



Laser and Intense Pulsed Light Therapies

Clients' Guide

**12 Hyde Park Road
Plymouth
Devon
PL3 4RJ
Tel 01752 292960**

10 Jul 2009

Review due 1 Aug 2010

1. Summary of the Statement of Purpose

The aim of the Clinic is to provide the highest level of expertise in Laser and IPL treatments (hair reduction, facial and leg vein removal, pigmented lesion removal, skin rejuvenation and acne therapy) using the Lumina Multifunctional System. Any person over the age of 18 years is potentially suitable for treatment at Hyde Park Clinic.

There are two clinicians at the Clinic who provide Laser and IPL treatments currently. Dr Graham Johnson holds a medical degree obtained from the University of London and has been a practicing General Practitioner for the last 10 years. He has been undertaking Laser and IPL treatments for the past 5 years. He is fully registered with the General Medical Council. Mrs Wendy Beresford-Ward is a Registered General Nurse who is currently employed by the NHS as a ward sister for part of the week. She is also an Aesthetic Nurse Practitioner and has been working in the field of Aesthetics for 5 years. She has received full training in the use of Laser and IPL systems. She is fully registered with the UK Central Council for Nursing and Midwifery.

In due course, other personnel are likely to be employed to carry out Laser and IPL procedures.

2. Terms and Conditions

The Clinic will offer an initial consultation with the Client lasting approximately 30 minutes, which will include a test patch treatment. There will be no charge for this consultation and test patch. Cancellations should be notified to the Clinic 24 hours in advance otherwise a fee may be charged. The price for the proposed course treatment will be negotiated during the initial consultation, and will need to be agreed upon between the clinician and client. Discounts will be available for advance purchase of treatment sessions. A current price list for all treatments available at the clinic is attached. Payment may be made with cash, cheque or credit/debit card.

Whilst the treatments offered have clinical evidence to support their effectiveness, no guarantee can be given by the Clinic that they will in all cases be 100% effective. During the consultation, the Client will be fully informed of the benefits of the treatment, the risks associated with the treatment and the likelihood of success in each particular case. If the Clinician feels that the result required is unachievable within the Hyde Park Clinic's field of expertise, the Client will be advised of this fact. Each Clinician has medical indemnity insurance and the Clinic has employer's and public liability insurance.

The following treatments are offered:

Hair Reduction

Hair growth and its management are issues of concern throughout the world, and women in particular are subject to enormous social and cultural pressures to conform to standards set by their societies. The desire to remove excess or unwanted hair, whether through medical necessity or cosmetic preference, is not new, but with the development of advanced laser and pulsed light systems, the potential for long-term removal is. The Lumina (an Intense Pulsed Light {IPL} and Nd:YAG Laser system from Lynton Lasers) can provide a safe, effective and efficient method for long-term hair reduction without the side effects associated with electrolysis and waxing. The Lumina system works by targeting the melanin in the hair (via the Intense Pulsed Light attachment) and heating up the hair follicle to such an extent that hair regrowth is slowed or halted altogether.

Skin Rejuvenation (Photorejuvenation)

Skin rejuvenation can be achieved either by IPL alone, or by the combination approach of a mild chemical peel or microdermabrasion, and IPL treatment. When the dual approach is used, the term applied to the technique is Combination Facial Therapy. Photorejuvenation is a relatively new application which is becoming increasingly popular in the cosmetic industry as a safe and effective way to improve facial skin quality.

Pigmented Lesion Removal

Solar lentigines (liver or ageing spots) are effectively treated with IPL. The lesions generally disappear after 1-2 treatments - although they can reappear with future sun exposure (in which case they can be retreated).

Facial Vascular Lesion Removal

Prominent facial red veins can be treated with laser or IPL, as can acne rosacea.

Acne Vulgaris

Persistent 'teenage' type acne can be treated safely and effectively with IPL or laser.

Leg Thread Veins

Leg veins can be successfully eliminated by the application of light energy through the Nd:YAG Laser pen.

3. Standard Forms of Contract

All treatments will only be carried out after a detailed prior consultation between the Client and Practitioner. If the client requests it, a consultation can be arranged with a person of the same sex. During the consultation, the Client will be required to read, and to sign that she has understood, a consent form which will explain in detail the risks and benefits of the proposed treatment. The free giving of this consent forms the basis of the contract between the Client and the Clinic. Examples of all consent forms are held at the clinic and are available upon request from the Reception staff.

As only persons of 18 years or older can be treated at Hyde Park Clinic, any minors accompanying Clients must not be left alone in the Clinic during the treatment session. It is not the responsibility of the Clinic to provide childcare in these circumstances, so arrangements must be made by the Client for their minor to be accompanied by a trusted friend or relative during the treatment session.

4. Complaints Procedure

The complaints procedure is as follows and conforms to the General Medical Council and Care Quality Commission policies:

All Clients are encouraged to give their views on the service provided to them, both positive and negative. In the event of a verbal or written complaint being received, we will ensure that all complainants receive a written acknowledgement within two working days of receipt of their complaint (unless a full reply can be sent within five working days). A full response will be made within 20 working days of receipt of the complaint, or where the investigation is still in process, a letter explaining the reason for the delay will be sent to the complainant and a full response made within five days of a conclusion being reached. Any Client who so wishes may contact the Care Quality Commission directly – their details are given below.

At all stages of the complaints' procedure we will endeavour to ensure that the complainant receives written confirmation of the stages of investigation and action taken. The complaints' procedure will be brought to the attention of all personnel and they will receive training on what constitutes a complaint and the procedures for receiving and dealing with a complaint.

Any written complaints should be addressed to Mrs Wendy Beresford-Ward, Registered Manager, Hyde Park Clinic Ltd, 12 Hyde Park Road, Plymouth, PL3 4RJ

5. Summary of the Results of the Consultation

Prior to any treatment the operator will provide a full consultation with the Client. The consultation will identify the expectations of the Client, and provide a complete explanation of the treatment provided. Any questions the client has will be addressed and a medical history will be taken to identify any possible problems or contraindications. A full explanation of the possible risks and side effects will be discussed and written informed consent will be obtained from the Client. The Client will be able to take away an information leaflet with a contact telephone number for

further questions that will outline the treatment and details covered during the consultation.

The consultation will also identify the necessary parameters for treatment on a particular Client. Prior to treatment, a test patch will be carried out to confirm that there are no adverse reactions to the light. A comprehensive record of the consultation and any future treatments will be stored both in secure filing cabinets and in the patient database on the Lumina System.

Annual surveys will be carried out to ensure that treatment and services are carried out to an acceptable standard. This report shall be forwarded to the Care Quality Commission and a copy will be available for Clients to peruse. Feedback will actively be sought out from all Clients after each treatment and acted upon if necessary.

6. Care Quality Commission

Hyde Park Clinic is registered with the Care Quality Commission. Any complaints, comments or suggestions about the treatments provided can be passed on to them directly at:

Telephone: 03000 616161

Email: enquiries@cqc.org.uk

Care Quality Commission
National Correspondence
Citygate
Gallowgate
Newcastle upon Tyne
NE1 4WH

7. Inspection Report

A copy of Hyde Park Clinic's most recent Care Quality Commission inspection report can be obtained from Hyde Park Clinic or the Commission upon request.

8. Review

This Patients' Guide will be reviewed annually. Next review will take place no later than 1 August 2010.