



Clinic Terms and Conditions

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Clinic Terms and Conditions

Clinic Aims

Aspire Aesthetics' aim is to offer safe, attainable and expert nurse led non-surgical medical aesthetic treatments to the adult community of Inverurie and surrounding areas in Aberdeenshire.

Our treatments are provided by registered nurses. Linda Strachan is a fully qualified independent nurse prescriber who has expanded her skills and expertise in the field of medical aesthetics since 2009 with MSc Non-Surgical Aesthetic Practice in 2019. Since April 2021 Linda has been joined by Rachael Morrison who qualified as a nurse in 2003 and moved into the Aesthetic sector in 2015.

Our nurses at Aspire Aesthetics Ltd offers non-surgical medical aesthetic treatments including anti-wrinkle injections, dermal filler injections, Plasma BT, IPL for hair reduction and skin rejuvenation, Ultherapy, radio frequency micro-needling and skin peels/skin care products for specific skin concerns following a full pre-treatment consultation and agreed treatment plan.

Information

- All patients are required to provide the following contact details; full name, home address, telephone, email, date of birth, next of kin, registered GP in order to secure an appointment and enroll as a patient.
- All clients will complete a Medical history questionnaire prior to their first consultation appointment. This form is sent out via ANS electronically, the information this gathers is necessary to inform the consultation and treatment planning process and is discussed during the initial consultation.
- All patients will receive a face to face prescription consultation with Nurse prescriber Linda Strachan prior to any treatment involving a POM.
- Treatment plans are generated as a result of the consultation. At this time the risks and expected outcomes are explored with the patient. Patient information leaflets are offered and treatment costs are provided at the point of booking.
- All information will be treated as confidential and protected in accordance with Data Protection legislation
- Patient information will not be shared with third parties without written permissions and you will not receive unsolicited information from us.

- You may choose to remove yourself from our mailing list at any time, by unsubscribing.

Online Consultation

Whilst remote consultations have historically been discouraged, we acknowledge in light of the Coronavirus pandemic we now offer the potential for remote consultations, in line with patient preference and/or COVID guidelines. There are also some circumstances when this service may be helpful; particularly for our patients who will be travelling long distance.

New patients, seeking advice from a practitioner via a remote discussion, or existing clients seeking to review their care plan will be booked in to the diary for a 30 minute appointment. A secure video link is the preferred medium we will use, though telephone calls may be requested by clients. A fee of £30 will be charged. A full face to face consultation will still be required for treatments that require a prescription medication, this is a legislative requirement and is best practice as it allows you time to reflect on your treatment options prior to a treatment date. This can be from stock items held in the clinic.

Appointments

- We will require a non-refundable deposit of £50 for all treatments or 50% for treatments requiring in excess of 1 hour clinic treatment time. This includes Secret RF, Hydrafacial, Ultherapy and some Dermal Filler procedures.
- Our cancellation policy requires 72 hours (3 days) notice to amend an appointment booking and retain your deposit. Please provide as much notice as possible if you need to cancel or reschedule your appointment, so that we may make best use of our appointment diary.
- If you do not attend a booked appointment, and fail to advise us 72 hours in advance, your deposit is non-refundable. Any subsequent booking will require a further deposit.
- We understand that occasionally there will be extenuating circumstances which may require booked appointments to be amended – please advise us of this ASAP. For example, please do NOT attend the clinic for an appointment if you are unwell. If you are unsure, please call and discuss. Many treatments are contraindicated if you are unwell; this includes colds, cold sores or local skin infections. With the recent COVID-19 pandemic this list includes but is not limited to: Experiencing a high temperature, a new/ persistent cough, loss of sense of smell and taste.
- Routine review appointments are offered after treatment with Botulinum Toxin as a courtesy and may be conducted remotely if required to limit non-essential contact time. If you require a face to face appointment for an adjustment you will be offered an appointment. No additional adjustment treatment or ‘top-up’ is provided once the review period of 2-3 weeks has passed.

Children

We do not treat children under the age of 12. We may only treat children and young people aged 12- 18 years for acne skin conditions or skin blemish removal when chaperoned by parent or guardian.

Please do not bring children to the clinic unless they are old enough to be left unsupervised. Our staff are not insured or qualified to look after your children while you receive your treatment. Children will not be allowed to accompany you into the treatment rooms.

Protecting Children is the responsibility of every member of the community. Any child protection concerns that arise will be reported to social work and or police services. Social Work Aberdeenshire 01467 537555 or out of hours service 03456 081206.

Vulnerable Adults

Treatments will not be provided if there is concern for a patients mental wellbeing or capacity to make informed consent during consultation process.

It is everyone's responsibility to play a part in the protection of vulnerable people. Information of concern for an adult at risk of harm will be report to Adult Protection unit on 01467 533100 adultprotectionnetwork@aberdeenshire.gov.uk or out of hours on 03456 081206

Police Scotland may be contacted in an emergency concern for an adult at risk of harm.

Payment

- New patients will be asked to pay £30 for a consultation in advance to secure the time allocated and are non-refundable.
- You will be advised of the full costs of any treatment plan proposed and agreed, including that of any maintenance treatment, before any treatment is undertaken.
- Payment for treatment is taken in full, less the deposit, at the time of treatment. Clients may be asked to pay a deposit for their next appointment when booking in clinic in person.
- Patients can purchase prepayment cards via our website to help budget for the costs of treatments and products in advance.
- The clinic accepts cash, major debit and credit cards. We are unable to accept cheques.

Refunds

Fees charged for treatment are for the delivery of a treatment and the accompanying service, which is inclusive of;

- consultation and assessment
- provision of information and advice
- safe treatment with evidence based products
- follow up appointments and aftercare advice and support as appropriate

Whilst we undertake to provide excellent service; factual, honest and ethical advice, safe, expert treatment in experienced hands and only the best products, we cannot guarantee your results and cannot offer refunds if the results achieved fail to meet your expectations.

Feedback

Any feedback is much appreciated, both positive and negative. Feedback is used to review and improve quality of service. You may submit feedback verbally, via email, via the clinic website or by completing the feedback forms available in the reception area.

Complaints

If you have a complaint, please inform us as soon as possible. An appointment will be made for you to be seen. A copy of our Complaints Policy is available on request.

References/ Resources:

Report a child protection concern www.girfec-aberdeenshire.org

Report an adult protection concern www.aberdeenshire.gov.uk/social-care-and-health/community-care/protection-and-support/adult-protection-and-support

GDPR Privacy Notice

This statement is intended to explain why Aspire Aesthetics Ltd requires your personal data to be collected and what is done with it.

When you supply your personal details to Aspire Aesthetics the information is stored and processed for four reasons relevant and applicable to General Data Protection Regulation 2018 detailed below:

- Aspire Aesthetics needs to collect personal information about you and your health in order to provide you with the best possible treatment. Your requesting treatment and our agreement to provide that care constitutes a contract. You can, of course, refuse to provide the information, but in this instance we would not be able to provide treatment.

- Aspire Aesthetics has a legitimate interest in collecting your personal and medical information because without it we could not perform procedures safely and effectively.
- Aspire Aesthetics requires to be able to contact you in order to confirm your appointments and/or to update you on matters related to your medical care. This again constitutes a legitimate interest.
- Provided we have your consent, we may occasionally send you general health information in the form of articles, treatment options, advice or newsletters. You may withdraw this consent at any time – just let us know by any convenient method.

Aspire Aesthetics has a legal obligation to retain your records for 8 years after your most recent appointment, but after this period you can ask us to delete your records if you wish. Otherwise, we will retain your records indefinitely in order that we can provide you with the best possible care should you need to see us at some future date.

Your records are stored on paper, in a locked filing cabinet within the clinic and in future will be held electronically “in the cloud” using a secure specialist client management records service. This provider has given us their assurances that they are fully compliant with the General Data Protection Regulations. The record management software cannot be downloaded without permission, and data is password protected thereafter. Passwords are changed regularly on the clinic computer which is backed up and is locked within the clinic.

Aspire Aesthetics will never share your data with anyone who does not need access without your written consent. Only the following people/agencies will have routine access to your data:

- Practitioners employed at Aspire Aesthetics, in order that they can provide you with safe and effective treatments.
- The client management database system Phorest, and ANS who store medical records are GDPR compliant.
- The pharmacy where Prescription Only Medication is ordered in your name for your treatment.
- Reception team where your appointment has been booked via administration support.

- Other administrative support such as accountancy team. This would just be essential details and **not medical notes** and only in relation to payments and transactions.

Please feel free to email the clinic at info@aspireaesthetics.co.uk if you have any questions.

Please note that although Aspire Aesthetics doesn't directly place any cookies on their website, third parties may use cookies, over which we have no control. You can block cookies by activating the setting on your browser.

Aspire Aesthetics Ltd is registered with the Information Commissioner's Office. You can find out more about your rights under data protection legislation from the Information Commissioner's Office website: www.ico.org.uk.

Linda Strachan
Director