



Client Guide

Clinic Locations

Edinburgh St James
Edinburgh Lothian Road
Glasgow St Vincent Street
Glasgow Braehead
Dundee

This client guide is produced for all our clients to read. Designed to answer any questions that you might have about the treatments/services Therapie Clinic provide, so you can make an informed choice in selecting Therapie Clinic for your selected service/treatment. It includes information on the treatments provided, our staff, and your rights/responsibilities as clients.

Issue Date: January 2024
Review Date: January 2025

Introduction

This client guide is produced for all our clients to read and includes information on treatments provided, our staff, feedback from our clients, how to address a complaint, adult safeguarding and information

It is the policy of this establishment to review the Client Guide on an annual basis and inform our regulator Healthcare Improvement Scotland of any changes which may have an impact on the registration criteria.

Treatments offered

Treatments offered fall within 4 categories Hair Reduction carried out by a Laser Qualified Therapist, Aesthetic treatments and Body treatments carried out by a trained therapist and Cosmetic Treatments carried out by our highly qualified GMC/GDC/NMC registered medical professionals.

** GMC The General Medical Council, The General Dental Council, The Nursing and midwifery Council*

The following treatments are carried out by a Laser Trained Therapist

- Hair reduction using class 4 laser

Laser Hair Reduction

At Therapie clinic, we use only the most advanced technology. In general, a course of 10 treatments is recommended with maintenance and top-ups recommended to maintain results

Aesthetic Treatments Include:

- Chemical Peels
- Micro-Needling
- Potenza
- Exilis
- Hydrafacial

Body Treatments:

- Coolsculpt
- Emsculpt
- Exilis
- Emsella

The following treatments are carried out by a Registered Health Care Practitioners

- **Anti-wrinkle Treatments** - Anti-Wrinkle Treatments are an effective way of softening fine lines and wrinkles. They are injected directly into the muscle that causes facial contractions, for example the frown lines between the brows, and work by stopping facial nerves from sending the message to the muscle to contract each time you make a facial expression. This allows the muscle to relax and as a result, the overlying skin releases its wrinkle. Anti-Wrinkle injectables and fillers can be used in a variety of treatable areas of the face, depending on where your wrinkles are.
- **Dermal Fillers** - Dermal fillers are a non-surgical treatment to reduce fine lines and wrinkles by adding volume to areas of the face or lips.
- **Sunekos** - Sunekos is a unique formula of Hyaluronic Acid and 6 Amino Acids that work on your skin from within. It improves the quality and structure of the delicate skin in the peri-orbital area, without volumising it. This advanced Skin Booster restores your skin's natural look and improves signs of ageing by enhancing, stimulating and boosting the production of new collagen and elastin to help rebuild and rejuvenate your skin.
- **Profhilo** - Profhilo® is the first injectable hyaluronic acid (HA) based product for treating skin laxity. HA is hydrophilic, meaning it draws and holds water from your body, so Profhilo® acts as a hydrator rather than a filler. This makes it fantastic for those with tired, dull-looking skin, transforming it into firm, luminous skin. This effect takes place within 3-5 days of treatment.
- **Polynucleotides** - Polynucleotides are an injectable bio-stimulator that are crafted from purified DNA fragments and encourage collagen and elastin production, two essential proteins within the skin that decrease with age, by boosting fibroblast cells, promoting tissue regeneration and restoring skin tone and elasticity. They offer antioxidant and hydrating benefits, alongside bio-remodeling effects, resulting in healthier and more youthful-looking skin.

Staff within the Clinic

- Registered Clinic Manager
- GMC Registered Doctors
- NMC Registered Nurses
- GDC Registered Dentists
- Therapists
- FOH Staff

Out of Hours

We do not have an out-of-hours service. You will be provided with comprehensive after care instructions and information on adverse reactions/when to seek medical attention. If you have any general concerns or questions, you can contact Therapie Clinic within clinic hours, and we will arrange for you to be assessed by a Health Care Practitioner. If you have any life-threatening issues i.e., breathing difficulties and/or anaphylaxis please call 999 immediately.

Making an Appointment

It is advisable to book appointments in advance to ensure that you get the time of your choice. This can be done in clinic, online or via the Therapie Clinic App. Any emergency post treatment adverse reactions will be seen immediately, and you must attend the clinic.

Confirming the Appointment

Clients will receive an Automated reminder text at least 48 hrs prior to any appointment to confirm your scheduled appointment.

Client Consultation, Dignity and Confidentiality

This clinic has a policy of client confidentiality and all information, and records are kept safe and confidential in line with GDPR (General Data Protection Regulation)

Clients need not discuss their confidential details within the reception area. Qualified personnel will carry out all consultations in the privacy of the consulting/treatment room. Records of all consultation and treatments are kept in clients' notes. The privacy and dignity of clients is always respected.

Consent Policy

Clients have a fundamental legal and ethical right to determine what happens to their own bodies. Valid consent to treatment is therefore absolutely central in any decision made.

For various reasons including medical history, unrealistic expectations, non-optimal predicted results, this establishment may take a view and not proceed with any treatment and may recommend another form of treatment or refer them to another clinic.

Consent Process Laser

Clients have an initial consultation where a full medical history will be taken, all risks, benefits and limitations of treatment will be fully discussed and documented, depending on the treatment recommended a patch test may be required prior to any treatment commencing. Clients should take time to reflect, the amount of time required will vary greatly with each client.

Consent Process Health Care Practitioner Treatments

Clients will be consulted by the registered Doctor/Nurse/Dentist that will carry out the treatment, this should be done face to face and not by telephone/video

- Full medical history will be taken
- Risks, benefits and limitations of treatment discussed and documented
- Consent form completed by both the medical practitioner and the client.

Clients have the right to withdraw consent at any stage of the consent process without financial loss. Clients should take time to reflect, the amount of time required will vary greatly. The time required may depend on the research a client has done prior to the appointment, the clients understanding of the treatment limitations, risks and benefits.

Client Chaperone/Accompanying Policy

Within this clinic, we encourage the concept of chaperones accompanying clients, within reasonable boundaries.

The situation may arise, where a client is accompanied by a next of kin or friend, or may request a member of staff (within reason) to accompany them. In such cases, the following rules will apply, where the chaperone will:

- Have agreement from the client to be present at the consultation
- Have the ability and mental capacity to act as a chaperone
- Introduce him/her to clinic staff and explain the purpose of their presence
- Maintain confidentiality and comply with clinic policies
- A record and details of such events will be kept in the clients' notes

In any event, the member of staff in charge of the case would make the ultimate decision regarding the presence of chaperones. For safety reasons this may not be possible, especially during a laser treatment.

Adult Safeguarding – Prevention and Protection in Partnership

At Therapie Clinic we recognize that there are some adults that are at more risk of harm than others.

We aim to make sure that every adult that comes into our clinic is safe and looked after and treated with utmost dignity. We want to make sure that all adults have the right to their own decisions and choices and will do everything to facilitate what they choose. We are also here to help if we feel that they have been abused, exploited or neglected in any form and have a zero tolerance towards any such harm to an adult.

Under no circumstances should the adult be taken advantage of, especially in terms of payment. It is the responsibility of the staff and management that they have the clients' best interests at all times and facilitate when needed.

The clinic manager is responsible for the training of staff in relation to Adult Safeguarding and that they know what to do if they feel a client has been abused, exploited or neglected and who to go to. **The Registered Clinic Manager**, is the **Adult Safeguarding Lead** who will deal with any questions or concerns that the staff may have.

Treatment of Children

This establishment does not treat any children and advise that anyone under the age of 18 should not accompany you during your visits.

Access to Health Records

All clients have access to their health records in accordance with the General Data Protection Regulation. If you require access to your records, then please ask the secretary/ receptionist or

the Registered Manager who will discuss this with you and agree on the level of information that you require access to.

Advertising Policy

This clinic ensures that all its adverts, client leaflets and services it offers, complies with the Advertising Standards Authority (ASA). This clinic ensures that information provided to clients and prospective clients and their families is accurate and that any claims made in respect of services are justified.

Smoking Policy

The establishment is strictly non-smoking.

Mobile Phones

Clients are requested not to use mobile phones within the treatment areas.

Additional Information

This establishment has a health and safety, risk management and incident reporting policy

We take part in staff continuing professional development to keep our skills and knowledge up-to-date

This establishment has appointed an RPA2000 Certified Laser Protection Adviser (LPA) who carries out annual visits.

Price List and Treatment Plan

Prices will vary depending on the type of consultation and extent of the treatment. A consultation is required prior to all initial treatments, enabling the client to agree to a suitable course of treatment. An up-to-date price list is available as a separate list within the clinic. We do not offer a contract as such to our clients, however, the consent form and attendance for the treatment denotes agreement to treatment.

Methods of Payment/Credit

All major credit/debit cards are accepted. Finance options may also be available, please ask a staff member for further information.

Quality monitoring, Client /Client Views and Survey Results

It is the aim of this clinic to obtain the views of its clients at least once during their course of treatment, and use these to inform the provision of treatment and care of prospective clients.

This establishment is committed to excellence in service and treatments performed in all areas of its services. We encourage feedback from clients regarding the standards of service, care and information, which you have received. We would welcome any comments or suggestions, which will

enable us to work towards improving the quality of our treatment and services provided and ensure that clients receive adequate and correct information.

This establishment is always ready to respond to feedback received about the way in which its services are conducted. Audit of feedback is carried out monthly.

Healthcare Improvement Scotland Inspection Reports

As part of our practice, we would make available to all our clients/clients or visitors a copy of our inspection report and action plan. Please ask the Registered Manager for details or visit healthcareimprovementscotland.org to download a copy of the report.

Complaints Procedure

Therapie clinic operates a complaints procedure. Clients are asked that; in the event they wish to make a complaint regarding a treatment or service they have received that they speak Management based in the clinic on the day or time of treatment

Our complaints procedure is designed to make sure that we settle any complaints as quickly as possible. We shall acknowledge complaints within 3 working days and aim to have investigated the complaint within 21 working days of the date when it was raised. We shall then be able to offer an explanation, or a meeting as appropriate. If there are any delays in the process, we will keep the complainant informed. When we investigate a complaint, we shall aim to: • find out what happened and what went wrong • make it possible for the complainant to discuss the problem with those concerned • make sure the complainant receives an apology where appropriate • identify what we can do to make sure the problem does not happen again. At the end of the investigation the complaint will be discussed with the complainant in detail, either in person or in writing.

Clients are asked that, in the event of any complaint, they speak to the Registered Clinic Manager. Clients who require further advice regarding the complaints process should direct their enquiry to the Clinic Manager.

Clinic Contacts:

Edinburgh St James – edinburghstjames@therapieclinic.com

Edinburgh Lothian Road – edinburgh@therapieclinic.com

Glasgow St Vincent Street – glasgow@therapieclinic.com

Glasgow Braehead – braehead@therapieclinic.com

Dundee – dundee@therapieclinic.com

If the complaint remains unresolved it should be escalated to the Head of Regional Operations

The clinic's management of complaints is inspected and regulated by Healthcare Improvement Scotland. Where possible, it is encouraged for the complainant to resolve the issues that concern them with the provider. If the complainant is unable to do this, the independent healthcare complaints manager may be contacted as follows:

Programme Manager
Independent Healthcare Improvement Scotland
Gyle Square
1 South Gyle Crescent

Edinburgh - EH12 9EB

Email: his.iregulation@nhs.scot

Telephone: 0131 623 4701

Emergency/Fire Safety Arrangements

Should you hear the alarm sound, please following the signs to the nearest emergency exit. There will be staff on hand to assist you. You should proceed to our **Assembly Point** and not re-enter the building for any reason until advised it is safe to do so.

Wheelchair Access

The following clinics are fully wheelchair accessible:

Edinburgh St James

Dundee

Glasgow St Vincent Street

Glasgow Braehead

Should you need assistance in getting on or off a treatment bed, please speak to the clinic manager, who will complete a risk assessment, you will be fully involved in this process.

Review of Client Guide

This guide aims to provide clear and accurate information regarding treatment and facilities within our various clinics located in Scotland. The guide will be updated as necessary and reviewed at least annually. If you have views on the information contained in or the presentation of this Patient Guide, we welcome your comments.

