

Patient Guide

Issued July 2020
Reviewed February 2023
Next review February 2024



Introduction

Welcome to Kat & Co.

Our clinic started life in 2008 as a single-surgeon practice with the majority of surgeries carried out in the nearby hospitals.

We are now a multidisciplinary team offering the full spectrum of aesthetic and other types of surgeries, as well as non-surgical treatments. Our surgeons complement each other's skill sets with special areas of interest.

Our Day Surgery service has grown from strength to strength with 99% of our surgeries carried out in house as day procedures. We have an expert team of Anaesthetists offering cutting edge Twilight Anesthesia and Total Intravenous Anaesthesia.

We continue to work closely with our healthcare partners Spire and Circle for patients that require overnight stay.

This guide covers some of our processes and terms and conditions. You can find more details on www.cckat.com.

Statement of Purpose (Appendix 1)

Our aim and vision is be recognized as a world class medical and cosmetic healthcare provider. To bring together the best people who are dedicated to developing excellent clinical environments and delivering the highest quality patient care.

We offer consultations, diagnostics, treatments of diseases, disorders, and injuries, surgical procedures, and family planning. Treatments maybe surgical or non-surgical. We also offer a range of non-regulated activities like laser treatments and injectables to complement the regulated activities.

Our mission is to take **PRIDE** in 'making life beautiful'

Professional: Our procedures and treatments are tried and evidenced based. Our practitioners continue to maintain high standards of training which ensure we offer the best and safest care. **Responsive:** We listen carefully to our patients, taking their views and concerns seriously in order to improve the quality of our services.

Integrity: We are open and honest with our patients. Patients' expectations are managed so that they are realistic in their choices.

Delivering Safe Care: We have a robust clinical governance and audit structure that guides us in striving for the best care.

Ethical: We believe in ethical and fair treatment of our patients and staff. Complaints will always be listened to and managed fairly.

Consultations - New Patient Pack (Appendix 2)

Typically, the consultation is payable upon booking your appointment. Please note the information we need to collect from you to carry out the clinical assessment and the terms of our cancellation policy. Details of how we collect and process your data is also included. A consultation letter which summarizes the consultation, details of procedure/procedures discussed, alternatives, as well as risks and complication will be sent to you. You will also receive procedure specific information and costs.

Booking surgery - Surgery Agreement (Appendix 3)

Surgery booking is usually not accepted within 2 weeks of your consultation. This 'cooling off period' is the accepted best practice adopted in UK medicine. We also encourage our patients to postpone any decision on surgery till they have received their consultation letter and procedure specific information

A non-refundable holding deposit is payable upon booking surgery, with the balance of payments due within a week.

Your surgery booking constitutes a contract with Kat & Co which operates alongside the contract you have with your surgeon. The consultants/doctors and their companies involved in your care are independent of Kat & Co. Kat & Co will not be liable for any act or omission of the consultants/doctors. The consultants/doctors are responsible for the care they provide.

Treatments and Surgery

All treatments and surgeries are carried out within our Clinic and Day Surgery facility. Surgical patients are admitted 1.5 hours before their surgery and discharged between 0.5 to 2 hours after the surgery. Patients who live more than 1 hour from the clinic are advised to stay locally overnight (Park Regis Hotel is a 5-minute walk from the clinic)

Patients have access to an emergency contact number 24/7.

In the event of a complication, the clinic can manage most emergencies in house as we have an on-call team and we are overseen by Midlands Intensive Care, a private group of anaesthetists providing 24/7 care.

In the rare circumstance of a life-threatening emergency, our closest NHS Emergency Unit is the Queen Elizabeth Hospital NHS Trust which is a 10-minute drive away

Patient Survey (Appendix 4)

We collect patient feedback regularly including a dedicated audit of patient experience carried out by an independent company CFEP (Client Focused Evaluation Programme) annually. Within this guide, you will find a summary of our latest CFEP study.

Complaints (Appendix 5)

Attached is a copy of our complaints procedures. Our complaints procedure is also available on our website www.cckat.com.

Please approach any member of staff if you have any concerns or unhappiness about your contact with us. They will be happy to help and direct your concerns to the Practice Manager.

Care Quality Commission

We are regulated by the CQC as an Acute Independent Hospital.

You can find more details here which has the latest report from our CQC inspection - <https://www.cqc.org.uk/provider/1-101634421/services>.

We welcome CQC inspections. We see this as an opportunity to showcase our good work but also to demonstrate that we know and have plans to address things where we need to do more of.

We welcome their feedback about the care we provide and will always strive to be the best for our patients and staff.



Appendix 1 -

Statement of Purpose

In compliance with

The Health and Social Care Act 2008 and

Care Quality Commission (Registration) Regulations 2014

Kat & Co Aesthetics Limited

20 Calthorpe Road

Edgbaston

B15 1RP

Contact Person: CC Kat Clinic Director

Email: cc@katandco.healthcare

Telephone Number: 0121 456 7930

This Statement of Purpose in compliance with The Health and Social Care Act 2008 and Regulation 12 of the Care Quality Commission (Registration) Regulations 2014.

Aims and Objectives -

Our service consists of dedicated and professional practitioners and staff. We strive to be acknowledged by our patients, suppliers, and regulators as a leader in the Aesthetic and Medical sectors. This will be achieved by ensuring that we recruit and train highly professional staff whose ambitions are to exceed patient expectations.

Our vision is be recognised as a world class medical and cosmetic healthcare provider. To bring together the best people who are dedicated to developing excellent clinical environments and delivering the highest quality patient care.

Our Aims -

- To understand and exceed the expectation of our clients
- To both motivate and invest in our team and acknowledge their value
- To encourage all the team members to participate in achieving our aims and objectives
- To invest in property, equipment and technology and innovate processes based on a measured business case

Our Objectives -

The objectives of the clinic are to deliver a service of high standard in line with the professional standards as follows:

- Treat all patients and staff with dignity, respect, and honesty
- Provide a high standard of medical care
- Act with integrity, confidentiality, and transparency
- Create a courteous, approachable, friendly, and accommodating practice environment
- Ensure safe and effective delivery of services
- Improve our services through regular monitoring and audit
- Maintain our motivated and skilled work team
- Foster continuous learning and training amongst our staff
- Guide employees in accordance with diversity and equality
- Ensure effective and robust information governance systems
- To be accountable for individual and team performance
- To support each other in achieving client expectations
- Maintenance of the highest professional and ethical standards
- Rapidly respond to the needs of our team and our clients
- To encourage innovation, ambition, enterprise, and continuous improvement

This is achieved by offering clients a personal service, integrating the highest quality products with the latest proven techniques and protocols.

Our Mission

We take great pride in our Professionalism, Responsiveness and Integrity which enables us to deliver safe and Ethical care to all our patients Making Life Beautiful

P R I D E

Professional All our procedures and treatments are tried and evidenced based. Our practitioners continue to maintain high standards of training which ensure we offer the best and safest care.

Responsive listening carefully to service users, taking their views and concerns seriously in order to improve quality of our services.

Integrity We are consistently open and honest with all our patients. Patients' expectations are managed so that they are realistic in their choices. We will always ensure that patients are fully informed regarding risks and limitations prior to undergoing a procedure or treatment.

Delivering Safe Care We have a robust clinical governance and audit structure that allows us to understand our weaknesses and guides us in constantly striving for the best care. Safety is our priority.

Ethical We believe in ethical and fair treatment of all our patients and staff. Complaints will always be listened to and managed fairly within acceptable time frames. Our decisions will always be based on patient-centred care.

Our Vision

To be recognised as a world class medical and healthcare provider.

Service Provider:

Kat and Co Aesthetics Limited

Incorporated on:

Company Number:

Registered at: 20 Calthorpe Road, Edgbaston, B15 1RP

Telephone number:

Clinic Director:

CC KAT

Kat and Co Aesthetics Limited

Email: cc@katandco.healthcare

Telephone Number: 0121 456 7930

Services Offered:

The following Regulated Activities are provided.

- Treatment of Disease, Disorder, and Injury

We provide consultations, examination and treatments for skin diseases and conditions including acne, rosacea, pigmented and vascular lesions.

- Surgical Procedures
- Family Planning

In addition, we also offer non registerable services such as laser hair removal and cosmetic injectable treatments.

Additional Information -**Appointments:**

All services are provided via the clients making direct contact with the clinic and booking an appointment. When confirming appointments, the clinic will make every effort to inform potential patients of details of the facilities available within the clinic.

Information provided to Clients:

This clinic ensures that information provided to patients and prospective patients and their families is accurate and that any claims made in respect of services are justified.

Patient Registration Form

SURNAME		TITLE	
		DATE OF BIRTH	
GENDER		AGE	
ADDRESS		POST CODE	
MOBILE TEL		HOME TEL	
EMAIL		NHS Number	
OCCUPATION		MEDICAL INSURER (IF APPLICABLE)	MEMBERSHIP NO :
GP NAME		GP ADDRESS	
GP TEL			

NEXT OF KIN
NAME

NEXT OF KIN TEL

NEXT OF KIN
RELATIONSHIP

Terms and Conditions

CONSULTATION

- Cancellations within 2 weeks of the Consultation appointment will result in 50% loss of the consultation fee.
- Cancellations within 48 hours or failure to attend will result in the 100% loss of the consultation fee.
- A small space for parking is available at the rear of the building. If no car parking spaces are available, please find alternative on-road parking nearby.
- Small children are not allowed into consultations or treatment rooms. They must be accompanied by a responsible adult outside the consultation/treatment room.
- A chaperone is available for all patients.

SURGERY

- ○ All cancellation and rescheduling will incur an administrative charge equivalent to the holding deposit.
- ○ Cancellation/rescheduling of the booking within 30-14 working days of the date of surgery will incur a charge of 50% of the full surgical fee.
- ○ Cancellation/rescheduling of the booking within 14 days of the surgery date will incur a loss of the full surgical fee (100%).

ALL OTHER TREATMENT APPOINTMENTS

- All cancellations within 48 hours or failure to attend will be charged £50 or if booked within a package of treatment, the cancelled or missed treatment session will be forfeited from the course package.

PATIENT SIGNATURE		PARENT OR GUARDIAN		DATE	
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Kat & Co Aesthetics Limited Fair Processing Notice

Our responsibilities

Kat & Co Aesthetics Limited is the data controller of the personal data you provide. We have appointed Marija Ninic-Todorovic as Data Protection Officer and he will have day to day responsibility for ensuring that we comply with the Data Protection Legislation and for dealing with any requests we receive from individuals exercising their rights under the Data Protection Legislation.

Why do we process your personal data?

We process your personal data in order to provide you with the services you have requested, to fulfil the contract we have entered into with you or to receive services or goods from you. We may also process your personal data to respond to any queries or comments you submit to us and to correspond with you on a day to day basis.

We may need personal data from you to be able to provide services to you, to meet our legal obligations, to enter into a contract with you and to provide you with all the information you need. If we do not receive personal data from you, we may be unable to fulfil our obligations to you.

We process most of your information on the grounds of consent from you, legitimate interests, performance of a contract we have entered into with you, protection of the vital interests of a Data Subject or, in the case of special categories of data, processing for the provision of healthcare or treatment or the management of healthcare systems or services.

If we obtain consent from you to process your personal data, you can withdraw your consent at any time. This won't affect the lawfulness of any processing we carried out prior to you withdrawing your consent.

Who will receive your personal data?

We only transfer your personal data to the extent we need to. Recipients of your personal data may include:

- *Your GP*
- *Other clinicians or services involved in your care.*

We don't transfer your personal data outside of the EEA.

How long will we keep your personal data?

We will retain your personal data for 30 years. We retain your information for this period in case any issues arise or in case you have any queries. Your information will be kept securely at all times. Following the end of the 30 year period, your files and personal data we hold about you will be permanently deleted or destroyed. If we are required to obtain your consent to process your personal data, any information we use for this purpose will be kept until you withdraw your consent, unless we are entitled to retain the personal data on the basis of other grounds set out in the Data Protection Legislation.

What are your rights?

You benefit from a number of rights in respect of the personal data we hold about you. We have summarised the rights which may be available to you below, depending on the grounds on which we process your data. More information is available from the Information Commissioner's Office website (<https://ico.org.uk/for-organisations/guide-to-the-general-data-protection-regulation-gdpr/individual-rights/>). These rights apply for the period in which we process your data.

1. Access to your data

You have the right to ask us to confirm that we process your personal data, as well as having the right to request access to copies of your personal data. You can also ask us to provide a range of information, although most of that information corresponds to the information set out in this fair processing notice. We will provide the information free of charge unless your request is manifestly unfounded or excessive or repetitive, in which case we are entitled to charge a reasonable fee. We may also charge you if you request more than one copy of the same information.

We will provide the information you request as soon as possible and in any event within one month of receiving your request. If we need more information to comply with your request, we will let you know.

2. Rectification of your data

If you believe personal data we hold about you is inaccurate or incomplete, you can ask us to rectify that information. We will comply with your request within one month of receiving it unless we don't feel it is appropriate, in which case we will let you know why. We will also let you know if we need more time to comply with your request.

3. Right to be forgotten

In some circumstances, you have the right to ask us to delete personal data we hold about you. This right is available to you:

- Where we no longer need your personal data for the purpose for which we collected it
- Where we have collected your personal data on the grounds of consent and you withdraw that consent
- Where you object to the processing and we don't have any overriding legitimate interests to continue processing the data
- Where we have unlawfully processed your personal data (i.e. we have failed to comply with GDPR); and
- Where the personal data has to be deleted to comply with a legal obligation

There are certain scenarios in which we are entitled to refuse to comply with a request. If any of those apply, we will let you know.

4. Right to restrict processing

In some circumstances, you are entitled to ask us to suppress processing of your personal data. This means we will stop actively processing your personal data but we don't have to delete it. This right is available to you:

- If you believe the personal data we hold isn't accurate – we will cease processing it until we can verify its accuracy
- If you have objected to us processing the data – we will cease processing it until we have determined whether our legitimate interests override your objection
- If the processing is unlawful; or
- If we no longer need the data but you would like us to keep it because you need it to establish, exercise or defend a legal claim

5. Data portability

You have the right to ask us to provide your personal data in a structured, commonly used and machine-readable format so that you are able to transmit the personal data to another data controller. This right only applies to personal data you provide to us:

- Where processing is based on your consent or for performance of a contract (i.e. the right does not apply if we process your personal data on the grounds of legitimate interests); and
- Where we carry out the processing by automated means

We will respond to your request as soon as possible and in any event within one month from the date we receive it. If we need more time, we will let you know.

6. Right to object

You are entitled to object to us processing your personal data:

- If the processing is based on legitimate interests or performance of a task in the public interest or exercise of official authority for direct marketing purposes (including profiling); and/or
- For the purposes of scientific or historical research and statistics

In order to object, you must have grounds for doing so based on your particular situation. We will stop processing your data unless we can demonstrate that there are compelling legitimate grounds which override your interests, rights and freedoms or the processing is for the establishment, exercise or defense of legal claims.

Automated decision making

Automated decision making means making a decision solely by automated means without any human involvement. This would include, for example, an online credit reference check that makes a decision based on information you input without any human involvement.

We don't carry out any automated decision making using your personal data.

Your right to complain about our processing

If you think we have processed your personal data unlawfully or that we have not complied with GDPR, you can report your concerns to the supervisory authority in your jurisdiction. The supervisory authority in the UK is the Information Commissioner's Office ("ICO"). You can call the ICO on 0303 123 1113 or get in touch via other means, as set out on the ICO website - <https://ico.org.uk/concerns/>.

Any questions?

If you have any questions or would like more information about the ways in which we process your data, please contact

Marija Ninic-Todorovic at manager@katandco.healthcare

Kat & Co Aesthetics Limited

Kat & Co Aesthetics Limited - Data Protection Consent Form

Background

Kat & Co Aesthetics Limited uses your personal data for a number of different reasons. Personal data is any information that identifies you or, in some cases, information that is about you such as an opinion. It includes your name, email address, postal address, job role, photographs, CCTV and more sensitive types of information such as medical and health records, your care plan, information about your religious beliefs, origin and race, your sexual orientation and your political views.

We comply with the law in place in the UK around data protection when we use your personal data, which is known as "GDPR" (short for the General Data Protection Regulation). It allows us to use your personal data for a number of reasons without checking with you that it's ok for us to do so. For example, where we can show that we have legitimate reasons to use your personal data or where we need to use your personal data to provide you with the services you have requested from us, or to meet a legal obligation placed on us.

However, in some situations, we need you to confirm that you are happy for us to use your personal data.

What happens next?

If you are unsure about why we are processing your personal data for the reasons set out above, or what we are doing with it, please ask Kat & Co Aesthetics Limited who would be happy to provide more information. Please do not sign this form until you are happy that you understand its content.

If you give Kat & Co Aesthetics Limited consent to use your personal data in the ways explained above, you can ask Kat & Cos Limited to stop using your personal data in this way at any time by speaking to Marija Ninic-Todorovic or by emailing us at manager@katandco.healthcare, writing to us at or phoning us on 0121 456 7930.

Please indicate the way you are happy for Kat & Co Aesthetics to use your personal data and sign below:

- ☐ To carry out your assessment and treatment
- ☐ To keep you informed of new treatments and other developments within our practice

.....

Signature

.....

Date

.....

Print Name

RoFCAR Cosmetic Procedures Checklist (pre-treatment)

PLEASE LIST THE MAIN FEATURE FOR WHICH YOU HAVE REQUESTED TREATMENT

1)

We would like to know how you feel about your appearance now.

Please answer these questions using a 0 - 10 scale, where 0 is “not at all” or “never” and 10 is “all the time” or “extremely”. **TYPE YES UNDER THE RELEVANT BOX**

With regard to the main feature for which you REQUESTED treatment:

1) How noticeable is it now?

0 (not at all)	1	2	3	4	5	6	7	8	9	10 (extremely)

2) How much do you worry about it now?

0 (not at all)	1	2	3	4	5	6	7	8	9	10 (extremely)

3) How self conscious of your appearance do you feel now?

0 (not at all)	1	2	3	4	5	6	7	8	9	10 (extremely)

4) To what extent do you *AVOID* activities because of your appearance?

a) Your work life?

0 (not at all)	1	2	3	4	5	6	7	8	9	10 (extremely)

c) Your social life?

0 (not at all)	1	2	3	4	5	6	7	8	9	10 (extremely)

RoFCAR Cosmetic Procedures Checklist (pre-treatment)

c) Your sexual and intimate life?

0 (not at all)	1	2	3	4	5	6	7	8	9	10 (extremely)

5) With regard to self confidence, how confident do you feel in relation to the following:

a) At work?

0 (not at all)	1	2	3	4	5	6	7	8	9	10 (extremely)

b) Social life?

0 (not at all)	1	2	3	4	5	6	7	8	9	10 (extremely)

c) Sexual and intimate life?

0 (not at all)	1	2	3	4	5	6	7	8	9	10 (extremely)

6) To what extent do you feel the need to check your appearance in the mirror?

0 (not at all)	1	2	3	4	5	6	7	8	9	10 (extremely)

7) How many times a day do you check your appearance?

None	1 to 5	6 and more

8a) On a typical day, how long do you spend looking in the mirror?

Less than 30mins each time	30mins or more each time

8b) On a typical day, how many hours in total do you spend looking in the mirror?

Less than 2 hours per day	2 hours or more per day

RoFCAR Cosmetic Procedures Checklist (pre-treatment)

9. In what ways do you expect your life to be different after treatment?

For official use only

- Question 1-3	<input type="checkbox"/>
- Question 7	<input type="checkbox"/>
- Question 8	<input type="checkbox"/>
Action:	
1. Proceed with treatment.	<input type="checkbox"/>
2. Re-assess.	<input type="checkbox"/>
3. Refer for Consult.	<input type="checkbox"/>

MEDICAL QUESTIONNAIRE**DATE**

Name		Date of Birth	
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TYPE YES IN THE RELEVANT BOX**Medical History****Have you ever had, or are currently being treated for any of the following?**

Condition	Yes	Year	Comments
Heart Attack			
Chest pains (or angina)			
Rheumatic fever			
Heart murmurs			
Pacemaker fitted			
High Blood pressure			
Shortness of breath when resting			
Pneumonia or bronchitis			
Asthma			
Tuberculosis (TB)			
Pleurisy			
Coughing up blood			
Lung embolus (PE)			
Nervous problems			
Depression			
Epilepsy			
Migraine			
Stroke (CVA) or mini strokes (TIA)			
Sleep apnoea			
Frequent indigestion			
Hiatus hernia (i.e. Acid Reflux/Heartburn)			
Stomach ulcer			
Jaundice			
Hepatitis (A,B or C)			
HIV or AIDS			
Blood disorders such as sickle cell, leukaemia etc			
Serious bleeding or bruising			
Leg thrombosis (DVT)			
Kidney or urinary problems			
Thyroid problems			
Diabetes			
Cancer			
Back problems			
Arthritis			
MRSA (methicillin-resistant staphylococcus aureus)			
Eye or ear conditions			

Do you have or have you been treated for any conditions not listed?

Yes		No	
-----	--	----	--

If yes please give details

Condition	Year	Comments

Surgical History

Please list any previous surgeries you have undergone

Surgery	Year	Comments

Medication History

Please list any medications you are currently taking including any supplements, homeopathic or across the counter medications.

Medication	Dose	Frequency

Allergy History

Please give details of any allergies including medicines, foods, plasters, latex etc.

Allergy/Sensitivity	Type of Reaction	Treatment

Smoking History

Do you smoke?

Yes		No	
-----	--	----	--

If Yes how many per day?

This includes electronic cigarettes with nicotine.

Does anyone in your household smoke

Yes		No	
-----	--	----	--

The following surgeries are at high risk of complications unless you stop smoking (including electronic cigarettes) at least 4 weeks before and 4 weeks after surgery :

- face and necklifts
- breast reductions and uplifts
- abdominoplasties and body reductions
- arm reductions and thigh reduction

For the above surgeries, please note that a nicotine test may be carried out on the day of your procedure to ensure that you are nicotine free. If the test is positive for nicotine, your procedure may be cancelled and the terms and conditions of cancelling surgery within 48 hours will apply

Female patients only

Is there any possibility that you may be pregnant?

Yes		No	
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If yes, please confirm before booking for surgery. Drugs used during surgery may have harmful effects in the early stages of pregnancy.

Weight/Height

Weight	stone	lb	Height	ft	ins
		kg			m

BMI :

Please ensure that you have answered the questions to the best of your knowledge.

Patient Signature		Date	
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KAT & CO
AESTHETICS

Appendix – 3 Surgery Agreement

Date

[PatientTitle] [PatientFirstname] [PatientLastname]
[PatientAddr1]
[PatientAddr2]
[PatientAddr3]
[PatientPostcode]

Dear [PatientTitle] [PatientLastname]

Further to your recent consultation with **ENTER CONSULTANT NAME**, please find the following treatment plan for your forthcoming surgery.

Proposed surgery: Under: Local Anaesthetic-Local Anaesthetic Oral Sedation-Local Anaesthetic IV Sedation-Twilight-TIVA Please note: In the event of medical emergencies or other exceptional circumstances, we may need to rearrange your surgery.		
Surgery date: Late arrivals may lead to your treatment being cancelled.		
Clinic: Kat & Co Aesthetics, 20 Calthorpe Road, Edgbaston, Birmingham, B15 1RP, Tel: 0121 456 7930		
Total Cost: £ Surgeon Fee: £ Facility fee (Kat&Co): £	(£500 deposit paid on) Fees to be collected by: Kat&Co (on behalf of all parties)	Remainder to pay: £

Terms and conditions

- This agreement runs in conjunction with your contract with **ENTER CONSULTANT NAME**.
- The consultants and their companies involved in your care are independent of Kat&Co Aesthetics. Kat&Co Aesthetics will not be liable for any act or omission of the consultants. The consultants are responsible for the care they provide.
- The Kat&Co facility fee covers all cost for your surgery, including the anaesthetic fee unless otherwise stated, except for the surgeon's fee. The facility fee does not include any additional surgeries that may be required for complications or revisions.
- In order to reserve and confirm your booking, please send in
 - a signed copy of this agreement letter,
 - the balance payable,
 - the signed and initialled (every page) copy of the Informed Consent document(s) - please contact us if you require an additional copy.

We must receive all 3 items 1 week after you receive this agreement letter. Failure to do so will result in cancellation of surgery and our cancellation policy will apply (as detailed below). Please note your booking is NOT confirmed until receipt of all items and balance payable.

- All cancellations/rescheduling will incur an administration charge of £500.
- Cancellation/rescheduling of the booking within 30-14 working days of the date of surgery will incur a charge of 50% of the full surgical fee.
- Cancellation/rescheduling of the booking within 14 days of the surgery date will incur a loss of the full surgical fee (100%).
- Cancellation must be made through speaking with a member of staff at Kat & Co Aesthetics either in person or over the telephone on 0121 456 7930. Emails, written cancellation or voice messages are not accepted as they may not be received.

By signing below, you are confirming that:

- You have understood the possible risks and complications of surgery as discussed at your consultation with **ENTER CONSULTANT NAME** and documented in the letter/email sent to you. Please tick below to confirm:
 - ☐ I have received and read my summary consultation letter detailing risks and complications of surgery (except 'see and treat')
 - ☐ I have received and read all information leaflets including pre-operative preparation and post-operative instructions.
 - ☐ I have received, read and signed all informed consent documents.

(You must contact the Clinic if you have not received the above).

- Where applicable, you are aware that, in breast surgery, a particular cup size cannot be guaranteed as cup sizes are variable. Implant size and shape is the patient's personal choice, and the inclusive package does not cover change of implant size or shape.
- A nicotine test, if relevant, will be carried out on the day of your surgery. If this test is positive, your surgery will be cancelled, and you will incur a loss of the full fee.
- You accept that the form of anaesthetic may change before surgery due to medical reasons (e.g., blood test or ECG (electrocardiogram) results). This may incur an additional charge.
- You accept that no guarantee has been given by anyone as to the results that may be obtained following your surgery/treatment.
- You accept the arrangements for surgery as detailed above.
- You accept our cancellation policy.

Patient signature:	Date signed:
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TO CONFIRM BOOKING, PLEASE SIGN AND RETURN THIS FORM, ALONG WITH THE BALANCE PAYABLE AND THE SIGNED INFORMED CONSENT DOCUMENTS

Payments can be made via Debit/Credit Card, Cheque (made payable to: KAT & CO AESTHETICS LTD) or Bank Transfer (please see bank details below)

HSBC, Account Name: CC KAT AESTHETICS, Account Number: 24324005, Sort Code: 401118

Appendix 4 - CFEP Patient Feedback

IPQ Report

Number of patients providing feedback: 43

Your patient feedback

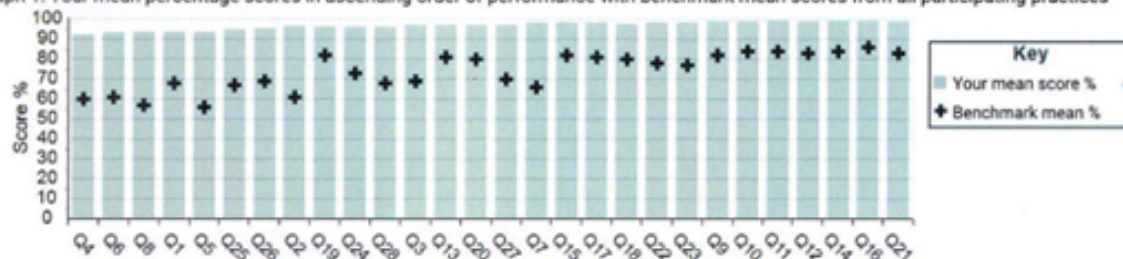
Table 2: Your mean percentage scores and benchmarks from all participating practices

		Benchmark data (%)*					
	Your mean score (%)	Benchmark mean score (%)	Min	Lower Quartile	Median	Upper Quartile	Max
About the practice							
Q1 Opening hours satisfaction	94	69	42	64	68	73	97
Q2 Telephone access	96	60	20	51	61	71	97
Q3 Appointment satisfaction	97	69	36	63	69	75	96
Q4 See practitioner within 48hrs	92	60	24	51	60	68	98
Q5 See practitioner of choice	94	56	24	46	56	64	97
Q6 Speak to practitioner on phone	93	61	25	54	61	68	96
Q7 Comfort of waiting room	98	67	39	61	66	72	96
Q8 Waiting time	93	58	26	51	57	64	96
About the practitioner							
Q9 Satisfaction with visit	99	81	51	77	82	86	97
Q10 Warmth of greeting	99	83	50	79	84	88	98
Q11 Ability to listen	99	83	50	79	84	88	98
Q12 Explanations	99	82	51	78	83	87	98
Q13 Reassurance	97	81	50	76	81	86	98
Q14 Confidence in ability	99	83	51	79	84	88	98
Q15 Express concerns/fears	98	81	50	77	82	86	98
Q16 Respect shown	99	85	53	81	86	89	99
Q17 Time for visit	98	80	51	76	81	85	98
Q18 Consideration	98	80	50	76	80	85	97
Q19 Concern for patient	96	81	50	76	82	86	97
Q20 Self care	97	80	50	76	80	85	97
Q21 Recommendation	99	82	48	78	83	87	98
About the staff							
Q22 Reception staff	98	78	50	73	78	82	98
Q23 Respect for privacy/confidentiality	98	77	52	73	77	81	98
Q24 Information of services	96	74	48	69	73	78	97
Finally							
Q25 Complaints/compliments	95	67	41	62	67	72	96
Q26 Illness prevention	95	69	45	65	69	74	96
Q27 Reminder systems	97	69	41	64	70	74	97
Q28 Second opinion / comp medicine	96	68	40	63	68	73	97
Overall score	97	74	48	69	74	78	96

<div style="width: 100%; height: 10px; background-color: #0070C0;"></div>	Your mean score for this question falls on or above the upper quartile
<div style="width: 75%; height: 10px; background-color: #0070C0;"></div>	Your mean score for this question falls below the upper quartile and on or above the lower quartile
<div style="width: 50%; height: 10px; background-color: #0070C0;"></div>	Your mean score for this question falls below the lower quartile

*Benchmarks are based on data from 1,488 surveys completed by practices between January 2014 and December 2020, where each survey had a minimum of 40 questionnaires returned, totalling 274,957 patient questionnaires.
Please note the reliability of your patient feedback will be reduced if less than 25 patient ratings per question is achieved. In the event that there are less than 5 valid patient ratings for any question, this score will not be illustrated.
Please see the supporting documents at the end of this report for percentage score calculation and quartile information.

Graph 1: Your mean percentage scores in ascending order of performance with benchmark mean scores from all participating practices



Appendix 5 - COMPLAINTS POLICY

Author – CC Kat, Clinic Director

Purpose For Policy/Procedure

Kat & Co Aesthetics aims to provide all Patients with the highest standards of care and customer service. If we fail to achieve this, we listen carefully and respond to complaints swiftly acknowledging any mistakes and rectifying them so that we can make improvements to our service. The complaints full policy is made available to patients, their affected relative or a representative when they first raise concerns about any aspect of the service they have received.

Procedure

There will be 3 stages to Provider's complaints process: -

- Stage 1 – Local resolution.
- Stage 2 – Internal appeal.
- Stage 3 – Independent external review.

Stage 1 - Local Resolution

1. All complaints should be raised directly with the Clinic Manager in the first instance and should normally be made as soon as possible / within 6 months of the date of the event complained about, or as soon as the matter first came to the attention of the complainant.
2. The Patient will be given a copy of our complaints procedure and invited to attend a face-to-face meeting with the Clinic Manager and other relevant parties to talk through their concerns and to try and resolve the issue at an early stage.
3. The Clinic Manager will go through a thorough process of investigation to include reviewing the case in detail and taking statements from all staff members / doctors concerned. The Clinic Manager responds directly to the person who has made the complaint, whether the complaint was made verbally, by letter, text or email, however we do not respond to complainants via email.
4. To make a formal complaint the complainant should write or e-mail to Provider clearly stating the nature of their complaint and as much detail concerning dates, times and if known names of staff members. This will enable us to acknowledge and address the issues raised promptly and effectively



5. The Clinic Manager will acknowledge receipt of a written complaint, to the complainant's postal address provided (or via email) within 3 working days of receipt (unless a full reply can be sent within 5 days).
6. The Clinic Manager or their designated person will investigate all complaints. Where Provider is unclear on any point or issue regarding the complaint, it will contact the complainant to seek clarification.
7. A full response to the complaint will usually be made within 20 working days or, where the investigation is still in progress, send a letter explaining the reason for the delay to the complainant, at a minimum, every 20 working days. The aim should be to complete stage 1 in most cases within three months.
8. In the event that the complainant is dissatisfied with the response to their complaint they can escalate their complaint to Stage 2, and must do so in writing, within 6 months of the final response to their complaint at Stage 1.

Stage 2 - Complaint Review

1. If the complainant escalates their complaint to Stage 2, the Clinic Manager will provide a written acknowledgement to complainants within 3 working days of receipt of their complaint at stage 2 (unless a full reply can be sent within 5 working days).
2. The Clinic Manager will have arrangements in place by which to conduct an objective review of the complaint. Normally this will involve a senior member of staff with the IHP, who has not been involved in handling of the complaint at stage 1.
3. Stage 2 shall involve a review of all the documentation and may include interviews with relevant staff. The records made as part of the stage 2 review should be complete and retained since these may be required for a stage 3 process.
4. Provide a review of the investigation and the response made at stage 1.
5. Invite the staff or team that responded at stage 1 to make a further response, where there is an opportunity to resolve the complaint by taking a further look at a specific matter. The complainant should be kept informed where this happens.
6. Consider whether the review at stage 2 would be supported by facilitating a face-to-face meeting (or teleconference, where acceptable) between the complainant and those who responded to the complaint at stage 1.
7. Provide a full response on the outcome of the review within 20 working days or, where the investigation is still in progress, send a letter explaining the reason for the delay to the complainant, at a minimum, every 20 working days.
8. The aim should be to complete the review at stage 2 in most cases within three months.
9. In the event that the complainant is dissatisfied with the response to their complaint they may escalate their complaint to Stage 3.

Stage 3 - Independent External Adjudication

At Stage 3 complainants have the right to an independent external adjudication of their complaint. Requests for independent external adjudication should be made to The Independent Sector Complaints Adjudication Service (ISCAS), in writing, within 6 months of receipt of the Stage 2 decision letter.

Complainants cannot access Stage 3 until they have gone through Stages 1 and 2 and ISCAS will direct complainants back to Provider where appropriate. To access Stage 3, complainants are asked to sign a 'Statement of Understanding and Consent', thereby agreeing to the parameters of Stage 3.

Complainants will need to set out in writing for the Adjudicator:

- (a) The reasons for the complaint
- (b) What aspects of the complaint remain unresolved after Stages 1 and 2
- (c) What outcome the complainant is seeking from Stage 3

ISCAS contact details are as follows:

By Post:
ISCAS
70 Fleet Street
London
EC4Y 1EU

Email: info@iscas.org.uk
Telephone: 020 7536 6091