Service Statements

Disability Statement:
We are able to offer access to those patients with wheelchair mobility needs, but we do not have disabled toilet facilities. Where we are unable to provide services to any disabled patients we will seek to give details of an alternative provider.

Children:
We advise that children should not be brought to the premises whilst parents or other family members are receiving treatment and if brought against advice they are solely the responsibility of the parent or guardian. Unless the Child is the patient, where they can request to be unaccompanied if over 16 and deemed to be capable.

Consultations & Confidentiality:
Consultations are conducted in private and all information given during consultations remains confidential.

Survey of Patients:
The thoughts of our patients are crucial, we conduct a survey of our patients in order to inform and improve our service. The results are available on request.

Access to Health Records:
You have the right to access your records in accordance with the Access to Health Records Act. Please ask for details.

Chaperones:
You may have a chaperone present during a consultation, assessment, treatments or review appointment. If you wish to bring a chaperone, please let us know when booking your appointment.

Patient Guide

Facial Aesthetics Ltd is registered with the Care Quality Commission (CQC) for the below Regulated Activities.

- Surgical procedures
- Treatment of disease, disorder or injury

Nominated Individual &
Registered Manager
Mrs Julie Scott RGN NIP

Facial Aesthetics
Park House
Park Road
Rivenhall
Essex
CM8 3PS

Tel: 01376 584555
Email: facial_aesthetics@hotmail.com

Comments, Suggestions & Complaints:

For any comments, suggestions or complaints please raise these with your practitioner.

If not satisfied with the response you may provide this in writing to the Registered Person (Julie Scott) at the clinic address.

Written complaints are acknowledged within 2 working days and a formal response within 20 working days.

The Care Quality Commission has no statutory powers to investigate any complaints that patients or other members of the public make about independent healthcare services, nor do they have a regulatory role to manage, arbitrate or resolve their complaints, concerns or allegations. However, they will take account of all information that they receive from the public about registered independent providers, or about unregistered providers that they consider should be registered. If they suspect that the provider has committed an offence under the Act or a breach under the regulations, they are required to take action to bring about improvement.

Care Quality Commission
Citygate
Gallowgate
Newcastle Upon Tyne
NE1 4PA
Tel: 03000 616161
Email: enquiries@cqc.org.uk

A copy of our latest Care Quality Commission report and complaints policy is available on request.

Our Patient Promise

- Highest level of patient safety & care
- Commitment to providing natural results

Patient treatment outcomes

- Administer clinically-proven modalities
- Follow-up & emergency care at all times
- Patient review and adjustments when necessary

Ongoing clinical audits

- Ensure efficacy of treatment
- Review sub-optimal results & document

Patient care

- Extra care & monitoring for vulnerable patients
- All patients are individuals & treated with respect

Core Values

- Respect
- Integrity
- Excellence

Core Philosophy

- Patient Safety & Care
- Natural Results
- Holistic Approach

Social Governance & Responsibility

Charitable

- Proud to support charity Saving Faces

Community

- Teen skin clinic
- Promotion of skin-health in local schools