

How do you know we are a trustworthy provider of Injectable Treatments?

Here is a checklist of questions you should ask to ensure that you use a trustworthy provider of injectable treatments, together with the answers for our clinic.

What product are you using as a muscle relaxing injection?

Within our clinic we are using Botulinum Toxin A, otherwise known as Botox®. Botox® is supplied by Allergan Ltd, the UK arm of Allergan Inc, one of the world's most reputable pharmaceutical companies. Allergan has manufactured and distributed Botox® for over twenty years for an increasing variety of medical and cosmetic uses. In that time Botox® has gained a reputation as the market leader in its field. There are other newer muscle relaxing products available on the market, but if another, less well tried, if these products are used, you run the risk of unwanted side effects such as migration of the product into other areas which can cause drooping eyelids, other muscles may also be affected giving an unnatural and uneven result.

Can the doctor show you the vial of product used?

The product must be in date. Some providers have been known to use out of date Botox® to ensure the treatment is safe you should ask your doctor if you can see the Botox® vial so that you can check date, which is printed on the side of the vial.

Can you see copies of the client satisfaction testimonials?

Copies of our client testimonials are available in the waiting area for all clients to read. This should put your mind at ease if you are unsure of our expertise.

Do they get patient feedback in any form?

The Royal Tunbridge Wells Skin and Laser Clinic has an ongoing client survey online to ensure that standards are kept at an optimum level and that our clients are consistently happy with the customer service and the procedure results.

Does your clinic have a formal complaints procedure?

The Royal Tunbridge Wells Skin and Laser Clinic has a formal complaints procedure that meets the national standards laid down by the Care Quality Commission. A copy is available from reception. We are also members of the Independent Sector Complaints Adjudication Service for any complaints that cannot be resolved internally. We are pleased to say that, as at the date of this publication (August 2010), we have not had a complaint about our injectable treatments since we began operating in October 2006.

How many injectable clients are treated regularly within your clinic?

Within the last year our team of doctors carried out more than 1200 injectable treatments within the clinic.

Does your clinic specialise in any treatments and are you open full time?

The Royal Tunbridge Wells Skin and Laser clinic specialises in cosmetic skin care treatments and laser procedures. From your first consultation to final after-care, our team of doctors, nurses and therapists will ensure that you receive the most effective and beneficial treatment for you. Our clinic has a doctor on the premises 6 days a week for consultations, treatments or queries.

To book a FREE consultation call us now!

01892 535577

www.skinlc.co.uk