

# Swansea Laser Clinic

## CLINIC POLICY & PROCEDURE MANUAL

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### STATEMENT OF PURPOSE

**AUTHORISED:** Clinic Director

**SIGNED:**  .....

This document is issued and controlled by the Clinic Director. Changes may only be authorised by the Committee.

This is a CONTROLLED DOCUMENT subject to automatic update and should not be photocopied.

Only controlled documents are permitted to be used within Swansea Laser Clinic.

Reviewed March 2004 – No changes  
Reviewed March 2005 – No changes  
Reviewed February 2006 – No changes  
Reviewed: 09/01/2010 9:20 AM  
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Next review due: June 13 2016

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### **STATEMENT OF PURPOSE**

**(i) PURPOSE OF DOCUMENT:**

This document describes the statement of purpose for the Swansea Laser Clinic.

**(ii) SCOPE OF DOCUMENT:**

This document states the main objectives and treatments available at Swansea Laser Clinic. The contents of this document are also available as a leaflet detailing comprehensive information on each treatment provided for patients entitled "Services".

**(iii) APPLICABILITY:**

This document applies to all staff contracted and bank employed at Swansea Laser Clinic.

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### 1. Aims and Objectives

*Swansea Laser Clinic is committed to giving a quality service to the public. To achieve this, we employ qualified nurses who are trained in the specialist area of laser therapy. The head of the team is a Consultant Plastic Surgeon.*

*Swansea Laser Clinic is committed to its clients and strives to ensure all information is clear, relevant and up to date.*

*Swansea Laser Clinic believes in treating clients in a confidential manner and no information obtained is divulged to any other person unless client consent is given,*

*Swansea Laser Clinic is committed to dealing with any complaints received seriously. We aim to resolve potential problems efficiently and effectively.*

*Swansea Laser Clinic is committed to improving standards. Therefore clients are encouraged to discuss with practitioners their care, understanding of procedures and the outcomes of treatment. Questionnaires are available for clients to complete, which will be evaluated and used to improve the quality and care provided.*

*Overall, Swansea Laser Clinic is a private, well equipped establishment aiming to provide the public with a quality service, striving at all times to improve the standards of care.*

### 2. Registered Provider and Manager

Provider                    Mr M S C Murison  
Manager                    Mrs R G Maimone

Swansea Laser Clinic Limited  
Castell Close  
Swansea Enterprise Park  
Llansamlet  
Swansea  
SA7 9FH

### 3. Relevant Qualifications

Mr M S C Murison FRCS(Plast)  
Consultant Hand, Plastic and Laser Surgeon.  
Fellow of the Royal College of Surgeons (1995)  
British Association of Plastic Surgeons.  
British Association of Aesthetic Plastic Surgeons.  
British Society for Surgery of the Hand.  
British Medical Laser Society.

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Mrs R G Maimone RCN  
Registered General Nurse  
Diploma in Nursing.  
BTEC award (2002) in Skin and Laser Technology, Applications and Treatment.  
Qualified for Laser Treatments in vascular, depilation, thread veins, spider naevi and wrinkles.  
  
Qualified for injections in Botox and microsclerotherapy

### 4. Staff Members and Qualifications

Mrs T Davies	RGN, Nurse Practitioner Registered Nurse Qualified for treatments in vascular, depilation, thread veins, spider naevi, wrinkles, Botox and microsclerotherapy.
Mrs M A Murison	RGN, Nurse Practitioner Qualified for treatments in depilation, and wrinkles.
Mrs G Rogers	Receptionist and Client liaison.
Mrs C Sillick	Receptionist.

### 5. Organisational Structure

Swansea Laser Clinic is headed by a full time Consultant Plastic Surgeon who is responsible for every treatment episode. Patients are treated under strict protocols set up by the Registered Provider (Mr Murison) and Mr Murison is available at all times either in person or via telephone for advice. The treatments are carried out by Mr Murison or the Nurse Practitioner. Some treatments are only available from Mr Murison.  
All telephone enquiries are offered relevant literature in the post by return.

### 6. Treatments available

Laser treatments of:

- Wrinkles
- Thread veins
- Spider naevi
- Vascular birth marks
- Acne scarring
- Active acne
- Unwanted hair

Injection treatment for:

- Thread veins
- Microsclerotherapy
- Wrinkle/lip enhancement with Restylane or ArteColl

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Botulinum toxin injections for treating excessive sweating and wrinkles  
Consultations on cosmetic surgical treatments

Swansea Laser Clinic is equipped with up to date laser technology, which is serviced and maintained as necessary. Treatment delivered by qualified nursing and medical staff in a purpose built laser room.

Swansea Laser clinic has a specifically built consultation room for patients who are counselled before any treatment is given to make sure informed consent is gained.

### **7. Arrangements for Consultation**

Nurse practitioner consultations are free and arranged via a telephone call.

All clients have information sent to their home address after making an enquiry to the clinic for treatment. An appointment is made for the client via the receptionist. The Practitioner for the clinic will make a formal introduction and a full consultation is given in the private consultation room prior to any treatment given.

The client is under no obligation to proceed with treatment. The consultation from the Nurse Practitioner is free, and from the Consultant is subject to the prevailing scale of fees. The client is encouraged to ask any questions about their treatment care and follow up advice. If the practitioner is unable to answer any questions the manager and/or the Consultant is always available to consult via the telephone.

In line with accepted practice from the British Association of Plastic Surgeons, the British Association of Aesthetic Plastic Surgeons and the General Medical Council consultations with Mr Murison are arranged following a referral from the General Practitioner.

### **8. Arrangements made for contact with friends and relatives**

The receptionist takes details of next of kin, however, at Swansea Laser Clinic we do not make contact or divulge any information to relatives, friends or representatives unless specifically requested by our clients to do so.

### **9. Arrangements for dealing with complaints**

Swansea laser clinic is committed to its clients and any complaints received are dealt with seriously and efficiently. Swansea laser clinic has a complaints procedure.

See: - *Taking things further.*

*Management of Complaints.*

### **10. Arrangements for respecting privacy and dignity**

Swansea Laser Clinic respects the privacy and dignity of all its clients.

Swansea Laser Clinic is proud of its Confidentiality Policy.

The N.M.C. (2002) Code of Professional Conduct states: -

“As a registered nurse or midwife, you must protect confidential information”

See Swansea Laser Clinics Confidentiality Policy.