

# **Clinic Policy**

At Self Medical Aesthetics, patient safety, professionalism, and ethical care are our highest priorities. Our clinic operates in full compliance with the standards set by the Care Quality Commission (CQC), Nursing and Midwifery Council (NMC), and all relevant healthcare regulations.

## **1. Patient Eligibility**

All patients must be aged 18 years or older to receive treatments at Self Medical Aesthetics. We require valid identification at the time of consultation and treatment to verify age.

## **2. Consent and Consultation**

Treatments are only performed following a comprehensive, face-to-face consultation with a qualified medical professional. During this consultation, we assess medical history, discuss treatment goals, risks, and aftercare to ensure fully informed consent.

## **3. Professional Standards**

Our practitioners adhere strictly to the NMC Code of Conduct, ensuring all treatments are delivered with competence, compassion, and respect for patient dignity. We maintain clear, confidential records in line with data protection laws.

## **4. Safeguarding and Duty of Care**

We are committed to safeguarding all patients by identifying and appropriately managing any physical or psychological risks. Practitioners are trained to recognise concerns such as Body Dysmorphic Disorder, mental health vulnerabilities, or coercion, and will take necessary actions including referrals or deferrals to protect patient wellbeing.

## **5. Treatment Safety and Hygiene**

Our clinic follows strict infection control and hygiene protocols compliant with CQC standards. All equipment is sterilised, and disposable items are used where appropriate to maintain a safe environment.

## **6. Appointment Policy**

Appointments must be booked in advance. We require at least 48 hours' notice for cancellations or rescheduling. Late cancellations or no-shows may incur a fee or result in deferral of treatment.

## **7. Confidentiality**

All patient information is treated with the utmost confidentiality. We comply with GDPR and the Data Protection Act 2018, ensuring secure handling, storage, and processing of personal data.

## **8. Complaints and Feedback**

We welcome patient feedback and strive for continuous improvement. Any concerns or complaints will be handled promptly and fairly, following our internal complaints procedure.

If you have any questions about our policies or treatments, please contact us at [hello@selfmedicaesthetics.com](mailto:hello@selfmedicaesthetics.com)