

August 2014

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(66) Client quote in full

"I went for colonic hydrotherapy the experience was nice and relaxed. Julian was friendly and reassuring about the experience. It was a strange but nice feeling after the treatment." **Anonymous** Visited August 2014

Response from WestLondonColonic

Thank you for pointing out the (often) relaxing nature of the treatments. Many clients don't realise that because the colon is part of the Enteric Nervous System (ENS), it is especially reactive to stress events in life; treatments have a overall relaxing effect on the ENS.

It's counterintuitive because people sometimes think that the water fills are stressful to the system. Not really.

Their effect is a bit like 'internal 'yoga. When people do yoga poses they become ware of their pre existing physical tensions-the depth of it- and the poses help to dissolve / resolve the tensions.

Result: reduced stress.

So too with colonic treatments. Based on clients subjective reports of their experiences, I can say that many find treatments tremendously useful as a stress management strategy.

Yes, when one notices a different feeling after the treatment, clients often don't have accurate words to describe it: "strange but nice" actually fits the bill well!

Best Julia

(65) Client quoted in full

"A very calming relaxed environment , I received excellent health advice and I was made to feel very comfortable throughout. Very professional would definitely recommend if you've never tried this before".

Anonymous Visited August 2014

Response from WestLondonColonic

Thank you for your unreserved recommendation. Its appreciated.

Your comments are especially gratefully received, because they establish some of the values WLC stands for:

*Dispelling unfounded fears about the procedure - nothing to be scared about.

On the contrary , it's (most often) #Calming, relaxing#

*It's not Awkward rather it's #Professional & most times It's # comfortable #

I firmly believe that without good health, the pleasure we get from other things in life is diminished.

And yet, the Fundamental commitment to be Healthy can set in train a whole series of Beneficial Actions to move one towards optimum healthiness.

You know what? So long as we are alive, there's always more right with us than wrong! And small, simple, Monday morning Do-able actions can always shift our Wellbeing up several notches. I have found (and I love to show this to clients also)

that : Nothing tastes as good as feeling good feels. Best Julia

(64) Client quote in full

“My husband and I recently decided to try a colon cleanse at West London Colonics after reading about its health benefits. We were both pretty nervous at first; Julia put us at ease by explaining the whole procedure in simple words – she was very reassuring. The treatment took about an hour per person. Julia also gave us very simple tips on diet and fitness, which are easy to follow every day. I have not been able to rearrange my second session yet, but will definitely do so in the forthcoming months. Julia is an expert in her field and I would recommend visiting a professional like her for this treatment, rather than visiting a spa.”

Rose24, visited May 2014 Reviewed August 2014 Further visits planned

Response from WestLondonColonics

Thank you Rose,

I confess I love supporting couples like you who have a shared commitment to health & wellbeing.

I really look forward to supporting you again when you are able to return.

I note you used the word "simple" twice to describe my approach ; I take that as a high compliment!

I think anyone who aspires to mastery of their chosen vocation will 'think deeply' about their work, but will need to be able to 'speak simply' about it.

Some years ago I came across an acronym using the word SIMPLE , which I have always liked :

S: Solution centred

I: Interaction (that's where solutions are found , not in some preconceived static understanding)

M: Make use of what's there (Things that are already present tend to contain the seeds of a solution)

P: Past , Present and Future are all potential sources of resources

L: Language used should be pithy and as simply stated as possible

E: Every case is different (No "one size fits all " solutions)

I am chuffed that you refer to me as an 'expert,' my definition of which is

" Someone who earns trust as a result of their Competence first and foremost, and their Confidence only as a secondary factor."

You make an important point in your last sentence, which I will comment on separately.

Well, thank you again, Rose, and forgive me for using your feedback to draw out some additional points for the benefit of other readers!

Extract from the last line of Roses' review :

".....I would recommend visiting a professional like her for this treatment, rather than visiting a spa."

For the benefit of readers of my comment, may I say here:

There is a very definite difference between a specialist clinic and a spa.

If someone has specific health & wellbeing considerations in mind when they consider colon hydrotherapy, it's better that they consider a specialist clinic where they can check out the credentials of the therapist in detail. In a spa, therapists may

be allocated to clients at random, and often their credentials are not publicised. Please understand that I am not suggesting that the therapists are not fully trained and capable, merely that they may not have comparable experience as someone in a specialist clinic.

It is 'horses for courses' , and clients do need to decide on the criteria that's important to them .

For some, a spa type environment for their treatment may be absolutely the right thing; for others, it's dead wrong. This is an intimate procedure after all. Make sure that you are clear what you want and expect from your therapist , and that he/ she fits the bill.

"The difference between the right colonics clinic (for you) and the 'almost- right one' is the difference between lightning and a lightning bug." – Adapted from Mark Twain

Time spent getting clear on your criteria for the best colonics clinic for you is time well spent.

(63) e mail from client 1/9/14: (Quoted in full):

"Thanks for your message. You are an excellent therapist but I just find those machines fill me with gas and I don't get a thorough colonic. I prefer open systems or gravity systems that are on the wall. Thanks though."

Claire (visited Dec 2013) review comments made Aug 2014

Response from WestLondonColonic:

We appreciate the feedback from all of our clients, both those who are enamored of our freestanding, top of the range gravity system , than those (like Claire) who after experimentation prefer another system. There is no *'one size fits all solution'* rather *Every case is different.*

Getting feedback about what clients like & want is central to generating customer delight with our service.

We use the opportunity just to give information about the *open & closed systems* hereunder:

The Open System:(Self administered)

The client themselves insert the lubricated, individually packaged sterile disposable rectal tube into their rectum, just past the second sphincter muscle.

For first-timers this may not be an easy stage, depending on a number of factors. More experienced users will know what to do, and be proficient.

After the client drapes /cover themselves, the colon hydro therapist (CHT) will ideally be available to instruct, monitor, and assist the client as needed throughout the entire session. In some cases the colon hydro therapist isn't around for much of the session, but leaves the client to their own devices (not recommended, nor is it good practice).

More independent minded clients, who like the idea of total control of the process, and who do not mind a somewhat more ' messy' procedure will gain from the Open

system.

With the open system, the client controls the rate of the water from the gravity-fed unit. The water is purified before it passes through the rectal tube, and gently into the rectum. Temperature-controlled water flows in. When the client feels the need to release, the rectal tube will move to one side inside the rectum, and allow the softened faeces to flow out, down the drain in the base of the treatment bed (which may have a two-inch clear viewing tube). Ideally there would be an *odour exhaust system* installed .

The Closed System (Therapist administered)

The system West London Colonic uses

In this system the colon-hydro therapist (CHT) will be in attendance with the client for the duration of the treatment.

The therapist *administers* the flow of water into the large intestine, but the client is in *control*/letting the therapist know what they are experiencing. An effective colon hydro therapist acts like a good co-pilot, they are responsive, reliable & empathetic.

The CHT is responsible for ensuring that the speculum is inserted easily, assisting the client by using a gentle glide, at just the right angle into the rectum. Generally, the insertion happens without much of an issue when done by the CHT, who is skilled at the procedure.

Clients who appreciate having support, who like being talked through the procedure, who like the caring attention of their therapist will benefit from the structure of the closed system colonic.

With closed system, waste material is evacuated through medical-grade plastic tubing attached to the instrument, and eliminated via the built-in drainage line. This prevents offensive odours.

(62) e mail from client 25/8/14: (Quoted in full) "I have received your email and I'm sorry for not responding. I do not have a PC.I also have forgotten my sign in email for Wahanda. I have a few email account and I tried to find my password but none if the emails I register with Wahanda are coming up registered. So I am writing my review here (below):

Directly quoted Review of WLC: "The place is quite small, comfortable though. I hadn't tried any thing like colonic irrigation before so I was very nervous as it was my first time. I had read a lot so my expectations were high. I don't feel anything happened during the session. I don't feel I benefitted much from it after either. So I felt I had wasted my money. Julia was nice and gave me an intro to how the colonic irrigation works. I do hope to do it once more in the future sometime just to see if it's any different to my first experience. I read a lot of post with positive feedback so I'm not sure where I had gone wrong'." –

L.lq , visited July 2014 Reviewed August 2014

Response from WestLondonColonics

Dear L.Iq,

Thank you. I appreciate your honesty. Really, I do.

Occasionally clients expectations for colon hydro therapy are not met.

Why this should be is open to question.

Sometimes it's just that a persons system takes time to 'register' the treatment so to speak. They just would need to repeat it.

Sometimes it's that the impact is more subtle, less visceral.

Sometimes it's just that it's not the treatment of choice for the person.

Colonics are hardly a miracle-cure.

In fact Colonics aren't even a cure!

They are just a generally effective way of mobilising the users own health & wellbeing regulation systems and getting them to work better, optimizing them.

That's the subjective experience of most, but by no means all, clients

My role as a colon hydro therapist is attempt to do justice to the possibilities in the therapy, but never to sell it as 'snake ointment'.

I retain that balance by being almost obsessive about inviting clients to post their reviews; and to ensure that those reviews see the light of day.

Julia

61) Client quote in full

"Julia is maybe the perfect therapist for a colon cleansing. Not only is she very competent and takes pre and post recommendations very serious she also is able to make you feel relaxed and secure.

The process itself was very easy, not painful at all and I already feel much lighter and fresher. Highly recommended!"

Sarah, visited August 2014

Response from WestLondonColonics

Thank you Sarah, I appreciate your comments, especially since you have previously had experience of having treatments at other clinics.

Regarding pre and post treatment recommendations, I do believe that a colon hydrotherapy service isn't just what happens on the treatment table. It starts right from the point of the initial booking , and it continues after the treatment.

In the way I practice colonics, my commitment is to try and provide a service where benefits become integrated in the lives of clients. It takes time to make meaningful dietary & lifestyle changes.

(A series of colonics often provides 'punctuation points' to reflect on progress, make adjustments where necessary and celebrate achievements.)

It's helpful that you have commented on the process, as this is something some folk (who haven't previously had colonics) turn around in their minds a lot. It's sometimes built up in peoples' heads as being a big, scary thing. Of course it's understandable that people may dwell on it this way, but it's also counterproductive.

The reality is very different.

Most people have perfectly 'tolerable', sessions which they describe as perhaps a little 'strange, but not unpleasant'.
Accurate information is needed to dispel misconceptions, and when people like you report their direct experiences it has the ring of truth to it.

You've also mentioned the benefits: the feeling of lightness and freshness is very characteristic of what many peoples say immediately after a treatment.

And thereafter, there's the systemic benefits to be gained through having a series of treatments. Just to clarify: a series is not indicated for all clients, some do perfectly fine on a single colonic. But when a clients situation suggests a series is indicated, clients who do take it up typically report a cumulative effect.

Thank you again for writing a review in terms that gives helpful info to those potentially looking to have treatments.
Warm Wishes Julia

July  Sept