

# CONTACT

The newsletter of the

Multiple Sclerosis Therapy Centre

(South Yorkshire) Limited

# Our way of keeping in touch MARCH 2019



Our stupendous 'Hamper Ladies' Jane & Cynthia strike again!!!

Thank you so much for providing yet another fabulous raffle prize.

Multiple Sclerosis Therapy Centre (South Yorkshire) Limited Bradbury House, 25 St Mary's Drive, Rotherham S60 5TN Telephone Number: 01709 367784

E-mail address: info@mstherapy-syorks.org.uk

# Website Address: www.mstherapysyorks.co.uk

# Registered Charity Number 700382

Registered Company Number 2215138

Manager: Julia Conlan-Greaves

Centre Assistants: Tam White, Jo Speight, Lynn Bell.

### **Opening Times:**

Tuesday, Wednesday, Thursday, Friday (9 am to 4 pm)

# **Committee Members:**

Chair: Steve Crosby

Vice Chair: Sharon Eccles Treasurer: Craig Hardman

Members: Sharon Eccles, Sally Fellows, Kevin Groundwell, Alwyne Hill, Shakira Hussain,

Mary Jones, Mike Jones, Gail Morgan, Helen Rodgers,

Company Secretary: Vacant Minutes Secretary: Vacant

# Therapies on offer:

High Dosage Oxygen Therapy, No-Pressure Oxygen Therapy, Physiotherapy, Osteopathy, Foot Health Practitioner, Acupuncture, Alternative Therapies (Massage, Reflexology, Aromatherapy, Reiki, Hopi Ear Candling, Indian Head Massage), iMRS (intelligent Magnetic Resonance Stimulation), Counselling, Hypnotherapy.

The views expressed in this publication are individual and not necessarily the view or the policy of the charity and its supporters. Similarly, any article which contains information about another organisation must not be seen as implying support for that organisation.

Please email/post any contributions you would like to make to this Newsletter to the addresses above.

https://www.facebook.com/pages/MS-Therapy-Centre/561299123908589

Twitter <a>@MSTherapySYorks</a>

Please submit all contributions to the next issue by 1st July 2019

# FROM THE MANAGER AND FUNDRAISER

### **Hello Lovely People**

Spring - The time for new beginnings, new growth and new hopes.

**That's great. BUT,** for every new beginning there is an end and sometimes moving forward is much more difficult than standing still. Change is disruptive. There is a comfort in the known, however painful that may be.

**That's true. BUT,** for every new beginning there are fresh ideas and a myriad of possibilities. Moving forward is positive, energising and allows for growth. Change shakes things up gives the chance to re-evaluate and improve. There is a comfort in the known, however, the unknown spurs on clarity, enthusiasm and objectivity.

For the last few years there has been a massive wind of change swirling around our Centre and it continues. It brought with it some sadness which is now culminating in a massive wave of optimism, energy and positivity for the future.

Hold on to your hats people this is our year to shine!!!!

# **FROM THE EDITORS:**

A big hello, welcome to our March newsletter. Hope you find this enjoyable and informative. If you have anything you would like including in the next newsletter please send it by 1<sup>st</sup> July. We would welcome your input. Sally and Leesa



# FROM THE CHAIR

Spring is in the air, and so is change. I'm excited to step up to the role of Chairman, and would be lying if I said I didn't find it a little daunting.

Since I was diagnosed with MS I have always been looking for new treatments that might help with my condition. I'm not sure how I even first heard about the MS Therapy Centre, but I've

been coming here for the last 10 years. I have used the hyperbaric chamber nearly every week, but it's only been in my role as Chairman that I've found out about the other services that we offer. We are very privileged to have such a wonderful facility, and I'm very excited to take on the role of Chairman during this next phase.

Mike has been Chairman for ten years, and with his guidance I am confident that I can succeed in the role. Mike said in his August 2018 chairman report that "maybe after 10 years it is time for someone else to step up to the plate and introduce some fresh ideas". I want to build on that.

Whether it is the changing of the seasons or changes that come with a new role, progress needs to be embraced and cherished. Just because we have to say 'see you later' to the daffodils and the winter flowering jasmine, doesn't mean we can't enjoy saying hello to the tulips.

Our illnesses, our needs, and demands change. We at the centre want to be able to help everyone which means that what we offer needs to progress and develop with new information. To do that we need new ideas.

So, I'd like to make something clear - there is no such thing as a silly idea, or a silly question. A remark that sounds stupid to one, can sound genius to another. So speak up if you have an idea or a question. It might mean more questions need to be asked, but we can all work on the answer together.

As well as Mike's guidance, I've also had massive support from Julia, Tam, and Jo, who have answered so many of my (silly) questions, and helped with this transition period.

After 4 and a half years at the centre, we are unfortunately saying goodbye to Tam White. Her contribution to the centre has been massive over the years, and she will be greatly missed. We wish you every success in the future, and hope you will pop in for a visit.

As with most goodbyes, we also get some hellos! We are welcoming Lynn Bell, who started with us on the 12th March, and Sharron Burton who will be starting on the 10th April. We also have Paul Burke who has started as our new chiropodist. A big welcome from all of us at the centre, and we hope you're settling in and finding your feet (pun intended).

The Therapy Centre has always been a place that prides itself on looking after the person first, putting you at the heart of everything we do, and we never want to lose that. We always want it to be a place that you bring a friend to have a cuppa and a biscuit, and a good chat. Everyone

at the centre is here to help you as much as we can and even though there has to be change, you should be able to enjoy the centre as much as ever, if not even more.

## **MONEY MONEY MONEY!!**

The Centre now accepts Direct Bank Transfer payment for therapies and treatments - CAFBank, Sort Code 40-52-40, account number 00008236. Easier for you. Please give your payment a reference such as Oxygen Therapy or Physio. Ask staff for more details.

# **LATEST DONATIONS**

Phil & Anne Whitley £100, Co-op £3000, Dixon Pitchfork £500, George A Moore Foundation £1000, Steve Bradwell £35.61, Vicky Ramsey £5.56, Shelly Froggatt £7.41, Vanessa Bailey £10, R Mansell £20, Sarah Hargate £74.02, John Goldthorpe £240, Jeff Argent £73.19, Anon £10, Gail Morgan £13.40, M Bird £10, J Crawford £2, C Baker £1, L Glaves £9.70, J Crawford £2, Cath Thiede £5, E Ellis £6.73, Anon £5.50, Anon £18.41, Anon £5, Margaret Carter £20, Jim Ashby £5, Michelle Garrison & Family £12.09, Goose Lane Clinic £177.89, Julia £12.93, Carol Hargate £3.25, Percy & Sheena Greenwood £31, Alan Hadfield £4, Alva Gilroy £1000.00

# CEA CARD (Cinema Exhibitors Association)

If you are in receipt of DLA or PIP you can apply for a CEA card. this allows you to pay for one ticket and your companion / carer goes free.

Cost is £6 per year and you can apply online or in writing with a passport size photo, copy of your entitlement letter and payment.

If you go the cinema with a friend /carer it's paid for itself in the first visit!

Go to ceacard.co.uk and apply online or download an application form. The website will also give you details of participating local cinemas, although all Sheffield and Rotherham cinemas accept the card.

# My Visit to the Cinema Leesa Glaves

We decided the time was right to do our first cinema trip for a good few years. The last time I went was 20 year ago. On arriving at the Odeon Luxe I was initially surprised at the ease of paying and purchasing popcorn, drinks and nachos of which you need to take a bank loan out! I had been told that disabled seating was near the front, however not the case at this cinema. It was at the back and very comfortable to watch the screen without straining your neck.

The movie we had chosen was Mary Poppins Returns

I adored the original but to be fair to the new movie, I went with no expectations.

Instead of Bert the entertainer, there was Jack the lamplighter....delightful and happy in his attitude to all things, that overall optimism that Mary P approves of!

I enjoyed the visual, musical and storyline references to the original – i.e. instead of chimney sweep extravagant rooftop dancing, we got extravagant lamplighters dancing. Instead of kite flying joy at the end, we got magical balloons to take everyone up!

The bathtub scene at the start was captivating.

The Topsy Turvy world of the laughing uncle Albert in the original was replaced by the upside Wednesday of Mary's "cousin" (Meryl Streep doing her usual Eastern European accent bit) but looking like she enjoyed the whole thing...just a visual interlude, not essential.

The wonderful cleverness of the blend of cartoon colours and animation mixed with actors was well done and our disbelief was willingly suspended!

Overall I felt it was a worthy return. Emily Blunt was delightful! Her precise enunciation and verbal phrasing was "just right" to honour the correct but compassionate Mary P.

Lovely to see Dick van Dyke in a role he wore a lot of make up for way back when, not so much old man make up needed this time round, but he can still make a dance move to carry the role.

A couple of songs very toe tapping - with alliteration used to catch the ear, and enough difference and similarity to keep this fan happy.

# The ongoing saga of the Jones household – Our American Cruise

As told by Mike

# Continued from November newsletter

**Wednesday 26<sup>th</sup>** The following day was one of the best ones of the cruise. We were in Portland and had booked a tour to Kennebunkport which is a small town a bit further down the coast. The bus was on time, it was 25C, it was a proper accessible bus for the 4 wheelchairs and carers and we had a very knowledgeable guide and a very helpful driver.

Kennebunkport has three main claims to fame. The first of these was the oldest lighthouse in USA, which was duly visited, photographed and bought the fridge magnet. Next was a drive past George W Bush senior's house. Very nice with very little overt security apart from a small gate house and two or three black SUV's. Barbara Bush is well liked in the area and does quite a lot of charity work in the area and isn't afraid to get her hands dirty. After this we were let loose in the town for shopping therapy where Mary bought some silver jewellery before finding a café for the third attraction. Maine is famous for Lobster and the speciality is a

lobster roll and clam chowder. We shared one between us and the lobster was fantastic though I had a few reservations on the clam chowder.

Bar Harbour was next but as it was a tender port we stayed aboard and had the ship more or less to ourselves. We passed from USA to Canada during the night and arrived in Halifax (Nova Scotia) in a light drizzle. We walked up to what was euphemistically called a Farmers Market but was nearly all stalls selling touristy items. By the time we had been round there the sun had come out and we went right to the far end of the boardwalk (it really was a walk made from timber) and suitably refreshed by an ice cream we returned to the ship. Halifax was a very nice and very clean city and I could quite happily live there. This was followed the next day by Sydney, Nova Scotia. Another beautiful clean and attractive town with the same idea of the boardwalk along the sea front. We came back through the town and looked in an estate agents window out of idle curiosity. A three bedroom, two bathroom bungalow with kitchen, dining room and lounge and a 2 car garage all in its own grounds was for sale at the equivalent of £156,000. If it hadn't of been Sunday and was closed I might have bought it!!!

After Sydney it was a day and a half sailing through the Gulf of St Lawrence, down the St Lawrence and into Quebec where we arrived at lunch time. We then joined two other couples (one from Stocksbridge) in an accessible bus which showed us the city and then went out to Montmorency Falls. These falls are supposed to be higher than Niagara but didn't look so to me though they were very impressive. The bus then took us round the Ile d'orleans in the St Lawrence Seaway which has just 6 villages on it and which is nearly all farms that are generations in the same families. Next day we got the shuttle bus up to the top of the city to see the Chateau Frontenac. This was built in 1893 open to the public, is now a 6 star hotel. There was a very bitter cold wind in this top part of the city so we got the Funiculaire (cable car) down to the lower town where it was a bit warmer and walked for half hour to the market. This was housed in a huge two part building and was a 'proper' market. I have never seen so many apples and strawberries in one place and all the apples looked as they had been individually polished.

We now had 6 days at sea on the way back to Southampton which included a day and a half in fog with the ship's siren sounding every 2 mins both day and night. I am glad that we were on deck 6 and hardly heard it but those on decks 10 and 11 (posh cabins and suites) were not too happy about it. We also had force 10 gales and rough seas nearly all the way back.

All those sea days sound boring but there was always something to do. Mary went to the craft get together every day, there were several good talks including a schools inspector from Rotherham and a retired Chief Inspector of police from Birmingham, there was a cinema and there was always the 'Crows Nest' lounge to sit and read in.

Looking after Mary was not as bad as I expected and we soon had a good routine for transfers. The shower/commode chair was worth every penny and the only thing I really missed was the electric up and down bed which would have saved some of the strain on my back.

Conclusions. I am glad that we went and didn't cancel it. The Empire State Building was a definite tick on Mary's bucket list. Visiting Halifax 54 years on from when I went there with the RAF was a special for me. There were good bits and there were bits that weren't so good but in the main the cruise was a positive experience and I am glad that we did it. Would we do it again? Only if it was at a better time of year.

Having managed OK on this one, we have booked another cruise for June 2020 to the Baltic. We were unable to get anything for next year as all the accessible cabins are fully booked already.

Mike Jones

# NEW GYM OPENS IN SHEFFIELD by Sally Fellows

A new gym has opened in West Sheffield specifically targeting those with compromised ability. Situated at the back of St Williams Catholic church on Ecclesall Road, (through the Co-op car park, opposite Napoleons), it features Shapemaster power assisted exercise machines that work the whole body and stimulate core function.

The ICan Therapy Centre opened in February and aims to provide exercise for people with limited mobility and long term conditions such as MS and stroke. There are eight Shapemaster power assisted machines plus a therabike.



This is me at the ICan Therapy Centre using a side bending machine whilst pushing my legs up and down. I've got my right hand strapped to the bar using a velcro strapped gauntlet as it would otherwise flop down! I also have a leg cushion keeping my legs together so they can function equally on the pedals. The monitor at the side gives electronic feedback for effort, a 2mm bar in my case!

The ICan Therapy Centre works in collaboration with Sheffield Neuro Physiotherapy and includes a physio and circuit co-ordinator with a rehab background to focus on providing everyone with exercise and rehab that is right for them.

I had an initial physio assessment and was then taken round the circuit and I used six machines, and I was exhausted by the end! Being in a wheelchair I needed help transferring to sit on all the machines but that was provided by the staff, although you can obviously bring someone with you. They have a Sarastedy for transfers but no hoist. It is not a massive room but I could drive my wheelchair in easily and also up to each machine. There is an accessible toilet.

Each machine worked both the arms and legs in a different way, but incorporated your core function as well, and I certainly started to feel muscles I had not felt for some years! The power assistance means the machines move regardless and it is up to you how much effort you give to each machine. Each machine cycle is four minutes on a varied speed, and an electronic monitor gives you feedback although in my case there was a tiny line! Although I was tired afterwards,

and I certainly had some aches the next day, I really enjoyed the session and I aim to go once a week. I feel I am up to the challenge and it is doable as I live about a mile away and there is nothing else in Sheffield.

The initial physio assessment and circuit is £35 and each additional circuit is £6 thereafter. Physio is also available at £25 for 30 minutes.

Contact details are:

The ICan Therapy Centre

The Woodstore

863 Ecclesall Road

Sheffield S11 8<sup>TH</sup>

Tel: 0114 3498710

Email: Sheffieldinfo@icantherapycentre.co.uk



This time I am using the leg and arm extender, again with the Velcro gauntlet strapping my right hand in place. As I flop to one side it makes a pleasant change to have both sides of the body attempting to work with equal force, and the physio commented that I sat up straighter. Small improvements that can make a big difference when doing it regularly. I hope.

# A trio of unsung heroes'







# **RECIPE**



# **Moroccan Chicken**

Ingredients

4 skinless Chicken Breasts 2 chopped onions

cut into pieces 3 cloves of garlic finely chopped

2 tablespoons Olive Oil salt to taste

1 ½ teaspoons Ras El Hanout 1 teaspoon Turmeric

1/4 Teaspoon Black Pepper 1/4 teaspoon cayenne pepper

1 cinnamon Stick 3 Tomatoes peeled & chopped or 1 Tin

2 tablespoon Coriander 2 tablespoon chopped Parsley

2 tablespoon Honey 50g sultanas or raisins

### 15oz can chickpeas

In a heavy bottom pan mix the chicken, onions, garlic, oil & spices. Cover & cook over medium heat occasionally stirring for 15 to 20 minutes.

Add the tomatoes, parsley and coriander cover & continue cooking over a medium heat occasionally stirring for another 20 minutes. A rich sauce should form. Adjust the heat if necessary to keep the chicken from sticking to the bottom of the pan.

Add the sultanas, chickpeas and honey to the pot along with enough water to cover the chickpeas.

Continue cooking for another 10 to 15 minutes or until the sauce is quite thick and the chicken is tender.

Transfer to a serving platter and garnish with a sprinkling of fresh chopped coriander.

# **Centre Parking**

Please be courteous to others when you are parking. If possible, drop the person having therapy off then park in the bottom car park. Make sure you don't park too near to, or opposite, our drive – it makes it really difficult for the buses to get in and out. Your help would be appreciated.



# News: Weekly Seated Exercise Class

The Rotherham and Sheffield MS Society run a weekly Seated Exercise class at our Centre every Monday.

The class runs between **12:00p.m. and 1:00p.m**, and the group meet at **11.30** for a chat first.

It costs £2.00 and you don't need to be a member of the Centre to attend the class.

If you need support or help with personal care, you will need to be accompanied.

And if you are booking transport, the Centre closes when the class ends at 1:00p.m.

# **Council Tax Reduction**

Did you know? If you have room in your house that is, or has been, adapted for a disabled person you can get a discount on your council tax. Phone or write to your local council and someone will visit your home. It's as easy as that.

I have come across a website called <u>supersavvyme.com</u> where you can print money off vouchers for household cleaners (anything from fairy liquid to toilet cleaner) and personal hygiene (soap to shampoo) and most things in between.

# **New Foot Care Practioner**

Paul Burke our new foot care practioner will be here at the centre Tuesday 23<sup>rd</sup> April and Tuesday 21<sup>st</sup> May 10am to 4pm. Each ½ hour appointment costs £20. Please phone the centre if you are interested.

Paul qualified with the British Chiropody & Podiatry Association in 1990 and since then has set up his own practice in Sheffield, whilst working within a GP practice.

In1996 Paul took over the operation of a 2<sup>nd</sup> practice, which developed into The Parkview Therapy Centre.

After 25 years Paul decided in January 2015 to retire from working in clinic, and now offers a professional and friendly service in the privacy of your own home.



# JOBS FOR THE GARDEN

# **April**

- Sow tomatoes, runner beans, basil, green pepper, marrow, courgettes and sweetcorn in individual modules undercover for planting out after the frosts.
- Plant up summer baskets and grow undercover before positioning in late May
- Sow half-hardy bedding plants in seed trays undercover.
- Clear out ponds: (keep fish in a bucket of pond water) bail out water, remove sludge and refill. Plant new pond plants using special pond baskets from garden centres.
- Water and feed houseplants now they are actively growing.

# May

 Now is the time for active lawn maintenance. The lawn will need weekly mowing from now until autumn and the edges will need trimming.

- The end of the month is the best time to plant out tender vegetables and soft fruits, as well as bedding plants.
- Cover soft fruit bushes with netting to prevent birds eating the fruit. Put straw under or around strawberry plants.
- Prune spring flowering shrubs and feed spring bulbs with Growmore or fish blood, and bone.

# June

- It's important to feed, water and maintain your container plants, bedding plants and vegetables. Feed tomatoes, peppers and aubergines with high potash feed.
- June is the right time to harvest onions when the leaves turn yellow.
- Harvest lettuce, radish, other salads and early potatoes.
- Hoe borders regularly to keep down weeds.

# July

- Continue vigilant weed control. Up the feeding: patio displays and baskets will
  do well with a weekly dose of liquid fertiliser.
- Dead-head bedding plants to encourage more flowers, cut back delphiniums and geraniums after their first flowers to encourage a second flowering, then feed with fish blood, and bone. Tie in vigorous climbers firmly to their supports.
- Water plants regularly avoid watering during the hottest part of the day.
- Water feature will need care, rake to thin out overgrown oxygenating plants and algae from ponds. Top up water levels in hot weather, ideally from a water-butt.
- Paint garden outbuildings, fencing, arches and arbours now.
- Make sure there is water for the birds.

We would like to say a big THANKS to everyone at Goose Lane Clinic and Hollings Lane Clinic – they have been fundraising for us for the past few months and have raised a FABULOUS £177.89. They also invited us along to their birthday party which was great fun.



Do you have anything for the next newsletter? Whether it's an article you've written, information about a service or activities, a good joke you'd like to share, a rhyme, photos; anything you think people would like to see. It would be great if you could e-mail it to the Centre or bring it in when you visit so it can be filed ready for the next newsletter.

# **SOME CONTACTS YOU MIGHT FIND USEFUL:**

BARNSLEY MS SOCIETY- Tel 07399 876532/ barnsley@mssociety.org.uk

There are a number of things going on here: an Elsecar social group meets occasionally at lunchtimes, various locations to suit members (tel Sue Baker 07399 876532 for more information). A 35+ Group meets at Sheffield Road Baptist Church on Thursdays at 1pm (tel Jean Charlesworth – 01226 247571). A Tai-Chi class is on Wednesday 10:30am-12:00pm at Wilthorpe Community Centre, Huddersfield Road, Barnsley £12 per month (tel John Coggins 07740 470296 for more information). Yoga and Pilates for MS is at Shaw Lane Rugby Club Monday 12:00pm and Thursday 12:15pm (tel 07399 876532).

Also, don't forget that the legendary Skegness Holiday Bungalow is now in their care: it is available all year round and costs from £200 per week or from £99 for a short break. Please contact Trish Wall on 01226 381524 for further details and bookings.

DONCASTER & DISTRICT MS SOCIETY - Tel 0845 0505314. Drop-in every Friday at the Linney Centre, Western Road, Balby – Reflexology, Aromatherapy, Reiki, massage etc. 10:00am-1:00pm. Halliwick Therapy Swimming Sessions every Thursday 11:00am – 12:00pm at the Dearne Valley Leisure Centre, Denaby.

DERBY and DISTRICT MS SOCIETY – Derby MS Activity Centre offers lots of different therapies and activities. Tel 01332 611810, e-mail centre@msderby.org.uk or see mssociety.org.uk/derby.

ROTHERHAM & SHEFFIELD MS SOCIETY – phone or text 07858 643416 / sheffieldrotherham@mssociety.org.uk

Here for anyone affected by MS, not just Centre members. They hold weekly exercise classes at our centre on Mondays and at Burton Street in Sheffield on Fridays.

MS Society National Centre – 020 8438 0700 / info@mssociety.org.uk

MS Helpline Freephone – 0808 800 8000 (week days 9am – 7pm) / helpline@mssociety.org.uk

Royal Hallamshire Hospital – 01142 711900

MS Nurses (Leave a message) – 01142 712302

Chesterfield Royal Hospital – 01246 277271

Northern General Hospital - 01142 434343

Rotherham General Hospital - 01709 82000

MS Society Helpline – 0808 800 8000 (Free)

Disability Information Service Sheffield – 01142 536745 or e-mail <u>info@disabilitysheffield.org.uk</u>. Gives free confidential advice re disability related issues such as rights, organisations, adaptations, leisure, independent living...

MS Insurance Services – 0800 7833157

FREE computer help for people with disabilities – 0800 269545

Online support groups are growing in popularity, since they are so easy to access and members will have a very varied knowledge and experience of a huge variety of topics and issues. Here are a few that it may be worth having a look at:

- Shift.MS a social network started to create a positive community and to empower MSers. It focusses on: Reducing isolation and increasing social support, Helping users to acknowledge and actively manage their condition, and Creating a self-sustaining community organisation run by its members.
- The UK MS Support Group A Facebook group for MSers, their families and carers. This is a 'closed' group, meaning that anyone can ask to join but only group members can see any information that is posted
- MS Recovery A Facebook group which covers areas such as diet, exercise, meditation and relaxation, as well as medical issues
- muMS UK A Facebook group looking into the possibility of setting up local meetings for members. Contact <a href="mailto:sarahkmay@hotmail.co.uk">sarahkmay@hotmail.co.uk</a>
- Women with MS in Yorkshire and Derbyshire. A Facebook group a friendly group
  of ladies always there for advice and chat.

# THERAPIES TIMETABLE

**Oxygen Therapy** sessions are available on: Tues, Weds, Thurs and Fri, various times.

**Physiotherapy** sessions are available on: alternate Tuesdays 10:00am – 1:00pm Wednesdays 9:00am – 4:15pm alternate Fridays 10:00am – 1:45pm

**Osteopathy** sessions are available on: Tuesdays and Thursdays 9:30 am – 3:30pm

**iMRS** is available throughout the week.

**Acupuncture** available every Friday with practitioner Melvin Timm, various times.

Counselling with Jennifer South, appointments to suit.

Please note: the above are by arrangement through the Centre.

**Alternative Therapies** (massage, reflexology etc.) are available on Wednesdays and alternate Tuesdays by personal arrangement with the therapist Cath Willey (07947474622)

**Foot Health** is available on request please contact the centre.

**Hypnotherapy** (**relaxation**) is available on request and by personal arrangement with practitioner Wendy Lowe (07855619567)