

Patient Guide

Our Team:

Name & Role	Relevant Qualifications	Relevant Experience
Jeremy Isaac (Director and Aesthetic Injector)	<p>BDS LDS RCS FCOI</p> <p>MSc Cosmetic Medicine</p> <p>Pg.Cert Medical Education</p> <p>Sector specific CPD and relevant training</p>	<p>Principal dentist at successful cosmetic practice for over 30 years.</p> <p>Laser Core of Knowledge training</p> <p>Over 20 years of training and experience providing injectable anti wrinkle solutions as botulinum toxin and dermal filler.</p> <p>Country Expert Trainer for leading pharma company</p>
Jayne Mullens (Director and clinician)	<p>Level 3 Personal Trainer</p> <p>Laser & Light Therapies L4</p> <p>L3 Cert Access to Aesthetic Therapies</p>	<p>Laser Core of Knowledge Training</p> <p>Laser & Light Therapies Level 4</p> <p>AlumierMD Clinician</p> <p>DermaFNS</p> <p>Morpheus 8</p> <p>Hydrafacial</p>
Laura Morris (Responsible Individual & Registered Manager)	<p>NVQ Oral Health Care Level 3</p> <p>ILM Leadership and Management Level 5</p> <p>Sector specific CPD and relevant training</p>	<p>13 Years Dental Practice Management</p> <p>6 Years Aesthetics clinic Management</p> <p>3 Years Registered Manager</p>
Grace Isaac Administrator and Chairside Assistant	<p>Level 3 Beauty Therapy & Massage</p> <p>Sector specific CPD and relevant training</p>	<p>Chairside assistance for Jeremy Isaac providing facial aesthetics</p>

<p>Miriam Isaac Administrator and Chairside Assistant</p>	<p>L3 Cert in Access to Aesthetic Therapies Sector specific CPD and relevant training</p>	<p>Chairside assistance for Jeremy Isaac providing facial aesthetics</p>
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Wish Skin Clinic aims to provide high quality, non-invasive aesthetic care to all patients. To achieve this, Wish Skin Clinic employees have attended an intensive training course to provide non invasive IPL Laser Therapy for Hair Removal, tattoo removal & Cosmetic Skin Treatments and have passed the Core of Knowledge test. Wish Skin Clinic is committed to ensure regular update training is carried out by all staff carrying out treatments.

Treatments will be carried out using the following machines.

EXCELIGHT Intense Pulsed Light (IPL) System

- for permanent hair reduction
- red vein removal
- pigment removal
- Skin rejuvenation
- Acne Treatment

Q-PLUS C Nd:YAG & Ruby Laser System

- Tattoo removal
- Fractional laser
- Skin resurfacing

Laser Treatments available at Wish Skin Clinic are:

Tattoo Removal Single treatment hair reduction Acne treatments
 Skin Rejuvenation Pigment Removal Facial Veins and Pigmentation

A range of non Laser treatments are also available at Wish Skin Clinic:

Hydrafacial Alumier MD Cosmetic Peel Mandelic and Jesners Peels Morpheus8
 DermaFNS Felc DESO Body & DESO Face Plexr Thread lifting
 Dermal filler Antiwrinkle Mole removal Sclerotherapy

Wish Skin Clinic will only introduce new PROVEN treatments and procedures under full available legislation, ensuring the staff are fully trained and conversant with all aspects of the treatment, outcomes and side effects, to ensure the

best possible outcome for all patients. Each client will be given full information on each treatment and/or course of treatments they are planning. This covers: what the actual treatment consists of, outcomes, contra-indications, side effects and what the patient can expect pre, during and post treatment.

Wish Skin Clinic believes in treating all patients in a confidential manner and no information obtained is divulged to any other person or organisation unless patient consent is obtained.

Wish Skin Clinic is committed to improving standards, therefore patients are encouraged to discuss with their clinician their care, understanding of the procedure and the outcome of their treatment. Feedback questionnaires will be made available to patients, which will be evaluated and will be used to maintain or improve the quality of care provided during our monthly meetings.

Wish Skin Clinic is committed to dealing with all complaints received seriously. We aim to resolve potential problems effectively and efficiently and have a Complaints Procedure in place. Wish Skin Clinic aims to provide their patients with a quality service, striving at all times to improve their standards of care.

To maintain the dignity and privacy of patients during their visit to Wish Skin Clinic, we have a private consultation and treatment room fully equipped to provide a comfortable and relaxing experience for our clients. Further facilities at our establishment include a waiting area and WC for clients and staff.

A sample of the cost of treatments, including the consultation fee, are below, a full price list is available at the Clinic. Your treatment operator will confirm with you the costs of your treatment following the consultation.

Skin Consultation / Test patch £25.00	Aesthetics Consultation £50.00
Tattoo Removal from £50.00	Dermal Fillers from £285.00
Single treatment hair removal from £40.00	Anti-wrinkle from £195.00
Acne treatments from £65.00	Thread lifting from £500.00
Skin Rejuvenation from £65.00	Sclerotherapy from £60.00
Pigment Removal from £65.00	Felc (Skin tag & mole removal) from £120.00
Facial Veins and Pigmentation from £65.00	Felc (eye) from £399.00
Hydrafacial from £165.00	
Cosmetic peel from £95.00	
Medical peel from £120.00	
DermaFNS from £ 225.00	
Morpheus8 from £550.00	

All patients will be made aware of the length, number and cost of treatments before treatment begins. Payment can be made either by cash, debit or credit card and will be in 2 instalments, £25 deposit at the time of consultation and outstanding balance due on the treatment visit.

Consultations are mandatory for any patient considering one of our treatments. An appointment for consultation is made, either by phone or in person. A full consultation is given in private in our treatment room. The patient is under no obligation to proceed with the treatment and is encouraged to ask questions about their treatment and follow up advice. During consultation the clinician will gain an understanding of the patients specific needs and problems and advise accordingly whether the treatment sort is appropriate to the patient. A test patch is also mandatory and will be carried out at least 7 days before the commencement of treatment. Parental consent is required for any patient under the age of 18. Treatments for under 18's will be strictly monitored to ensure they are appropriate for that patient. We do not offer laser treatment to any person under the age of 16 years.

Should a patient have a complaint about the service provided we would like them to speak directly to our clinicians immediately in order to rectify the situation at the time of the treatment. If the patient wishes to take the complaint further then they should ask to speak to the Registered Manager, Mrs Laura Morris and put their complaint in writing. Finally if they feel that their complaint has not been dealt with in a satisfactorily manner then they should contact Healthcare Inspectorate Wales (HIW) on www.hiw.org.uk/raise-a-concern click on Complain About Healthcare, scroll down main page to Sharing your experience with us and click on HIW's booklet explains how to raise a concern or make a complaint about health services in Wales. You may also contact the HIW in writing or by phone.

Healthcare Inspectorate Wales
Government Buildings
Rhydycar Business Park
Merthyr Tydfil
CF48 1UZ
Tel : 03000 628163

Information on Healthcare Inspectorate Wales inspections and subsequent inspection reports can be found by visiting : <http://hiw.org.uk/find-service>

We are very proud of the feedback we receive from our existing clients and work on continuously improving our services.

Our clients have praised our team for their knowledge and friendly manner. They have also praised us on how well presented our clinic is and the great range of treatments we offer.

We have taken on board requests for late appointments, which can now be accommodated, and the introduction of laser alternatives which we have been working on over the last few months.

Client reviews are available on our facebook page :
https://www.facebook.com/pg/wishskinclinic/reviews/?ref=page_internal