

VIZAGE Patient Guide (2025)

Statement of Purpose

VIZAGE Clinic provides an integrated, private, non-surgical, facial aesthetics service encompassing highly skilled private practitioners, within a clean and safe local clinic environment in London.

The clinic delivers a branded format whose foundation and recognition are based on a combination of professional reputation and high-quality services presented in a patient friendly environment.



Image (1): One of the treatment rooms at VIZAGE

Our patient's satisfaction and care are the centre of everything we do, our clinic ambience and client is of the highest standards, utilising cutting edge technology performed by highly experienced professionals with the goal of supporting each patient's individual needs. We take our patients' physical and emotional wellbeing throughout their patient journey very seriously.

The Clinic's focus is to be transparent with our patients with regards to their treatment, safety and fees. We make every resource possible available for easy access to treatment information. In turn, provide high quality treatment and care to all patients, regardless of age, race, culture or religion.

Our commitment to patients' safety has earned us a highly commended award at the 2024 Safety in Beauty Awards. Additionally, the clinic is registered and regulated by the Care Quality Commission (CQC) as shown on the CQC's website: <https://www.cqc.org.uk/location/1-19829745845>



Introduction to Aesthetic Treatments

As a patient seeking aesthetics treatments you should always have a clear understanding of your patient journey. Aesthetic treatments are classified as elective treatments and are therefore the sole choice of the patient.

When going through your patient induction process, you should listen to the information given to you by your practitioner, trusting that your practitioner's advice is always in the best interest of your safety and wellbeing.

The VIZAGE team would like to welcome you to the clinic and are humbled that you have chosen to pursue your treatments with us. Our promise is to provide you with the highest standard of patient care and to achieve this we have given you this patient guide so you are aware of how your patient journey will go each time you visit the clinic.

Starting your patient Journey

Your personalised patient journey starts from the first time you contact the clinic, the VIZAGE team are easily contactable either by telephone or email, through our website or on any of our social media platforms.

Our aim is to get to your enquiry as soon as possible, so you can get the information needed to book a consultation with one of our highly skilled clinical team. We aim to cater appointments at a time that best suits you.

It's important that patients have the time they need to have open, realistic conversations regarding the treatment options available, as a patient your needs will be listened to, and your questions answered. At your consultation you will be given the valuable information needed to make the right choice to go forward with treatment that will improve your self-worth and boost your confidence. Please note:

- *A chaperone is also available on request should this make you feel more comfortable.*
- *The minimum age for any consultation and undergoing aesthetic treatments is 18.*

Our Medical Professionals

VIZAGE only allocates practicing privileges to medical professionals who fit our strict accreditation criteria. This means only GDC/GMC/NMC accredited practitioners can consult with patients and administer treatments.



Dr Jasmin Taher

Dr. Jasmin graduated as a Dentist from King's College London University with first class honours and multiple academic awards. During her time at King's, she also completed an intercalated Bachelor of Science Degree in Regenerative Medicine and Innovation Technologies, where she ranked first amongst her cohort.



Image (2): Dr. Jasmin Taher

Dr. Jasmin has always had a passion for enhancing natural beauty, which led her to pursue advanced non-surgical facial aesthetics training. She is the founder of VIZAGE and Medical Director of the clinic.

She is an international KOL for VIVACY® UK and has spoken at various conferences both nationally and internationally. Dr. Jasmin is highly experienced at providing non-surgical aesthetic treatments, ensuring a personalised service, tailored to each client's specific needs.

Dr. Jasmin's goals are to ensure every client is treated in a caring and safe manner, with exceptional results. Her kind and conservative approach has changed the lives of thousands of her patients.

Dr. Susanna Carr

Dr Susanna graduated with a Bachelor of Dental Surgery from Newcastle University. From there she developed her surgical skills working in Oral and Maxillofacial Surgery in the NHS, later becoming a member of the Royal College of Surgeons of England in 2022.



Image (3): Dr. Susanna Carr

Dr Susanna prides herself on putting clinical safety first to achieve beautiful and natural results and she has become an integral part of the VIZAGE team since early 2025.

If you would like to check a Practitioner's registration, you can do so through the GMC and/or the GCS portals:

- General Dental Council - The GDC - www.gdc-uk.org
- General Medical Council – The GMC - www.gmc-uk.org

**General
Dental
Council**

General Medical Council

Image (4): GDC, GMC logos

Our Certified therapists Professionals

Lucy Arias

With years of hands-on experience in advanced skin treatments, Lucy is an expert in skin rejuvenation.

As our Senior Aesthetic Therapist, she specialises in cutting-edge procedures, including laser therapy, chemical peels, and medical-grade skincare.



Image (4):Lucy Arias

Lucy's passion for helping her clients feel confident and radiant shines through in every treatment she delivers. She believes that healthy, glowing skin is not just about appearance—it's about empowerment and self-care. Lucy is dedicated to tailoring each treatment to the unique needs of her clients, ensuring they leave feeling their absolute best.

Caring with Compassion

Patient safety and care is what we value most at VIZAGE Clinic. Your patient journey is not only about your treatment experience, but also about putting your trust in VIZAGE clinic delivering safe and effective services to their patient's individual needs.

Our medical professionals adopt a transparent, open and honest culture including the patient in all aspects of their care.

Consultation with your Practitioner or Therapist

Before you meet with your Practitioner or therapist a full medical history and photo consent will be taken so your practitioner will be able to give you a complete and honest assessment for your suitability.

All treatments provided by the VIZAGE clinical team are classed as a medical procedure, this is so strict patient care pathways are in place to safeguard the patient at all times. Your consultation with your Practitioner is important, this is so the Practitioner can correctly diagnose the areas of concern and discuss with you a proposed treatment plan to best suit you.



In the consultation with your Practitioner or therapist, a detailed discussion about the appropriate treatment options, what the expected outcome of the treatment will be, and any associated risks and complications will take place.

We encourage patients to talk openly with their practitioner, this is so your practitioner can make the correct assessment based on the information you have given. Patients should feel confident with asking questions and should be aware of any alternative treatment options. Please be aware that you may require more than one consultation. This is to ensure that the correct fit between the practitioner and the patient is made. If either the patient or the practitioner wish for a further consultation to take place, this will be arranged by our reception team.

Patient Treatment Plans

Treatment Plans are to assist patients in achieving the best level of health they are capable of supporting, by offering appropriate, safe, evidence-based treatment that reflects their needs, preferences and diversity.

In order to meet requirements of CQC Fundamental Standards of Care. A joint agreement of services to be offered follows discussion of all possible options including their outcomes, risks, benefits, and costs.

In particular - Treatment, or referrals, commenced following a relevant assessment of the patients needs, and taking into account lifestyle factors. Generally, a treatment pathway will be agreed following a consultation and, if necessary, physical examination (with consent) and relevant tests.

Informed Patient Consent

Before your treatment starts, you will be asked to read through and sign a consent to treatment form. This consent form will be signed by you (the patient) and by your practitioner. This consent form is recorded within the clinic's patient management system, maintaining accurate patient records.

Patients should know, although your practitioner may recommend a particular treatment option to you, you are free to decline that treatment, or ask if there are any alternative options that may suit you.

We advise all patients to take the time they need to read through their consent form before signing, agreeing to treatment.



Image (5): a Photo from the clinic

Terms and Conditions

Booking and Securing Appointments

All first-time patients are required to have a consultation prior to treatment. Many treatments can be completed on the day if suitable, but others require separate appointments or appointments staged at particular dates/times. All appointments require a consultation/holding fee which is redeemable against treatment if suitable.

This fee is strictly non-refundable and is held on your account for 3 months. Should you need to reschedule or cancel a minimum of 72 hours notice is required or this fee is forfeited. More than 2 rescheduling of appointments will result in a forfeit of your consultation fee. You can ask one of our reception team to go through this process with you should you require further information.

Please be aware that if you are more than 10 minutes late to your appointment this may result in a shorter treatment time, or you not being seen.

Disclaimer

Please be aware our clinic days can sometimes run behind schedule and for this reason we kindly ask that you do not make any plans within 2 hours of your appointment time. Each Practitioner will take the amount of time necessary to provide comprehensive care and attention to every single patient. The clinic will try their best to avoid any delays, however, this cannot always be avoided, and we cannot guarantee that each patient will be seen on time. If the clinic is running late, you will not be entitled to a refund or



transfer of your deposit. Please contact the booking coordinators at your earliest convenience to reschedule your appointment if you envisage this being a problem for you.

Chaperone Policy

If you would like a chaperone to be present during an examination (or any other reason) please inform our reception staff when booking your appointment. In the event of the practice not being able to offer you a chaperone, you will be given the option of re booking for a new date.

We regret that no children (under the age of 16) or pets are allowed in our clinics at any time in accordance with government regulations.

Refund Policy

VIZAGE clinic only employs GDC/GMC/NMC registered practitioners to administer treatments and therefore does not issue refunds for any treatment previously provided. If you are unhappy with the result of your treatments. VIZAGE Clinic will, in certain circumstances offer an alternative treatment should your practitioners agree that further treatment may be required to achieve results, this will be discussed with your practitioner at your review appointment. Patients who do not attend review appointments will not be eligible for any form of reparation.

Treatments/services are not transferable to other individuals All items & purchases are non-refundable. This does not affect your statutory rights.

VIZAGE Loyalty Programme

The VIZAGE Loyalty Programme is available to all VIZAGE Patients, terms and conditions are as following:

- *Eligibility:* Open to patients registered via the VIZAGE Clinic app and checked in at reception. Personal use only.
- *Visits:* visits apply to eligible treatments only (excludes consultations, follow-ups, and check-in appointments).
- *Redeeming Rewards:* Rewards can only be used for treatments at VIZAGE Clinic. No cash alternative, non-transferable, and cannot be combined with other offers unless stated.
- *Reward Expiry:* Rewards expire 30 to 90 days from issuance, depending on the reward. Expired rewards cannot be reinstated.
- *Program Changes:* VIZAGE Clinic may modify or discontinue the program at any time. Fraudulent activity may result in account suspension



Zero Tolerance Policy

VIZAGE Clinic takes it very seriously if a member of staff is treated in an abusive or threatening way. VIZAGE Clinic supports the government's 'Zero Tolerance' campaign for medical services staff.

This states that Practitioners and their staff have a right to care for others without fear of being threatened or verbally abused. To successfully provide these services a mutual respect between all the staff and patients has to be in place.

Our staff aim to be polite, helpful, and sensitive to all patients' individual needs and circumstances. However, aggressive behaviour, be it threatening or verbally abusive, will not be tolerated and may result in you being removed from the clinic list and, in extreme cases, unable to return to the clinic for further treatments.

In order for the clinic to maintain good relations with their patients the company would like to ask all its patients to read and take note of the occasional types of behaviour that would be found unacceptable:

- Using bad language or swearing at practice staff
- Verbal abuse towards the staff in any form including verbally insulting the staff.
- Persistent or unrealistic demands that cause stress to staff will not be accepted. Requests will be met wherever possible, and explanations given when they cannot.

We ask you to treat the staff courteously at all times.

Respect and Dignity

All patients attending VIZAGE Clinic will be always treated with respect and dignity. No member of staff has the right to be abusive to patients or their visitors and any such incidents will be treated as a disciplinary matter. Equally, The VIZAGE clinic does not condone the abuse of staff members by patients or visitors and if such a situation occurs, The Clinic reserves the right to refuse any future care.

Should you experience any post treatment complications or just require reassurance please contact our reception team who will be able to assist you and if necessary, contact your practitioner.

E: info@vizage.co.uk

Patient Feedback

Any form of patient feedback from our patients is welcomed. Receiving patient feedback is how we can improve our service to our patients. Patient feedback also allows us to acknowledge members of our team that have achieved excellence in patient care.

Please feel free to leave a review on Google Reviews: <https://g.page/r/CYhJfBX0H03JEBE/review>





"Dr Jasmine is not only one of the most talented injectors in the world, she is also one of the most beautiful, kind hearted people I have ever had the good fortune to cross paths with. She has been very patient managing me as a challenging client with a complex history and has done incredible restorative work on my face. She is a bright light in the field of medical aesthetics and a shining example of good clinical practice. Her clinic is a beautiful and peaceful environment and receptionist Rose is very efficient and kind. I can't rate this clinic highly enough." December, 2024

"I have been to see these guys for a few treatments now and they always provide a 5 star service, I have seen Dr Lucy for CO2 fractional laser on my face / eyes, I am extremely happy with the results, I have also seen Dr Susanna for botox and again I am very happy. The owner Dr Jasmin is not only the best in her field at what she does but she is a real sweetheart & extremely professional but also caring towards her clients! She has gone over and beyond to help me 🙏 she has created the most Beautiful, stunning space for her patients with such a calming vibe."

***5 stars 🌟 all the way 😊
I will be back soon 😊 Verity X"*** March, 2025

"I visited Dr Susanna today for the first time for some filler treatment. Dr Susanna was so meticulous, patient and kind, when both discussing my treatment plan and whilst carrying out the treatments. This was the most comfortable and pain-free filler treatment I have ever had! Thank you so much again." March 2025



Image (6): Before & After images of previous VIZAGE patients

We are excited to welcome you at VIZAGE and experience great transformations similar to the one in the image above!

Visit our Google Profile on (<https://tinyurl.com/473tyt99>) to read all our reviews.



Our Complaints Policy

Should you wish to make a Complaint?

In the event that you are unhappy with any aspect of your treatment or care, in line with our verbal complaint's procedure, please contact reception, who will, in a vast majority of cases, be able to resolve any difficulty.

If you wish to make a formal complaint, you should do so in writing, to:

The Compliance Manager

VIZAGE Clinic

Address:

info@vizage.co.uk

Please address the email: Formal Complaint – Attention Compliance Manager

Stage 1.

- Written complaints acknowledged in 2 working days (unless a full reply can be sent within 5 working days).
- Formal response made within 21 working days.

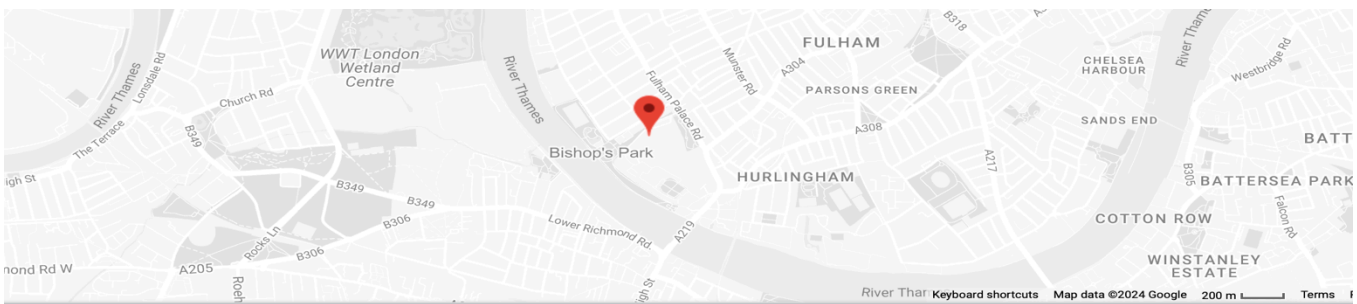
Stage 2. Internal Appeal

If, following receipt of the final response from the Compliance Manager, a patient wishes to appeal; this should be done in writing to the Medical Director at the same address. This appeal should be made within 21 working days of the final written response.

Contact Details:

All our contact details are on the image below and are available on our website:

www.vizage.co.uk



Address	Contact	Opening Hours	
VIZAGE	020 3397 7300	Mon - Fri	10:00 am – 6:00 pm
Fulham Palace	Info@vizage.co.uk	Saturday	10:00 am – 5:00 pm
Bishop's Avenue		Sunday	Closed
SW6 6EA			