

The following treatments are offered:

Hair Reduction: The Lumina Q (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. The Lumina Q 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 re-growth is slowed or halted altogether.

Skin Rejuvenation (Photo rejuvenation): Skin rejuvenation can be achieved either by IPL alone, or by the combination approach of a mild chemical peel or microdermabrasion and IPL treatment.

Pigmented Lesion: Removal of Solar lentigines (liver or ageing spots) are effectively treated with IPL or Q switched laser.

Facial Vascular: Lesion Removal of 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.

Tattoo Removal: The Q-switched Nd:YAG laser at 1064 nm is yet another tool used for the removal of tattoos. This laser also comes with a double switching option, giving it a wavelength of 532 nm, a green laser which is superior to any other laser in the removal of red ink. It has the great advantage for treating darker-skinned patients with minimal hypo-pigmentation or hyper-pigmentation.

Review:

This Patients' Guide will be reviewed annually.
Next review will take place no later than 10 January 2011

Comments Suggestions & Complaints

• We would like to hear your views on our service, both positive and negative and are always open to suggestions on how we can improve our service.

• If not satisfied you may put your comments, suggestions or complaints in writing to the Registered Manager, Dr Rajendra Patel the Clinical Director, at the address below:

St Mellion Clinic
Unit 5 Briston Orchard
St Mellion
SALTASH PL12 6RQ

A formal Complaints Procedure is in place and is summarised below:

- If you complain, you will receive a written acknowledgment within 3 working days of receipt of your complaint (unless a full reply can be sent within five working days).
- A full response will be made within 20 working days unless the investigation is still in process. In such cases a letter explaining the reason for the delay will be sent and a full response made within 5 days of a conclusion being reached.
- We will always keep you informed, in writing, of the stages of investigation and actions taken.
- All complaints are taken seriously

You may also make comments or suggestions about this guide to the clinic address

Should you be unhappy about the way in which your complaint has been dealt with you may raise the matter with the Care Quality Commission as below:

Care Quality Commission National Correspondence
Citygate
Gallowgate
Newcastle upon Tyne
NE1 4PA
Telephone: 03000 616161
Or visit www.cqc.org.uk

Inspection Report: A copy of St Mellion Clinic's most recent Care Quality Commission inspection report can be obtained from St Mellion Clinic or the Commission upon request.

Patient's Guide

IPL and Laser Treatment

Responsible Individual & Registered Manger:
Dr Rajendra Patel MBChB LRCP LRCS



Summary of Statement of Purpose

The aim of the clinic is to provide the highest level of expertise in laser and Intense Pulsed Light (IPL) treatment for the removal of unwanted hair, pigmented marks, vascular lesions (rosacea, thread Veins etc), tattoo removal as well as offering a variety of skin rejuvenating procedures. All treatments are carried out with the Lumina Multifunctional Intense Pulsed Light System and Q-switched laser supplied from Lynton Lasers Ltd. Dr Rajendra Patel is the Registered Manager and has over 2 years clinical experience in the UK (Devon and Cornwall). He has gained a wealth of experience in a range of light based therapies and is also a General Practitioner in Plymouth. He has completed parts 1 & 2 of the BTEC Advanced Award in Principles of Laser, Light and Associated Aesthetic Therapies at Mapperley Park Training Centre.

Treatments are offered to all over the age of 18, the cost of which is published on our Price List attached. Prior to treatment you must first undergo a consultation procedure. A consultation will include a health/lifestyle questionnaire and a test patch. At all times confidentiality and dignity will be maintained.

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 a £50 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 of treatments 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 purchases 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 St Mellion Clinics' field of expertise, the Client will be advised of this fact.
- The Clinician has medical indemnity insurance and the Clinic has employers and public liability insurance.

Disability Statement:

We are unable to offer disabled access and disabled toilet facilities due to restrictions of the building. Where possible, we will seek to give details of alternative providers.

Children:

We **DO NOT** treat clients with the Lumina Q IPL and Laser System who are under 18 years of age. Children should not be brought to the clinic and if brought against advice, they are solely the responsibility of the parent or guardian

Chaperones:

- Please let us know when booking if you would like to have a chaperone present during any consultation, assessment, treatments or review.
- If you wish to bring a chaperone please let us know when booking your appointment.

Consultation & Confidentiality:

- 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 Q System.
- Consultations are conducted in private and all information given during consultations remains confidential.

Annual Survey of Clients:

We conduct an annual assessment of the views of our clients in order to inform and improve our service delivery. A summary of the result of this will be available on request.

Contract Details:

We do not use formal contract for services. Clients may make appointments on an ongoing basis or in some circumstances packages for treatment may be agreed, this would be confirmed in writing prior to commencement of treatment.

Refund Policy

For service purchases, there are NO REFUNDS. For product purchases, if the client is not satisfied with the product within 14 days, a full refund will be given.

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.

Responsible Individual & Registered Manager:

Dr Rajendra Patel

- MBChB, Zambia 1982
- LRCP, LRSC [Edinburgh and Glasgow]
- Medical Aesthetic Doctor and General Practitioner
- GP with a special interest in surgery
- Director of the St Mellion Clinic
- Fully registered with the General Medical Council