

PATIENT GUIDE

Name of establishment or agency	Kelly Harris Aesthetics
Address and postcode	Unit 2 Squire Court Victoria Quay Swansea SA1 3XB
Telephone number	07974208335
Email address	info@kellyharrisaesthetics.co.uk
Fax number	
Name Registered Manager/s	Kelly Harris

Summary of Statement of Purpose

Kelly Harris Aesthetics is a medical aesthetics clinic based in Swansea. We provide high quality, safe and clinically excellent non-surgical treatments.

Our primary aim is to provide exceptional medical aesthetics services, including injectable treatments and dermatological laser treatments, to enhance the well-being and confidence of our patients.

Our objectives are as follows:

- a. To utilise advanced laser technology and evidence-based techniques to deliver outstanding results.
- b. To ensure the safety, satisfaction and comfort of our patients throughout their treatment journey
- c. To empower our patients by providing comprehensive information and education about the procedures we offer
- d. To continuously improve our services through ongoing professional development and feedback from our patients

TERMS, CONDITIONS AND CONTRACT BETWEEN PATIENTS AND SERVICE PROVIDER

The clinic provides various medical aesthetic treatments, including but not limited to laser treatments, skin rejuvenation, hair removal, scar reduction, and other cosmetic procedures.

Each treatment is subject to individual assessment and suitability, which will be determined during the initial consultation.

Payment Information:

Consultation Fees: A consultation fee will apply for the initial assessment, which may vary depending on the type and complexity of the consultation.

Treatment Costs: The costs for each treatment or procedure will be clearly outlined during the consultation, including any additional or optional services recommended.

Methods of Payment: Payments for services rendered can be made using cash, credit/debit cards at the point of sale device.

Deposit Policy: Some treatments may require a non-refundable deposit of £25 payable online at the point of booking to secure the appointment, which will be deducted from the total treatment cost

Cancellation and Rescheduling Policy:

Cancellation: Patients are required to provide a minimum notice period of 48 hours for appointment cancellations. Failure to provide adequate notice will result in a cancellation fee equal to the booking deposit.

Rescheduling: Patients can request to reschedule appointments, subject to availability, without incurring additional fees if done within the 48 notification period.

Treatment Plan and Consent:

Treatment Plan: Following the consultation, a tailored treatment plan will be recommended to the patient, outlining the proposed procedures, expected outcomes, risks, and alternative options if applicable.

Informed Consent: Patients must provide informed consent before undergoing any treatment, acknowledging their understanding of the treatment plan, potential risks, and expected outcomes.

Treatment Disclaimer

Due to the nature of non-surgical and non-invasive treatments that we offer, we cannot guarantee results. Results will vary from person to person.

Factors such as lifestyle, medical history and age can affect your results and the longevity of results. The results shown are from clients and are typical, however the results are not guaranteed.

Treatment Suitability

We will always assess whether treatment is suitable for you, or likely to be successful before any treatment is carried out. If we deem the treatment unsuitable for you, we will inform you as to the reasons why, either face to face or in writing. You will only be liable for the cost of the initial consultation where this is applicable.

Refusal of Treatment

We have the unlimited right to refuse to provide treatment to any potential client. We specifically reserve the right to refuse to provide treatment to any potential client who provides information or medical evidence relating to a contra-indicatory condition

Refund Policy:

Refunds: Refunds for services rendered will be considered on a case-by-case basis in accordance with the clinic's policies and regulatory guidelines. Any applicable refund will be processed within a 10 days as per STRIPE processing times. Refund of deposit made can be refunded in the event of changing mind/unable to attend as long as the appointment is cancelled more than 48 hours prior to the booked appointment as per cancellation policy.

Products: We will only exchange any unopened products returned to us in a saleable condition with an original receipt within 7 days of purchase.

Unfortunately, opened products cannot be refunded unless faulty through no fault of the purchaser. If goods are damaged this must be reported to us within 48 hours of sale and can be exchanged in our Clinic.

Treatments and Packages: We offer a full refund on any payment made for a treatment or course of treatment within 3 days of purchase, prior to the treatment being delivered. Complete courses of treatments will not be refunded after seven days following the conclusion of the course.

We cannot refund any course of treatment that has already been commenced without proper and justifiable reason.

Follow-Up and Aftercare:

Follow-Up Visits: Depending on the treatment plan, patients may be required to attend follow-up appointments for assessment and aftercare advice.

Aftercare Instructions: Patients will receive detailed aftercare instructions post-treatment to optimize results and minimise potential complications.

Liability and Indemnity:

Liability: The clinic will not be held liable for any adverse outcomes resulting from treatments if the patient fails to adhere to aftercare instructions or conceals relevant medical history or conditions.

Indemnity: Patients agree to indemnify the clinic against any claims, damages, or liabilities arising from their failure to follow instructions or provide accurate medical information.

Modification of Terms:

The clinic reserves the right to modify or update these terms and conditions. Any changes will be communicated to patients through appropriate channels and will be effective upon posting.

By accepting these terms and conditions, patients acknowledge their understanding and agreement with the policies and procedures outlined for the services provided by the clinic.

COMPLAINTS PROCEDURE

Patients can lodge a complaint by following these steps:

In-Person: Patients can register their complaint at the clinic's reception desk during operational hours.

Written Complaint: Patients can submit a written complaint either by email to info@kellyharrisaesthetics.co.uk or by postal mail addressed to:

Kelly Harris Aesthetics
Unit 2 Squire Court
Victoria Quay
Swansea SA1 3XB

Other sources of help if a patient is not happy with how a complaint was Handled:

. External Support: Patients have the right to seek external assistance if dissatisfied with the clinic's response. They can contact:

- Healthcare Inspectorate Wales (HIW): hiw@gov.wales
Phone: 0300 0628163

- Alternatively, patients may seek advice from independent advocacy services or professional bodies related to healthcare complaints.

This procedure is designed to ensure that all complaints are handled promptly, fairly, and with the utmost professionalism, aiming for a satisfactory resolution for the complainant. The clinic is committed to learning from complaints to continually improve its services and patient experiences.

SUMMARY OF PATIENTS VIEWS

We strongly believe in the importance of patient feedback and actively seek the views of our patients to continually improve our services.

We encourage patients to share their experiences, suggestions and concerns through various channels such as open communication with staff and anonymous feedback forms, patient satisfaction surveys which automated by the clinic CRM (pabau) to be sent out via email.

We use this information to identify areas for improvement and to enhance the overall patient experience.

Current evidence of patient views/experience of our service can also be found on 'google' reviews.

REGISTRATION AUTHORITY

HIW contact details (address, telephone number and email address)

Most recent HIW inspection report (once available) and information how a copy can be obtained.

Date Patient Guide written	06/12/2023
Author	Kelly Harris

PATIENT GUIDE REVIEWS

Date Patient Guide reviewed	
Reviewed by	
Date HIW notified of changes	

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