

## Clinic Information Leaflet

Thank you for choosing Aesthetically. This leaflet tells you about our clinic. Should you have any further questions, please speak to Mrs Michelle McLean our registered manager or Sophie Davies our reception manager on 0151 709 0011. The practice undertakes to provide high quality care by appropriately trained staff and ensure that you are involved in decisions about your care.

We provide the full range of aesthetic and skin treatments including regulated activities such as Hyperhidrosis, surgical and medical treatments for skin concerns treated with prescription only, medical grade skin care. For further information on our range of services, please contact Miss Sophie Davies our reception manager. Please contact the practice if you would like to make an appointment at a time that is convenient for you.

### Our team

Michelle McLean - INP Advanced Healthcare Practice (MSc), BSc (Hons) Nursing, DIPHE, PG Cert (Distinction Cosmetic Medicine)

Amy Styles - Registered Nurse Prescriber

### Skin & Laser Practitioner

Sian Woodcraft

Hollie Fox

Amy Rose Farnworth

### Reception Manager

Sophie Davies

### Receptionists

Abbie Clague

Kim Hutton

### Opening hours

Monday	9am – 5pm
Tuesday	9am – 8pm
Wednesday	9am – 7pm
Thursday, Friday, Saturday	9am – 5pm
Sunday	Closed

Should you have an emergency outside of the practice opening hours, please contact our registered and advanced nurse practitioner, Michelle McLean, on 07749 118 000, or contact your GP, nearest NHS walk in centre or A&E department should you think it is needed.

### Complaints procedure

If you have any concerns or comments about your experience of our clinic, please contact Miss Sophie Davies on telephone number 0151 709 0011 who will explain our complaints procedure. A copy of the procedure is also available at [www.aestheticallyyou.co.uk/complaints-policy/](http://www.aestheticallyyou.co.uk/complaints-policy/)

### Patient confidentiality

We take patient confidentiality extremely seriously and have systems in place to protect all personal information. All patient records are stored securely. We do not release information to a third party without your express permission, unless the information is required by law. A copy of



the practice confidentiality policy is available at our website. You can also request information about your rights to view your records.

### **Methods of payment**

We accept the following methods of payment at the practice cash and all major credit and debit cards.

### **Other information**

All patients are required to attend a consultation prior to treatment to assess suitability. Some treatments require patch testing, this will be discussed at consultation.

The following languages are spoken at the practice: English. If you require a translator please contact the clinic prior to attending so agreements can be made.

We have a lift accessible from street level. Our treatment areas can be accessed by patients using wheelchairs and other walking aids. If you do have any disability that you think we need to know about, please give us a call before your appointment and we will do our best to put suitable arrangements in place to accommodate your needs.

Missed appointments results in wasted time that could be used by other patients. We take a £50 deposit for all appointments including consultations – larger appointments of 45 minutes and over require a £100 deposit. This deposit is fully redeemable toward the cost of treatment / products or can be refunded, provided that you cancel or reschedule your appointment with at least 48 hours' notice. If you do not proceed with treatment or cancel with 48 hours notice, your deposit will go towards the clinicians time.

We believe that educating our patients on their individual concern areas allows them to make an informed decision on their treatment journey. The aim is to offer clear advice on what we can offer and what realistic results can be achieved. Patient experience and results may vary. These are dependent on a number of factors such as lifestyle, age and medical history which will all be discussed at consultation.

Patients who are violent or abusive to practice staff, other patients or anyone else on the practice premises will be refused treatment and reported to the appropriate authorities.

### **Our contact details**

Aesthetically You  
25 Rodney Street, Liverpool L1 9EH  
Telephone 0151 709 0011  
Email [info@aestheticallyyou.co.uk](mailto:info@aestheticallyyou.co.uk)

### **Getting to the clinic**

Please visit the 'Contact' page on our website to use our wayfinder tool to get directions to our clinic by bus, rail, walk or car.

We are located at 25 Rodney Street in the heart of the Georgian Quarter in Liverpool City Centre. Our nearest train stations are Central Station and Liverpool Lime Street Station around a 10 – 15 minute walk away. There is pay and display parking on Rodney Street and the surrounding streets.

