

CLIENT'S GUIDE

Skin Perfection

This guide has been produced to inform clients and prospective clients how Skin Perfection operates and how we ensure the safety and efficacy of the treatments on offer.

Summary of Statement of Purpose

Skin Perfection is a private facility providing Laser treatments for the purposes of: Cynosure Laser Hair Removal, Pigmentation Treatment, Vascular Treatment, Skin Rejuvenation; IPL Pigmentation Treatment, IPL Vascular Treatment, Er:Glass Laser Skin Resurfacing and other advanced skin and laser treatments.

These treatments are cosmetic and elective and are generally sought by individuals wishing to improve their appearance. However, the staff at Skin Perfection recognise that, if left untreated, some of the conditions may have profound effects on clients' lives, e.g. through loss of self-esteem or social stigma, and are always sympathetic to this.

The manager and staff at Skin Perfection are dedicated to providing the highest possible level of care to clients.

Treatments are provided in designated rooms that have been approved for Laser use by our Laser Protection Adviser (LPA) and are carried out according to Medical Protocols drawn up by our Expert Medical Practitioner (EMP).

A waiting room and toilet facilities are available for the use of clients.

Business and Management Details

Skin Perfection is operated as a limited company and the *Provider* is Skin Perfection Ltd..

The *Manager* at Skin Perfection is Ayse Suleyman

The *Provider* and *Manager* can be contacted via the clinic:

Address: Skin Perfection, 21/22 Great Castle Street, Fourth floor, London W1G 0HY
Tel: 02076294116

Training of Staff undertaking Laser Treatments at Skin Perfection

The members of staff offering Laser treatments at Skin Perfection are fully trained in the use of the equipment by the supplier. They have also attended 'Core of Knowledge' training covering the safety aspects of the use of laser and IPL equipment. This training is reviewed regularly and updated as appropriate, according to the advice of our LPA and EMP.

All members of staff are appropriately trained in the performance of their duties, in particular with regard to health and safety issues and fire procedures.

Terms and Conditions/Payment for Treatment

Price List is within the pricing section on the website which gives details of the charges for our treatments and the available payment methods. If you have any questions, please speak to the Receptionist or a member of staff. If the Price List is missing, please ask for a replacement at Reception or via email. All treatments that are booked must be paid for before an appointment is scheduled.

Out of courtesy we request that at least 48 hours notice of cancellation is given.

Standard Form of Contract

Treatments will only be carried out after a detailed prior consultation between the patient and the clinician. Standard forms of contract (written consent forms) for Cynosure Laser Hair Removal, Pigmentation Treatment, Vascular Treatment, Skin Rejuvenation; IPL Pigmentation Treatment, IPL Vascular Treatment, Er:Glass Laser Skin Resurfacing or any skin treatments will be obtained before these treatment courses commence.

Protecting the Privacy and Dignity of Clients

Skin Perfection is committed to protecting clients' privacy, dignity and confidentiality at all times. Some of the specific measures in place to ensure this are:

- ⇒ Consultations and treatments are always conducted in a private room.
- ⇒ The client may be chaperoned during any consultation or treatment if they so wish.
- ⇒ Appropriate informed consent is obtained before any examination or treatment.
- ⇒ Before and after treatment, the client is given time to dress/undress in private.
- ⇒ Client records are stored securely in accordance with the Data Protection Act 1998.
- ⇒ The toilet facilities available to clients are lockable.

Racial and Gender Discrimination

Skin Perfection is committed to avoiding discrimination of any kind, including on the grounds of race, ethnic origin, nationality, religion, culture, language, skin colour, sex (physical characteristics at birth), gender (self-identity), sexual orientation or age.

However, it must be noted that IPL / laser procedures target melanin in the skin and hence it is often not possible to treat certain skin types safely (specifically dark skins of Fitzpatrick Skin Type 5 or 6). Consequently, Skin Perfection will, on occasion, have to refuse treatment to some potential clients on the basis of their skin colour. We will make this decision purely on the basis of a clinical assessment of the suitability of the client's skin for the treatment that they are requesting.

Facilities for Children at Skin Perfection

No Laser treatment is undertaken on persons under the age of 18 years at Skin Perfection.

To ensure safety and maintain a relaxed environment for all our customers, we also request that clients do not bring children with them when attending for Laser treatments.

In common with healthcare establishments, we do have a Child Protection Policy in place to specify what we would do if we had suspicions about the safety of any child who comes into the establishment for any reason. This simply states that we would make contact with the appropriate organisations (NSPCC or local Safeguarding Body) to report our concerns.

Facilities for Clients with Disabilities

In so far as practicable, services are provided in such a way that facilitates access by people with physical, sensory and learning disabilities.

The access policy for the wheelchair-bound at Skin Perfection is: We are unable to provide disabled access. We refer disabled clients to the Local Authority who will be best informed to advise of the nearest licensed establishment offering similar treatments. Within the clinic, limited assistance with movement will be provided (e.g. when transferring from a chair to the

treatment couch) but staff are not permitted to lift clients or move them manually. Clients requiring more assistance are welcome to bring a friend, relative or carer with them to help them with moving around the clinic.

For clients with sensory and learning disabilities, every effort is made to enable effective communication. However, it is recognised that clinic staff do not have the specialist skills required to deal with all types of disability. In some cases, the client may be asked to be accompanied during their consultation by a chaperone who can assist with communication (for example through the use of sign language). In all cases, we need to be sure that we have obtained informed consent before proceeding with treatment or an examination.

Giving Feedback on our Services

Skin Perfection aims to maintain a relaxed and open relationship with our clients, which we hope means that you will feel comfortable making comments or suggestions to clinic staff at any time.

The Manager is responsible for ensuring that a formal client survey is carried out annually. Questionnaires are given to clients visiting the clinic, and are also sent out to a random selection of clients who have received treatment during the year. The questions cover clients' opinions about their treatment, the clinic personnel, the premises/facilities and the overall service. The results are analysed by the Manager and are published in an annual report which is made available to clients on request.

Resuscitation Policy

In the very unlikely event of a cardiac arrest or other medical emergency, Skin Perfection staff immediately request assistance from the Emergency Services by dialling 999 and will undertake resuscitation to the full extent of their abilities.

Accessing Your Records

Under the Data Protection Act 1998 you have a right to access the records that we hold about you and your treatment. Any client, or a representative with the client's written consent, may view the records at any reasonable time at the clinic. If you require copies to take away with you, this can be arranged upon 48 hours notice and payment of a £50 administration charge.

Making a Complaint

We hope that you will be delighted by your experience with us. However, if you are unhappy about any aspect of your care, Skin Perfection has a formal complaints policy which details the stages of the process and the timescale we aim to achieve in dealing with any complaint. A copy of the Complaints Procedure is available from Reception, and a summary is provided below:

- ⇒ If you wish to lodge a complaint, the Manager will be informed and will deal with the matter. If the complaint is made in person, you will be taken into a private area and time given to hear the comment or complaint in full.
- ⇒ If the complainant is not the client, written consent must be provided by the client on whose behalf the complaint is being lodged.
- ⇒ If the complaint is made in writing, the complaint will be recorded as such and the client invited to lodge an official complaint, laying out in detail the circumstances of the complaint.

Our time scales for dealing with a complaint are as follows:-

- ⇒ Written acknowledgement is sent within 2 working days (unless a full reply can be completed within 5 working days).
- ⇒ A full response is sent within 20 days; or when an investigation is on-going, a full response is sent within 5 days of its conclusion.
- ⇒ If for any reason the complaints are handled and take longer than the above, management will do their best to resolve as soon as possible but sometimes further investigations take longer and if seeking advise elsewhere, is out of our control we do our best to follow up with our patients where necessary and when we are able. However you will always be kept in the loop of any communication.

Staff from Skin Perfection take any complaint very seriously and will fully support any client who wishes to make a complaint to ensure that the matter is properly resolved.

Questions and Comments

If you have any questions or comments on any of the information in this Client's Guide, please speak to a member of staff.