the British Osteopathic Association, along with representatives

from insurers and other regulators.

The interviews are continuing throughout April and May, and during June all osteopaths will have an opportunity via an online survey to offer views on the effects and influences of osteopathic regulation on your everyday practice. More information about the survey and how to take part will be in the next edition.

Further details and the original research proposal are available on our website at: <http://tinyurl.com/pv25hxc>

i If you have any questions or would like more information, please contact Professor Gerry McGivern at: **Gerry.McGivern@wbs.ac.uk**

New Council member from Northern Ireland



We have recently appointed a new lay member to the Council, Dr Joan Martin, from Northern Ireland.

Dr Martin has been appointed for a four-year term from 1 April 2014, and replaces Geraldine Campbell, who stepped down in October 2013.

A retired occupational therapist and educator, Dr Martin brings a wealth of experience in representing the patient interest in the health arena, having served on a number of UK and Northern Ireland public bodies, including the General Medical Council.

Alison White, GOsC Chair, said: "Dr Martin brings invaluable skills and experience to the GOsC. I feel sure she will make an excellent contribution to the Council's work and I look forward very much to working with her."

i For more information about the work of the GOsC's Council and its members, see www.osteopathy.org.uk/about/the-organisation/council

We're improving the websites

Taking into account feedback from osteopaths and members of the public – along with the results of user testing – we have been working on some developments that we hope will result in a better GOsC public website and ● zone for all users

These include:

- Enhancements to the 'Search the Register' facility
- Easy-to-use functions for renewing your registration and for paying your fees
- A simpler way to update your practice and contact details
- A link to your CPD record from the ● zone home page
- A reminder on the ● zone home page when your renewal of registration is due
- A better-looking, easier to use ● zone shop.

These changes will take effect shortly, and you can help us to improve still further by completing our website satisfaction survey. There is a link to this on the ● zone home page.

Further information

i Contact Margot Pinder on 020 7357 6655 x228 or at: webmanager@osteopathy.org.uk

Developing advanced clinical practice

The GOsC has awarded a grant for a project on Advanced Clinical Practice (ACP). The aim of the project is to support the development of the osteopathic profession and promote patient and public interests by helping patients identify osteopaths who possess additional skills and qualifications.



THE GENERAL OSTEOPATHIC COUNCIL

The Osteopathic Development Group is recruiting consultants to review the existing ACP infrastructure, investigate the need for any additional infrastructure, and to develop a suitable framework and implementation plan.

The project is outlined in detail in the tender document available at: <http://tinyurl.com/pcaounx>

Extensive engagement and consultation with the profession, patients and others is crucial to the development and delivery of this project and we hope that you will all take the opportunity to contribute your thoughts.

i For further information, contact Ben Katz, Project Manager and Osteopathic Alliance at: bkatz.osteo@gmail.com

Other contacts are:

Nicolas Woodhead, Project Sponsor and Osteopathic Alliance at:
n.woodhead@bso.ac.uk

Liz Hayden, Project Sponsor and Osteopathic Alliance at:
hayden695@btinternet.com

Steven Bettles, Project Team and Council of Osteopathic Educational Institutions, at:
StevenBettles@eso.ac.uk

Matthew Rogers, ODG Programme Coordinator and British Osteopathic Association at: Matthew@osteopathy.org

Fiona Browne, General Osteopathic Council, on
020 7357 6655 x239 or at:
fbrowne@osteopathy.org.uk



Frequently Asked Questions

Q As an osteopath, am I allowed to advertise myself as a 'specialist'?

A Osteopaths are expected to act with integrity in their professional practice (Standard D14 of the *Osteopathic Practice Standards*). You should not present misleading advertising information about your practice and you should, therefore, be cautious about using the term 'specialist'. Note that the term 'specialist' has a particular

meaning within the context of NHS practice, and it is important that patients do not confuse any use of this term with doctors who are on the Specialist Register maintained by the General Medical Council.

Issues relating to advertising on websites and other marketing communications are within the jurisdiction of the Advertising Standards Authority (ASA). If you have queries about the terms you use to describe your practice, you can contact the Committee of Advertising Practice

(responsible for writing and maintaining ASA advertising codes) for guidance on 020 7492 2100.

Q I would like to set up my own business. How do I go about doing this?

A There is a wealth of information and advice online about setting up your own business, including registering, financing, employing staff and paying taxes.

A good place to start would be Gov.UK, the central website for all government information and services in the UK. You can find out more at: www.gov.uk/browse/business/setting-up

You could also check out this page on the website of HM Revenue and Customs – www.hmrc.gov.uk/startup – which has useful links to topics like record keeping.

Finally, you may find it helpful to seek advice from the British Osteopathic Association or liaise with other sole practitioners in your local area.

Adrian Barnes and Robin Kirk – an appreciation

Tim Walker, Chief Executive and Registrar, the GOsC

The UK osteopathic profession lost two of its most significant leaders in February with the untimely deaths of Adrian Barnes and Robin Kirk. Both individuals were strong characters who gave a lot of themselves to the profession – particularly to their students – in their own inimitable styles.

‘Robin was passionate about osteopathy’s history and roots’



Robin Kirk

Robin Kirk was Principal of the London School of Osteopathy (LSO) until shortly before he died, and had been since 2000. He led the development of new part-time courses and forged links with schools overseas. But his role in education went far beyond his time at the LSO; he also had a key role in the development of the first Master’s degree course at the British School of Osteopathy (BSO).

Robin was passionate about osteopathy’s history and its roots. He was a co-founder member of the National Osteopathic Archive, and an active participant in discussion groups and meetings of the National Osteopathic Archive History Society.

His sense of history was probably only matched by his sense of mischief. On my first visit to the LSO, he was delighted when I commented on a framed photograph on the wall of Christine Keeler. He told me that he thought it was important that her contribution to osteopathy did not go unrecognised.

Adrian Barnes had been Principal of the European School of Osteopathy (ESO) since 2007, having previously taught at the BSO. At the ESO, Adrian played a significant role in strengthening its reputation in the UK and internationally, not least through the development of courses in partnership with Russian osteopathic institutions.

However, Adrian’s contribution to the profession went further than his work at the ESO. He chaired the Council of Osteopathic Educational Institutions, served on the Management Board of the National Council for Osteopathic Research, was playing a leading role in the work of the Osteopathic Development

Group, and also led the UK delegation in discussions on developing Europe-wide standards. He was a valued and trusted adviser to me and others in these roles.

Anyone meeting Adrian and Robin would think of them as remarkably different characters, but I think they had a lot in common.

While working in osteopathic education, they both maintained active practices, and also found time to look at the bigger picture.

Both were passionate about education and dedicated to the students they trained, and commanded immense loyalty, long after graduation.

Both of them were always willing to question and challenge – often provocatively, but always fairly – in ways that helped to encourage debate in the search for effective solutions to knotty problems.

They will be greatly missed by those of us at the GOsC who worked with them, but also countless others – within the profession and beyond – whose lives they touched as teachers and osteopaths.

‘Adrian played a significant role in strengthening the profession’s reputation’



Adrian Barnes

Osteopathy is cool

UK-trained osteopath **Ed Paget**, who had the privilege of working with the Canadian speed skating team at the Winter Olympics in Sochi earlier this year, shares his experiences



Ed Paget

1) How did the team get on at the Games?

The Long Track Speed Skating team had seven Olympic veterans, four of whom were previous medal holders. We won two medals.

2) How did you get involved with speed skating?

When I first moved to Canada, I was lucky enough to meet the head strength coach for a number of national teams. He

agreed to send me some athletes who were struggling with injuries, and among them were a couple of the top speed skaters. As a result, the Director of Speed Skating asked me to join the Integrated Support Team, which already consisted of a chiropractor, a physiotherapist and three massage therapists.

3) Which osteopathic techniques were you able to use?

As a therapy team we played to each other's strengths, and a combined approach was frequently most effective. For example, I would assess an athlete with some sports-specific movements tests, and treat their feet and diaphragm. They would then move to the physiotherapist for dry needling, or the chiropractor

for some spinal work, and then be reassessed. The system worked well.

4) What common injuries are there in speed skating?

Speed skaters spend much of their training time in a flexed position and they adapt to that position with shortened hip flexors and a rounded upper back. However, when they start a race, their hips need to extend explosively like track sprinters. Sometimes their anterior musculature struggles to control that movement and, as a result, we see a lot of lower back strains and flare-ups when skaters begin to practise their starts.

5) How is osteopathy generally regarded in Canadian elite sports?

It's very well regarded. At Sochi,


there were five osteopaths working with different Canadian sports, fewer than the physiotherapists but more than the chiropractors. Having said that, the profession still isn't widely known and is years behind other professions that offer specialist training for practitioners wanting to get involved with sport.

6) What could we, as a profession, be doing to raise our profile at the higher levels of performance healthcare?

For other disciplines in Canada, the route taken to be involved at the Olympics is well-understood. Therapists apply to their national associations, which then put their selections forward to the Canada Olympic Committee, who take them to the Olympics. That clarity doesn't exist for osteopathy, but the International Osteopathic Sports Care organisation is working on this. (www.inosc.org).

7) What was your best experience?

When I saw one of the younger skaters give his 1,000m race spot to a veteran who had tripped and fallen in the Olympic selections and therefore hadn't qualified, despite being a world champion at that distance. This allowed the veteran to skate the race, and he won silver. Great Olympic spirit.

 To find out more about Ed's experiences follow him on [Twitter @edwardpaget](https://twitter.com/edwardpaget)



Ed Paget with physiotherapist Paul Hunter in Sochi

ED PAGET

Osteopaths to assist NICE guideline development

Osteopaths Steve Vogel and Dr Ian Bernstein have been appointed to serve on the National Institute for Health and Care Excellence (NICE) Guideline Development Group (GDG) which will shortly begin work on developing new guidance for the treatment of low back pain and sciatica.

Guidelines on low back pain (CG88) were published by NICE in 2009 and included a recommendation to offer

‘NICE sets standards for high quality healthcare and encourages healthy living’


a course of manual therapy, including osteopathy. The new NICE guideline on low back pain and sciatica will replace the 2009 guidance and will reflect the latest clinical studies, taking account also of the experiences of implementing the current guidance.

Mr Vogel, who was a member of the 2009 GDG, and Dr Bernstein were appointed following NICE’s application and interview process. As well as practising osteopaths Mr Vogel is Vice-Principal (Research) at the British School of Osteopathy.

Dr Bernstein is a Musculoskeletal Physician with Ealing Hospital NHS Trust Community Services and a GP Trainer in Ealing. Dr Bernstein also sat on the GDG for the NICE guideline on Osteoarthritis published earlier this year.

The low back pain and sciatica GDG is made up of 14 health professionals and patients, in addition to the National Clinical Guideline Centre technical team and representatives from NICE. The group will meet over the next two years, leading up to a public consultation on the draft guidance, anticipated in 2015.

NICE guidelines apply in particular to those who work in or use the NHS in England and Wales, and form part of the standards by which NHS organisations are assessed. NHS guidelines in Northern Ireland and Scotland are developed and implemented by separate bodies.

 For more information see <http://guidance.nice.org.uk/CG/Wave0/681#schedule>



Interpreting research

Keeping up to date with developments in research is a vital part of clinical practice. **Carol Fawkes, Dawn Carnes and Elena Ward** report

UK osteopaths and final-year osteopathy students are fortunate to have free access to a range of journals to help them keep up to date with research, and to satisfy personal curiosity and a thirst for learning. The IJOM Plus journal package, featured in the last two editions of *the osteopath*, now includes *The Lancet* and *Pain* journals.

So, once you have chosen a paper to read, how do you begin to make sense of it? How do you relate what you have read to your daily practice or studies?

Interpreting research is a key skill for all registered and student osteopaths. Research can be used to inform practice, write an essay, or communicate with patients, other healthcare practitioners or commissioners of health services. Keeping up with emerging research can be challenging in its own right, but interpreting the literature can pose additional hurdles for many, particularly for those who have never received any formal research-related training. With numerous time constraints in clinical practice, it can be tempting to read the abstract of a paper alone and accept its conclusion. Even if you do have time to

'How do you relate what you have read to your daily practice or studies?'

read the full paper, the relevance and quality of the paper may not be immediately obvious, even to the avid journal reader.

More than one way of viewing things

There are many instances where two people will read the same paper but may interpret the information very differently. Sometimes we receive enquiries from concerned osteopaths who are worried or confused about the findings of a piece of research, and are unsure about how to interpret the findings and make sense of what it means for their practice. It is important to remember that the conclusions of papers are best interpreted in the context of the quality of research, other literature in the field, and relevant healthcare policy and clinical guidelines.

This is one reason why systematic reviews are regarded as being important in healthcare research. Contradicting results from studies can often be assessed by critically evaluating individual studies and placing them in context with other research on the same topic. It is, however, important to be aware of the types of studies included in a systematic review, and to be aware of whether this matches advice from current clinical guidelines. More information is available on our website in the form of a research skills tutorial <http://tinyurl.com/nhsj9bh>

Critical appraisal

Although systematic reviews are very useful in healthcare research for summarising large quantities of information, there will be other occasions when you may want to read different types of research. There is plenty of value in doing this; for example there may be a shortage of systematic reviews in a given area. New research is also being published continuously, so even recent reviews will not necessarily include all of the available evidence to date. It is, therefore, important to be able to appraise the quality of individual studies critically. Systematic reviews are not immune to methodological flaws and require a critical approach to their interpretation as well. We have links to a number of critical appraisal resources in the Learning Online section of our website <http://tinyurl.com/oa8q6a8>

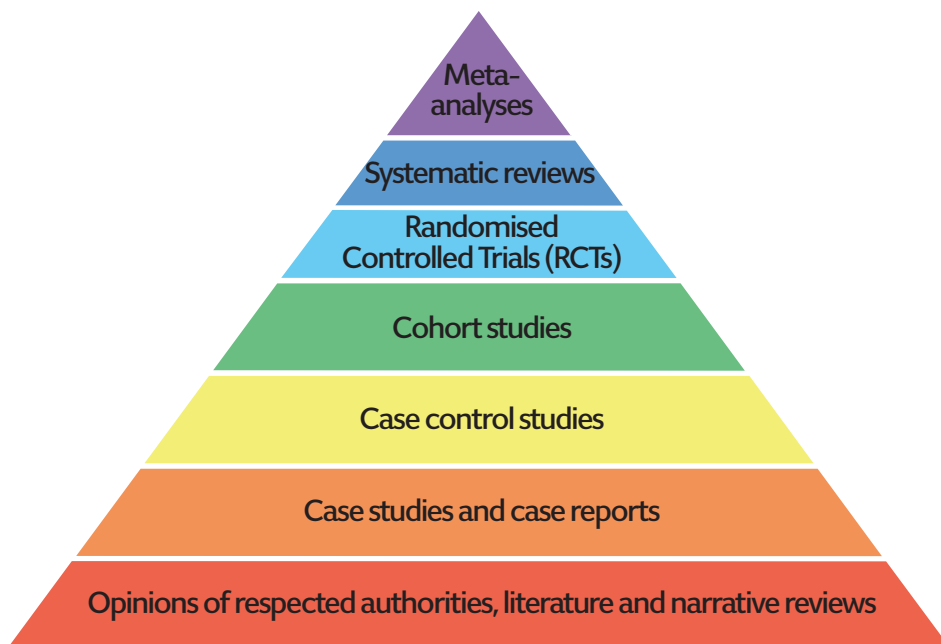


How relevant are the findings to my practice?

It is also worth remembering that systematic reviews should have very focused research questions and clear inclusion and exclusion criteria, which is one of the aspects that contribute to their rigour, good quality and high position in the hierarchy of evidence (see diagram). It is important when evaluating research like systematic reviews to ensure that included studies do meet quality criteria, and reflect clinical practice. In some cases, this may mean that it is not possible to apply all of a review's findings to your practice directly. For example, a systematic review might look at the diagnostic accuracy of an orthopaedic test in a hospital setting; their findings might be very different, however, if they were to look at the same test in primary care.

So many types of research

You will encounter a range of types of evidence in research literature, which again adds to the challenge faced by practitioners when interpreting research. A study design may not be at the top of the hierarchy, but it may be the most appropriate design for answering a particular type of



Hierarchy of evidence (Sackett et al., 1996)

question. For example, randomised controlled trials are considered to be the 'gold standard' for assessing the effectiveness of healthcare interventions, but they are not able to tell us about the prevalence or natural history of a disease. We have outlined some of the research designs used in healthcare in a tutorial on quantitative research methods <http://tinyurl.com/nekjnts>

Jargon busting

And finally, many osteopaths will remember having to learn a whole new 'language' when they were studying anatomy, and becoming bilingual in medical terminology and layman's terms in order to communicate with their patients. Research is very similar as it also has its associated jargon. We have an article which was written to provide a basic introduction to terms commonly used in research papers. This is available at: <http://tinyurl.com/pjrpa5d>

We hope this article has been useful and that you find the related resources helpful. If there is an area of research you would like to suggest as a topic for a tutorial, get in touch at: www.ncor.org.uk/contact-us/



Bringing research to life

Sarah Davies, Senior Publisher, Elsevier



published by Elsevier, the *International Journal of Osteopathic Medicine* (IJOM) is adapting to these changes because we want to help authors improve how their research is presented online and assist readers to gain deeper insights faster.

AudioSlides represent one of the ways that we are doing this.

What are AudioSlides?

AudioSlides are brief, webinar-style presentations that are shown next to the online article. This gives authors the opportunity to summarise their research in their own words and add a personal message to their paper that will help readers understand what it is about.

Benefits to authors of AudioSlides

AudioSlides presentations:

- Enable authors to highlight their work and summarise their main findings in their own words
- Are easy to create in our website
- Can be embedded in other websites, for example research home pages
- Cost nothing to produce.

Benefits for readers


AudioSlides presentations:

- Help readers quickly determine the relevancy of a paper
- Are available next to the online published article straight away
- Cost nothing.

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IJOM's publisher, Elsevier, has developed an easy to use, web-based tool to create AudioSlides presentations. Using this environment, authors can upload slides and add voice-over audio recordings, using just a web browser and a computer with a microphone.

If your article is accepted for publication by one of the journals participating in the AudioSlides initiative, you will automatically receive an invitation email with instructions on what to do. Your presentation can be up to five minutes long and we recommend that between four and six slides are used.

 For more information, see www.elsevier.com/audioslides

For almost 350 years, academic articles have been published in a similar layout: a format that starts with an abstract and ends with a conclusion and a list of references. Articles were presented in this way with the reader of the printed format in mind. However, most people now access academic articles online, which means that readership styles – and how information is gathered – is changing.

Along with other journals

'AudioSlides are brief, webinar-style presentations that are shown next to the online article'



How do you discuss a patient without breaching confidentiality?

Respecting your patients' rights to privacy and confidentiality is a cornerstone of the *Osteopathic Practice Standards* (OPS), but this doesn't mean you can never discuss cases with other osteopaths or other health professionals. In fact, osteopaths are encouraged to reflect on their clinical experiences and share them with others as part of their continuing professional development

So how can you respect your patients' privacy while sharing clinical information? A model taught and used in the United States – known as PRIP – is one way to sense check what is appropriate. This approach works whether you are discussing a case face-to-face with a colleague, presenting to a group or putting information in writing.

PRIP is broken down into four parts:

- **Privacy** – are you communicating any information that could allow an individual patient to be identified? Is there any risk of piecing together someone's identity, even if they aren't named?
- **Respect** – does your communication reflect respect for the patient under discussion?

- **Intent** – what is the intent of using the case or illustration? Is it intended to amuse others at the patient's expense, or to educate them?
- **Perception** – how will the information be perceived? If the patient were listening in or could read what you've written, how would they feel?

Observing these simple rules is particularly important in a world where Twitter, Facebook and other online forums are ubiquitous. It is a simple mistake to think that a presentation, an email or an online posting is private, when in reality they may be reproduced and circulated almost instantly.

Thinking through these simple steps allows you to benefit from sharing information about clinical and patient experiences, while at the same time protecting your patients and yourself.

'It is a simple mistake to think that a presentation, email or online posting is private'

i For further guidance see Sections D6 and D17 of the OPS.



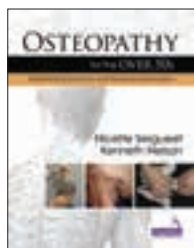
Bookshelf

A selection of illustrated reference books for osteopaths

Osteopathy for the Over 50s

Nicette Sergueef and Kenneth Nelson
Handspring Publishing (2014)

ISBN 978-1-909141-09-4

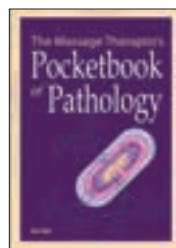


416 pages
A study of the biomechanics and physiology of somatic dysfunction as it relates to individuals over the age of 50.

The Massage Therapist's Pocketbook of Pathology

Su Fox
Lotus Publishing (2014)

ISBN 978-1-905367-52-8



128 pages
Pathologies massage therapists might come across in their daily practice, and guidance on liaising with doctors and other healthcare professionals.

A Practical Guide to Kinesiology Taping

John Gibbons
Lotus Publishing (2014)

ISBN 978-1-905367-48-1



104 pages
A book dedicated to the practical applications of kinesiology taping.

i If you would like to review any of these titles (in exchange for a free copy) contact the Editor at: editor@osteopathy.org.uk

Book reviews

Stability, Sport and Performance Movement: Practical Biomechanics and Systematic Training for Movement Efficacy and Injury Prevention (2nd Edition)

Joanne Elphinston, Lotus Publications (2013)

ISBN 978-1-905367-42-9

Reviewed by Donald Scott, ND DO



Joanne Elphinston was a speaker at a Sports Injury Conference in Glasgow a few years ago. I enjoyed her presentation, finding her approach to musculoskeletal stability in sport both novel and well-considered.

The second edition of this book will help anyone working in the physical therapies to assist patients with achieving optimum

flexibility and strength. Elphinston draws on many influences, including Shirley Sahrmann and Thomas Myers, to introduce new ways to look at movement dysfunction and musculoskeletal pain. The former presents what she calls a 'kinesiopathic model', identifying all components involved in a mechanical problem. The latter postulates a fascial link to chronic or recurrent body weakness.

Stability, Sport and Performance Movement challenges the prevailing orthodox view that clinical diagnosis and treatment for mechanical pain should focus solely on the pain-producing tissue. It promotes consideration and assessment of the function of associated structures. The book can help inform both the diagnosis and treatment of abnormal movement patterns.

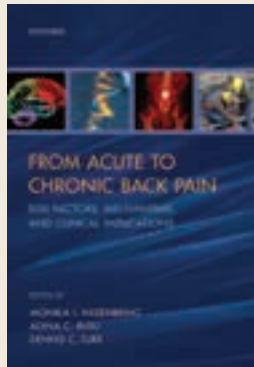
I found it a rewarding read and can wholeheartedly recommend it.

From Acute to Chronic Back Pain: Risk Factors, Mechanisms and Clinical Implications

Edited by M. I. Hasenbring, A. C. Rusu and D. C. Turk, Oxford University Press (2012)

ISBN 978-0-19-955890-2

Reviewed by Greg Sharp, DO



This book is an absolute 'must buy' for any healthcare provider who applies differential thinking when confronted by long-term pain perceived by a patient to be originating from their back.

As the title suggests, the book provides an insightful and comprehensive collection of research information and expert opinion.

I have attended many international presentations of research papers, witnessing the evolution of evidence-based information contributing to evidence-based practice. There was always a concern that the accumulating evidence is not meaningful to those at the therapeutic coalface. This book creates insight for those who wish to increase their recognition and understanding of a complex problem.

What you can learn from this book feeds appropriately towards the increasing emphasis of osteopaths (and other primary care providers) to offer patients presenting with chronic pain appropriate explanations and education (cognitive reassurance).

To paraphrase a long-held medical belief, 'this book is just what the patient ordered' – for their osteopath.

Courses 2014

Courses are listed for general information and inclusion. This does not imply approval or accreditation by the GOsC. For a more comprehensive list of courses, visit the CPD resources section of the o zone www.osteopathy.org.uk

May

1

Shoulder Joint Masterclass

Speaker: John Gibbons
Venue: University of Oxford Sports Complex, Jackdaw Lane, Oxford OX4 1EQ
john@johngibbonsbodymaster.co.uk
www.johngibbonsbodymaster.co.uk

5-7

In Reciprocal Tension (Module 5)

Speaker: Michael Harris
Venue: Germany
info@sutherlandcranialcollege.co.uk
www.sutherlandcranialcollege.co.uk

6

Neurological Testing made simple

Speaker: John Gibbons
Venue: University of Oxford Sports Complex, Jackdaw Lane, Oxford OX4 1EQ
john@johngibbonsbodymaster.co.uk
www.johngibbonsbodymaster.co.uk

7

Muscle Energy Techniques (MET's) made simple

Speaker: John Gibbons
Venue: University of Oxford Sports Complex, Jackdaw Lane, Oxford OX4 1EQ
john@johngibbonsbodymaster.co.uk
www.johngibbonsbodymaster.co.uk

10

Dynamic Basicranium Refresher day

Speaker: Liz Hayden
Venue: London
info@sutherlandcranialcollege.co.uk
www.sutherlandcranialcollege.co.uk

11

Developing osteopathy in paediatrics

Speakers: Nancy Nunn, Daniel Stuttard
Venue: London
cpd@fpo.org.uk
www.occ.uk.com

15-19

WG Sutherland's Approach to the Body as a Whole (Module 4)

Speaker: Susan Turner
Venue: Stroud
info@sutherlandcranialcollege.co.uk
www.sutherlandcranialcollege.co.uk

18

Postpartum Mum – Treating the postnatal patient

Speaker: Miranda Clayton
Venue: London School of Osteopathy, London SE1 3BE
Tel: 07792 384592
osteokids@aol.com
www.mumandbaby-at-home.com/CPD

20

A Practical Guide to Kinesiology Taping

Speaker: John Gibbons
Venue: University of Oxford Sports Complex, Jackdaw Lane, Oxford OX4 1EQ
john@johngibbonsbodymaster.co.uk
www.johngibbonsbodymaster.co.uk

23-25

The Speech of the Embryo

Speaker: Dr Jaap Van Der Wal
Venue: Skylight Centre, London N5 1JT
Tel: 07000-785778
info@cranio.co.uk
www.cranio.co.uk

June

7-8

Clinical visceral: management of persistent back pain

Speaker: Joanna Crill Dawson
Venue: Whittington Education Centre, London
www.cpdo.net

11-12

Advanced Soft Tissue Techniques Masterclass

Speaker: John Gibbons
Venue: University of Oxford Sports Complex, Jackdaw Lane, Oxford OX4 1EQ
john@johngibbonsbodymaster.co.uk
www.johngibbonsbodymaster.co.uk

14

Sensitisation: how to identify and manage it

Speaker: Philip Moulart
Venue: Whittington Education Centre, London
www.cpdo.net

14

Physical Therapy in managing female pelvic conditions

Speaker: Christine van de Putte
Venue: Whittington Education Centre, London
www.cpdo.net

14-18

Introductory Course in Osteopathy in the Cranial Field

Course Director: Eric J. Dolgin
Venue: Sheraton Indianapolis City Centre, Indianapolis, Indiana
Tel: 00+1 (317) 581 0411
info@cranialacademy.org
www.cranialacademy.org

15

Let's Breathe – Treating respiratory disorders in infants and children

Speaker: Miranda Clayton
Venue: London School of Osteopathy, London SE1 3BE
Tel: 07792 384592
osteokids@aol.com
www.mumandbaby-at-home.com/CPDI

16-17

Hands on Trauma

Speaker: Katherine Ukleja DO, RCST, BCST
Venue: The Skylight Centre, 49 Corsica Street, London N5 1JT
Tel: 07000-785778
info@cranio.co.uk
www.cranio.co.uk

18

Red Flags - An Osteopathic Approach

Speaker: Barry Jacobs
Venue: Online (webinar)
cpd@ashgrovehealth.co.uk
www.ashgrovehealth.co.uk/RedFlags.html

19-22

Annual Conference – Beyond Sutherland's Minnow: Anatomy, Perception and Treatment

Conference Director: Melvin R. Freidman
Venue: Sheraton Indianapolis City Centre, Indianapolis, Indiana
Tel: 00+1 (317) 581 0411
info@cranialacademy.org
www.cranialacademy.org

19-22

Acupuncture for Sports Injuries

Speaker: Bernard Nolan
Venue: University of Oxford Sports Complex, OX4 1EQ
john@johngibbonsbodymaster.co.uk
www.johngibbonsbodymaster.co.uk

21-22

Cranio-sacral Therapy Introductory Weekend

Speaker: Michael Kern
Venue: Skylight Centre, London
Tel: 07000-785778
info@cranio.co.uk
www.cranio.co.uk

23

Spinal Manipulation and Mobilisation Techniques Masterclass

Speaker: John Gibbons
Venue: University of Oxford Sports Complex, Jackdaw Lane, Oxford OX4 1EQ
john@johngibbonsbodymaster.co.uk
www.johngibbonsbodymaster.co.uk

23-27
Osteopathy in the Cranial Field

Speaker: Eve Moeckle
Venue: Germany
info@sutherlandcranialcollege.co.uk
www.sutherlandcranialcollege.co.uk

24
Knee Joint Masterclass

Speaker: John Gibbons
Venue: University of Oxford Sports Complex, Jackdaw Lane, Oxford OX4 1EQ
john@johngibbonsbodymaster.co.uk
www.johngibbonsbodymaster.co.uk

25
Hip and Groin Masterclass

Speaker: John Gibbons
Venue: University of Oxford Sports Complex, Jackdaw Lane, Oxford OX4 1EQ
john@johngibbonsbodymaster.co.uk
www.johngibbonsbodymaster.co.uk

26
A Practical Guide to Kinesiology Taping

Speaker: John Gibbons
Venue: University of Oxford Sports Complex, Jackdaw Lane, Oxford OX4 1EQ
john@johngibbonsbodymaster.co.uk
www.johngibbonsbodymaster.co.uk

28
Module 2/3 Refresher Day

Speaker: Tim Marris
Venue: London
info@sutherlandcranialcollege.co.uk
www.sutherlandcranialcollege.co.uk

28
Pelvic Power

Speaker: Sarah Nesling
Venue: Skylight Centre, London N5 1JT
Tel: 07000 785778
info@cranio.co.uk
www.cranio.co.uk

29
First Aid Appointed Person Course

Speaker: Steve Bruce

Venue: Skylight Centre, London N5 1JT
Tel: 07000 785778
info@cranio.co.uk
www.cranio.co.uk

July

6
Spinal Mechanics

Speaker: Christopher Batten DO
Venue: Warwick Hilton Warwickshire
020 8504 1462
taoseminars@gmail.com

6
Spinal Manipulation: Day 6 of 9

Complete Manipulation Course
Speaker: Dr Eedy
Venue: Warwick Hilton Warwickshire
020 8504 1462
taoseminars@gmail.com

8
An Introduction to Electro Acupuncture

Speaker: Dr Ken Andrews
Venue: Warwick Hilton Warwickshire
Tel: 020 8504 1462
taoseminars@gmail.com

12-13
Shoulder girdle pain

Speaker: CPDO-Jing Collaboration
Venue: Whittington Education Centre, London
www.cpdaonline.com

14
A Practical Guide to Kinesiology Taping

Speaker: John Gibbons
Venue: University of Oxford Sports Complex, Jackdaw Lane, Oxford OX4 1EQ

john@johngibbonsbodymaster.co.uk
www.johngibbonsbodymaster.co.uk

15
Cervical Spine Masterclass

Speaker: John Gibbons
Venue: University of Oxford Sports Complex, Jackdaw Lane, Oxford OX4 1EQ
john@johngibbonsbodymaster.co.uk
www.johngibbonsbodymaster.co.uk

16
Shoulder Joint Masterclass

Speaker: John Gibbons
Venue: University of Oxford Sports Complex, Jackdaw Lane, Oxford OX4 1EQ
john@johngibbonsbodymaster.co.uk
www.johngibbonsbodymaster.co.uk

17
Neurological Testing made simple

Speaker: John Gibbons
Venue: University of Oxford Sports Complex, Jackdaw Lane, Oxford OX4 1EQ
john@johngibbonsbodymaster.co.uk
www.johngibbonsbodymaster.co.uk

18 - 20
In Reciprocal Tension

Speaker: Michael Harris
Venue: Stroud
info@sutherlandcranialcollege.co.uk
www.sutherlandcranialcollege.co.uk

19 - 24
Cranio-sacral Therapy - Stage A (Introductory)

Course - Start of full professional training
Speaker: Thomas Atlee
Venue: London.
Tel: 020 7483 0120
info@ccst.co.uk
www.ccst.co.uk

22
Complete Clinical Competence Series: Abdomen Examination

Speaker: David Lintonbon DO
Venue: Warwick Hilton Warwickshire
020 8504 1462
taoseminars@gmail.com

22
Muscle Power Techniques: Day 5 of 9

Speaker: Dr Eedy
Venue: Warwick Hilton Warwickshire
020 8504 1462
taoseminars@gmail.com

22
Muscle Energy Techniques (MET's) made simple

Speaker: John Gibbons
Venue: University of Oxford Sports Complex, Jackdaw Lane, Oxford OX4 1EQ
john@johngibbonsbodymaster.co.uk
www.johngibbonsbodymaster.co.uk

26
'The Miserable Baby' Part 2 - Further treatment approaches to the unsettled baby

Speaker: Miranda Clayton
Venue: London School of Osteopathy, London SE1 3BE
Tel: 07792 384592
osteokids@aol.com
www.mumandbaby-at-home.com/CPD%20page2.html

27
Complete Clinical Competence Series: Defensive Note Taking

Speaker: Stuart Lawrence
Venue: Warwick Hilton Warwickshire
020 8504 1462
taoseminars@gmail.com

27
Muscle Power Techniques: Day 6 of 9

Speaker: Dr Eedy
Venue: Warwick Hilton Warwickshire
020 8504 1462
taoseminars@gmail.com

The Greek Osteopathic Association
1st International Seminar
The Athens Callirhoe Hotel, Athens, Greece
20-22 June 2014

The Greek Osteopathic Association is proud to announce its first International Seminar, part of its Osteopathic Master Class series. The course aims to bring osteopaths up to date with the most recent research to enhance clinical skills. The working language of the course is English and a full set of notes will be provided, either printed or via weblink.

Participants will also be provided with accommodation for the duration of the seminar.

For further information including costs and how to register, see tinyurl.com/pjt7twf



CPDO 2014

Professional Development for Manual and Physical Therapists

☎ 0207 263 8551

cpd@cpdo.net

Date	Topic	Lecturer	Cost	Deposit
7-8 June	Clinical visceral management: persistent abdominal pain	Jo Crill Dawson	£245	£150
14 June	Sensitisation: how to identify and manage it	Philip Moolaert	£125	£125
14 June	Physical therapy in managing female pelvic conditions	Christine van de Putte	£125	£125
20-21 Sept	Functional stretching	Dr. Eyal Lederman	£265	£150
11-12 Oct	Hartman's master class in manipulative techniques: lower body	Prof. Laurie Hartman	FULL	
31 Oct & 1-2 Nov	Harmonic Technique (Starts Friday 17.00-20.00)	Dr. Eyal Lederman	£385	£200
25-26 Oct	Fascia-related pain and dysfunction: research to practice	Leon Chaitow	£275	£150
1-2 Nov	Clinical visceral management: persistent back pain	Jo Crill Dawson	£245	£150
12-13-14 Nov	Advanced thorax, neck and diaphragm	Jean Pierre Barral	FULL	
14-15 Nov	Pilates & Yoga exercises in management of upper and lower limb conditions	Susie Lecomber	£265	£150
13-14 Dec	Hartman's master class in manipulative techniques: upper body	Prof. Laurie Hartman	FULL	

For more information, updates and booking: www.cpdo.net

For our extensive range of acupuncture & dry needling courses see www.cpdaonline.com

7-8 June, 21-22 June & 12-13 July	Acupuncture foundation course	Jennie Longbottom	£675	£350
21 June	Safe acupuncture in pregnancy	Justine Munur	£135	£135
13-14 Sept	Acupuncture in the management of chronic spinal pain	Jennie Longbottom	£265	£150
11 Oct	Acupuncture in management of tension headaches and migraine	Jennie Longbottom	£135	£135
25 Oct	Management of general anxiety & depression with acupuncture and counselling	Jennie Longbottom	£135	£135
18 Oct	Advanced meridian workshop	Moira Tunstall	£135	£135

Venue:

Whittington Education Centre, Whittington Hospital,
Gordon Close, off Highgate Hill, London N19

CPDO Ltd. 15 Harberton Road, London N19 3JS, UK / 0044 (0) 207 263 8551
e-mail: cpd@cpdo.net

50% discount available to students on most courses (see www.cpdo.net for further details)

New Course

Developing Osteopathy in Paediatrics

11th May, 2014 at 9.00 a.m.

The course is designed for osteopaths who wish to explore clinical examination of

7 Hours CPD



babies. It will also cover differential diagnosis of the unsettled baby as well as an osteopathic understanding of the effects of birth on the structure of the body and the resulting influence on function.

New graduates and final year students welcome. For more information check our website at www.occ.uk.com/education/other-courses or phone 020-8875-5293 e-mail cpd@fpo.org.uk.

FOUNDATION FOR
PAEDIATRIC
OSTEOPATHY
Continuing Professional Development

OSTEOPATHIC
CENTRE FOR
CHILDREN
The special arm of the Foundation
for Paediatric Osteopathy

Announcing

FOUNDATION FOR PAEDIATRIC OSTEOPATHY CONFERENCE 2015

The next conference is being
planned for
18th & 19th April, 2015

More details coming soon

For information about the conference go to:

www.fpoconference.org.uk

To keep updated, follow us:



@OsteopathicCC



<https://www.facebook.com/pages/The-Foundation-for-Paediatric-Osteopathy>

FOUNDATION FOR
PAEDIATRIC
OSTEOPATHY

Diploma in Paediatric Osteopathy (DPO) 2014 Intake

OSTEOPATHIC
CENTRE FOR
CHILDREN

Applications are being accepted for The Foundation for Paediatric Osteopathy's Diploma programme. The course provides an opportunity to work with leading practitioners in the field of paediatric osteopathy in a unique clinical environment.

This two-year course is designed to provide the necessary experiences, knowledge and skills to manage a wide variety of paediatric clinical presentations. Working within the Osteopathic Centre for Children will expose students to a diverse group of patients with conditions, from commonly presenting colicky babies to obscure genetic syndromes, as parents seek help from a clinic which is recognised internationally by families for its expertise in this field. The clinical work also includes the opportunity to treat very sick and premature infants in a hospital neonatal intensive care unit. Tutorials and seminars support clinical teaching.

At the end of this course, the Foundation expects that every DPO graduate will be both confident and competent to treat and manage the full range of paediatric presentations.

A prospectus and details of the application process are online at www.occ.uk.com.

Closing date : 23rd June, 2014.



A.T. Still Conference: 'Osteopathy into the future...'



'On June 22nd 1874 I flung to the breeze the banner of Osteopathy' so said Andrew Taylor Still (Autobiography of A.T. Still p 94)

On the 22nd June 2014 we are gathering together in London to celebrate the 140th Anniversary of this event and the continuing inspiration of Osteopathy.

Our conference speakers will be:

JOHN LEWIS - writer of the acclaimed authoritative biography of Dr Still 'A.T. Still from the dry bone to the living Man'. John will consider this legacy exploring the unique contribution of Dr Still to the world and will share his Osteopathic vision and inspiration.

SUSAN TURNER – Susan has made significant contributions to the development of Paediatric Osteopathy in Europe. She lectures in the USA, Australia and Russia as well as throughout Europe. Susan will consider WG Sutherland, a man of his time in the tradition of the philosopher scientist.

ROBERT LEVER - author of 'At the Still Point of the Turning World – the Art and Philosophy of Osteopathy'. Robert will reflect on the current dilemmas within and around the practice of osteopathy and will consider how we might heal this fragmentation and develop our Osteopathic future by reinterpreting our heritage.

MAXWELL FRAVAL – Maxwell has been working for many years exploring Osteopathic principles and has developed a particular understanding of the 'Rule of the Artery'. A renowned international lecturer, he joins us from Australia to turn a microscope on how science is beginning to validate many of the observations of Dr A.T. Still.

There will be time for discussion and questions.

This conference is a must for anyone who cares about and desires to participate in the future of Osteopathy.

On Saturday 21st June 2014, Maxwell Fraval will also present a workshop on his innovative thinking in the field of Osteopathy and his many years of exploration to understand what Dr A.T. Still meant by the phrase 'The Rule of the Artery'.

COST:

£120 for the conference day
with £60 for students

£100 for workshop on
Saturday 21st June 2014

BOOKINGS:

Please visit our website conference page at -

[www.sutherlandcranialcollege.co.uk/
why-us/events/still-conference/](http://www.sutherlandcranialcollege.co.uk/why-us/events/still-conference/)

Or, call the office to reserve your place.



THE BRITISH SCHOOL OF OSTEOPATHY

Continuing Professional Development

For the full course list visit: www.bso.ac.uk/cpd or book online at www.bit.ly/bso_cpd

Ergonomics for Manual Therapists

Date: 17th May 2014

Cost: £125

CPD: 7 hours

Ergonomics is a huge part of health and wellbeing, and many of your patients are likely to be experiencing pain influenced by the set-up of their workstations. This course is an ideal introduction to ergonomics, linking to applications that can be put into practice by all manual therapists.

Learning outcomes:

- Ability to evaluate patients in relation to computer workstations and manual handling, and to train them in ergonomics so they are more aware of how to prevent injury
- Gain knowledge and skills to support your patients with injuries or problems influenced by their workplace environment



Get in touch...

For a full list of all our CPD courses or to book your place **today**, contact Sarah McLaughlin on 020 7089 5352 or cpd@bso.ac.uk.

Emergency First Aid for Osteopaths

Dates: 7th June 2014

Cost: £125

CPD: 7 hours

As a clinician, it is expected that you would know what to do in a medical emergency. With evidence continuing to show how quickly your skills deteriorate, you should be regularly attending training in this area. This course offers you the minimum level of first aid certification recommended by the Health & Safety Executive. You will cover a range of subjects including the legalities of first aid, the primark survey, basic life support, early recognition of acute coronary syndromes, management of the unconscious casualty and management of trauma, medical and environmental scenarios.

What have previous delegates said about the course?

"Excellent course and venue"

"Lively, enthusiastic and clear instructions"

"I've learnt more today than on any other emergency care course"

10% off for BSO students and alumni on all CPD courses



Paediatric Osteopathy

Date: 5th & 6th July 2014

Cost: £250

CPD: 14 hours

Working with babies and toddlers is an increasing part of osteopathic clinical work. This course will give you a firm grounding in eliciting a thorough case history, relevant examination and evaluation when treating children aged under 5. You will gain confidence in your treatment management plans for this age group as the emphasis is on making sure you have a firm understanding of factors leading to common infant presentations.

What have previous delegates said about the course?

"A really engaging course"

"Andrea was excellent, the hand-outs were amazing and comprehensive - all in all, a great weekend!"



What's on?

Sat 17 May

- Ergonomics for Manual Therapists
- 3D Sports Biomechanics and Muscle Chains

Sat 17 & Sun 18 May

- Osteopathic Refresher **£200**

Sat 7 June

- Emergency First Aid

Sat 7 & Sun 8 June

- Visceral Osteopathy: Pelvis
- Still Technique 1
- Challenging Patients: Overcoming Obstacles Through NLP **NEW COURSE**

Sat 5 July

- Thoracic Outlet Syndrome and Shoulder Dysfunction

Sun 6 July

- Still Technique 2

Sat 5 & Sun 6 July

- Obstetrics & Osteopathy
- Nutrition in Practice

Paediatric Osteopathy

5-7 & 13-14 September

- Cranial Osteopathy

18th October (4 dates)

- OsteoMAP

Keep up to date...

Our Twitter account is the quickest and easiest way to keep up to date with new courses and great offers.



@BSO CPD

We also have a variety of teaching rooms, practical rooms and meeting rooms available for hire in our Central London location at a competitive rate.

Phone 020 7089 5352 or visit www.bso.ac.uk for a full list of what's available.



THE BRITISH SCHOOL OF OSTEOPATHY

Postgraduate Courses

For more information visit: www.bso.ac.uk/cpd-postgraduates/postgraduate-courses/

MSc Osteopathy - *Achieving the next level*

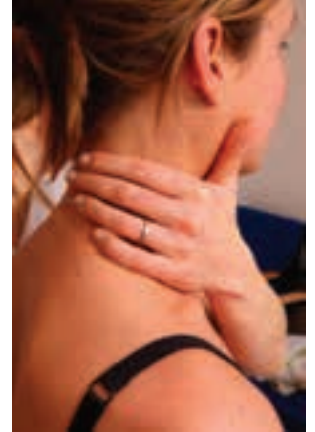
This flexible programme is designed to develop your professional capability in clinical practice, education and research. It gives you the opportunity to develop and critically apply your knowledge and skills in the areas of business, practice management and professional leadership.

This course is structured to allow you to complete specific units of learning as CPD or undertake the full course of study.

Each module will run on one Saturday a month over four months. A variety of teaching approaches will be utilised including lectures, seminars and practical workshops, all supported by assignments.

Start date: September 2014
Course Leader: Shireen Ismail
Duration: 3 years (2 units per year)
Course fee: £1,150 per 30 credit unit

MSc Osteopath Open Day
Saturday 26th April
Contact s.rahman@bso.ac.uk or
020 7089 5357 to book today!



Post Graduate Certificate in Academic and Clinical Education

This unique programme is designed to equip you with the knowledge and skills to effectively support students in classroom and clinic-based settings.



The two modules, Education for Academic Teaching and Education for Clinical Supervision & Teaching Technical Skills, have a strong focus on clinical and practical skills.

Each module involves a four-day course of lectures, seminars and practical workshops, which are supported by assignments.

Start date: September 2014
Course Leader: Dr Jorge Esteves
Course fee: £2,300

Professional Doctorate in Osteopathy

This programme, the first of its kind, blends teaching and self-motivated investigation that will allow you to make use of a range of specialists who are experts in a variety of disciplines.



You will be introduced to highly relevant, but not normally associated, subjects and will have the opportunity to work at the cutting edge of osteopathic theory and practice. The emphasis will be not just on understanding a theoretical body of knowledge, but on the nature of practice itself.

The course gives you the opportunity to investigate some of the key challenges facing the osteopathic profession today and develop the skills and knowledge to pursue the best interpretation, enhancing osteopathy's body of knowledge and skill.

Start date: September 2015
Course Leader: Professor Stephen Tyreman
Course fee: £3,900 per annum

Please contact Shanaz Rahman for information on any of our postgraduate courses on
020 7089 5357 or s.rahman@bso.ac.uk
Alternatively, you can visit our website at
<http://www.bso.ac.uk/cpd-postgraduates/postgraduate-courses/>

Upcoming CPD seminars at AECC

Functional and Kinetic Treatment with Rehab Concepts (FAKTR)	10-11 May
The Shoulder: Theory and Practice	10-11 May
Lumbar Spine MRI Awareness Workshop	17 May
Rehabilitation of Temporomandibular and Cervico-thoracic Disorders	17-18 May
Benign Paroxysmal Positional Vertigo	14 June
Neuro Orthopaedic Institute in association with AECC presents – Mobilisation of the Nervous System	21-22 June
Rocktape - Fascial Movement Taping 2	28 June
Cervicogenic Dizziness and Vestibular Rehabilitation	2-3 August
Basic principles and clinical application of Low Level Laser Therapy	2 August
Sports Trauma Life Support Certificate course	4-5 October
Introduction to Dry Needling	4-5 October
Musculoskeletal Health of the School-aged Child	4-5 October
Motion Palpation Institute – The Spine - hands on seminar	18-19 October
Primary Spine Practitioner Course with Donald Murphy– Seminar 1 (tbc)	8-9 November
Neuro Orthopaedic Institute in association with AECC presents – Explain Pain	15-16 November
Management of Lumbar Disc Derangements	7-8 February
Motion Palpation Institute – Extremities - hands on seminar	28 February - 1 March

Further postgraduate studies:

PgCert, PgDip or MSc Advanced Professional Practice including areas of study in:

- Paediatric Musculoskeletal Health
- Orthopaedics
- Clinical Sciences
- Musculoskeletal Rehabilitation
- Sports and Rehabilitation

PgCert, PgDip or MSc Medical Ultrasound

Supervised musculoskeletal clinical placements available:

- Musculoskeletal Ultrasound Upper and Lower Limb
- Musculoskeletal Ultrasound Hip and Groin
- Musculoskeletal Ultrasound Soft Tissue

For details of all postgraduate opportunities, please visit www.aecc.ac.uk/cpd/postgrad

For more information
cpd@aecc.ac.uk
+44 (0) 1202 436 200

13-15 Parkwood Road
Bournemouth, Dorset
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aecc.ac.uk





Rollin E Becker Institute

Inspiration in practice

New for 2014

REGIONAL CRANIAL TUTORIALS ...in a box!

- 4 osteopaths take part (£60 each)
- you provide a venue, e.g. your own practice*
- you choose the topics
- 4 hours CPD that comes to you



The Rollin E. Becker Institute will bring the CPD to your practice this year, with our new 'Tutorial in a Box' series of regional workshops. You just have to provide a venue (e.g. your practice) *within 20 miles of one of our faculty, and we'll come to you to provide a 4 hour practical tutorial session, tailored so you get the most from your valuable CPD time.

This unique CPD concept provides an ideal opportunity to consolidate the skills previously learned on an SCTF-approved 40 hour course, **which is a requirement for all participants.**

The path to quality training

The Rollin E. Becker Institute is a **Sutherland Cranial Teaching Foundation-approved** organisation providing education, practical skills and development with osteopathy in the cranial field (OCF).

Established by an existing team of highly educated, motivated and experienced teacher-practitioners in OCF, the Rollin E. Becker Institute blends philosophical traditions with developments in knowledge in the cranial concept. We aim to inspire newcomers to OCF, as well as those already practising, by delivering essential and expert knowledge, invigorating the way you work.

The Rollin E. Becker Institute is committed to delivering a high-quality programme of courses, masterclasses and seminars relevant to the challenges facing osteopaths in the 21st century.

Call 0845 5193 493
www.rollinbeckerinstitute.co.uk
 for updated course information and booking.

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- Specific Adjustments for complicated spinal issues and disc pathology.
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- Courses in London, Essex, Belfast and Scotland in April, May, June and July.
- For further details contact **Robbie Goodrum** on 07541 838651 or robphysio-osteopath@hotmail.co.uk www.robbigoodrum.com

Animal Osteopathy Course: Wantage

The next one-year course at the Osteopathic Centre for Animals using traditional osteopathic techniques, starts in July 2014. Learn how to treat horses and dogs without the use of sedation. Final-year students welcome. Discounts available for new graduates and students. For course information please email Pat at: wantageclinic@msn.com or call Stuart McGregor at the O.C.A: **01235 768055**

Mixed Professions Equine Seminar, Scotland

Ingliston Country Club, Bishopton, Renfrewshire, Scotland. Theory and practical sessions on both days. No previous experience necessary. CPD certificates will be issued. Contact Tony Nevin for details. Tel: 01242 221153 or e-mail tonynevin@blueyonder.co.uk

Osteopath Required: Near Gatwick Airport

Opportunity for associate osteopath position available at Bridgeham Clinic, near Gatwick Airport. Keen interest in pilates and movement rehabilitation, together with motivation to work Saturdays

alongside team essential. CV's to Practice Manager, info@bridgehamclinic.com

Associate Osteopath Required: The Bath Practice, Bath

Associate wanted for Fridays (and possibly Wednesdays) in a long-established practice in Bath. Would suit a friendly and dynamic person who is prepared to help build up their own list. Please email alison@thebathpractice.co.uk or phone on **07763 566711**

Associate Osteopath required: The Village Osteopaths, Cheshire

Associate Osteopath required to join an exciting new clinic in Timperley Village, Cheshire. We have had a stream of new patients and need an osteopath looking to develop their reputation and patient list or an established osteopath with a local patient base, to complement our rapid growth. We are highly visible in the local community, located on a busy high-street and offer free marketing, flexible hours and CPD opportunities. Please contact enquiries@thevillageosteopaths.co.uk with your CV and Covering Letter.

Associate Osteopath Required: Colchester, Essex

Enthusiastic, passionate & self motivated Osteopath who is willing to develop personally and professionally required. They will benefit from regular mentoring and coaching. A new graduate who is competent in Structural skills preferable. Please send CV to David Kennett - david@mersearoadclinic.co.uk

Associate Osteopath Required: Barbados

Associate Osteopath required for full-time position at busy clinic in Barbados. Minimum of 3 years post-graduate work experience. A flexible, friendly disposition with excellent interpersonal skills is required. An interest in sports injuries would be an asset. Please register your interest by sending your CV to admin@360osteopathybarbados.com

Associate Osteopath Required At Bushey Osteopathic Clinic (Nr. Watford)

Associate osteopath required to join expanding, well-established clinic. Initially one day a week with potential for more. Cranial experience with excellent paediatric knowledge is essential. We are a family run clinic specialising in sports injuries and cranial osteopathy for our local community. Contact geri.orawe@ntlworld.com with CV and covering letter.

Locum Placement Available: Surrey

Locum placement available in Caterham, Surrey for an experienced practitioner with consideration for a permanent position as an associate. Proven minimum experience of three years in structural procedures and a foundation in involuntary methodologies beneficial. Please email a CV and covering letter to osteopath@back2health.biz

Treatment Room For Rent: Crystal Palace

Bright, well-equipped treatment room for rent on Tuesdays and Thursdays at £40 per day in established osteopathic practice. It is situated above a busy health shop in Crystal Palace. Please call Virginia: **07719 432 025** or email virginia.ss@gmail.com for more details.

Consulting Rooms To Rent: Kent

A new Natural Health Clinic and Herbal Apothecary is due to open in late spring located in a beautiful grade II listed building, situated in a prominent site on the High Street in Westerham, Kent. At present there are two consulting rooms available to rent. For further details please contact Caroline Drew: drew.cal@googlemail.com, **07910 172196**

Large Room For Rent: Kent

Large room for rent plus shared office and possible studio space in new pool complex which incorporates a swim school and land/water classes. Excellent

business opportunity. View plans at www.bodyandsoulclinic.org.uk or call **07936 446334** for further information.

Complementary Health Clinic For Sale: Seaside Location

Seaside complementary health clinic goodwill for sale. Established 14 years. Leasehold, with long-term potential to buy premises. High street location. Three treatment rooms, fully furnished. Email: gemmabachle@yahoo.co.uk

Osteopathy Practice For Sale: Shropshire

Due to retirement goodwill of South Shropshire osteopathy practice for sale. Established for over 25 years, the practice resides in the heart of one of England's most beautiful towns. Friendly, thriving and profitable client base. For more details: Tel: **07889 093255**

Osteomeia: Supplementary Materials

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1/8 page	£116	£126

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Please contact John Wheaton - 01223 273 555 or theosteopath@cpl.co.uk

COURSE

Introduction to Diagnostic Musculoskeletal Ultrasound - Two Day Course



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**11-12 September 2014
Manchester**

www.imaginginnovated.co.uk
enquiries@imaginginnovated.co.uk



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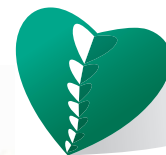


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The European School of Osteopathy (ESO) was founded in 1974 and is proud of its world-class teaching reputation. The ESO is approved by the General Osteopathic Council to provide undergraduate and postgraduate training in osteopathy - graduates are eligible for registration with the General Osteopathic Council. The ESO is a partner College of the Greenwich University who validate their degree courses. The School is also dedicated to Continual Professional Development and emphasizes all essential elements of good practice, sound management and quality care.

The ESO has an excellent reputation for its broad approach to osteopathic education covering a wide range of osteopathic modalities and concepts; the ESO is keen that the profile of Osteopathy remains as one of the most accepted complementary medicine disciplines in the UK and overseas.

Principal/Chief Executive

Maidstone, Kent

Salary circa £91,000 plus Benefits
and Contribution to Overseas Removal Expenses

The successful candidate will be an osteopath and will be joining the European School of Osteopathy as it seeks to grow and develop within the UK, Europe and beyond. The post holder will play a key part in the operational and strategic management of the organization and will be responsible for achieving the strategic goals of the ESO.

We seek an energetic and focused leader with a proven track record of successful experience within osteopathic education and its related disciplines. You will have led and managed effective teams and will naturally motivate and inspire others. You will have good business acumen and be effective when engaging with the ESO team and its external partners. Building sustainable relationships both inside and outside the ESO will be central to success.

To apply please download further details of the position from www.maryleboneassociates.com/jobs

Apply online by submitting your CV along with a personal statement. For an informal confidential discussion call **Richard Evans** on 020 3126 4858 or 07958 984161 or **Keith Ridland** on 020 3126 4858 or 07775 675891.

The closing date for applications is **2 June 2014**

To find out more about the ESO visit www.eso.ac.uk



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A bit about Best Reception

Established in 2006, Best Reception have been providing services to Osteopaths and other private practitioners for over 6 years. Our dedication to customer service, close ties with our clients and our friendly yet professional service has resulted in phenomenal client retention and year-on-year growth, every year.

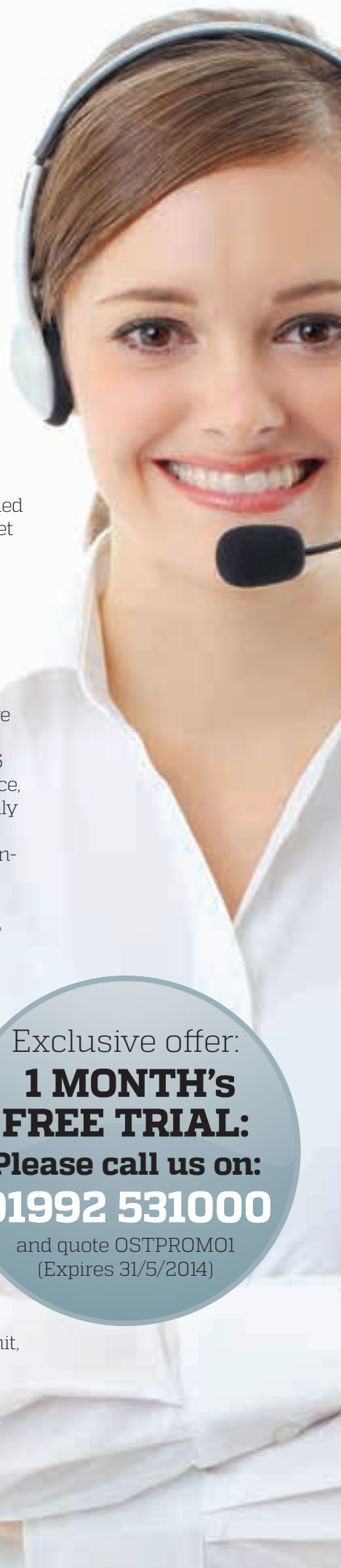
Our MD, Andy McKenna says,

“When we started our business, our aim was to provide high levels of customer service to a huge range of businesses. We never realised how beneficial it could be to private practices. Over the years, as we've seen how well our service ties in with a practice setting, private practices have become a substantial proportion of our client base.

“As a sector which naturally attracts professional individuals who have invested a great deal of time and energy in not just setting up their own business, but all the training that comes beforehand, the relationship between ourselves and the Osteopath is usually extremely close-knit, enabling our receptionists to provide a fully integrated service to the practice; and this in itself is very rewarding and motivating for our teams.”

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