

# Brigstock Skin and Laser Centre



## 3. Management of Patient Conditions

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## **MANAGEMENT OF PATIENT CONDITIONS**

**Brigstock Skin and Laser Centre has a standard procedure when assessing a patient's needs and response.**

### **3.1 Initial Consultation**

All patients are subject to a free no-obligation consultation to expose opportunities for treatment across the range of services that the clinic provides. A 'Derma-plan' is written up and given to the patient outlining the possibilities for treatment.

### **3.2 Ongoing Assessment**

The clinic has a policy of keeping consistent patient notes in order to log the treatment given as per the 'Derma Plan'. This helps us understand how the patient is responding to treatment and re-assess any needs accordingly. Should a need to alter the Derma Plan arise then this is done at this juncture.

### **3.3 Evidence based Treatment**

The clinic pledges not to administer any treatment without first establishing a need and suitability of the patient. Once a course of treatment is underway notes are kept in order to ascertain whether it is working and whether further or different measures are required.

### **3.4 Respecting and involving people who use services**

There are processes in place to ensure that people's choices are taken into consideration and respecting their rights to privacy, confidentiality, human rights independence and dignity. The clinic has the following policies in place and all staff are made aware of them: Equal Opportunities Policy, Patient Privacy, Dignity and Confidentiality Policy and Data protection.

To also respect the patients' privacy there is a private area in reception where confidential issues can be discussed.

Patients are supported and enabled to make informed decisions about the management of their care and treatment through the provision of appropriate information such as leaflets at the premises, patients questionnaires, complaints procedures & protocol and lastly a website which is updated when required.

When patients need to make decisions about their care and treatment, they are informed of the risks and benefits through the clinicians giving advice about risks and benefits in treatment plan estimates for advanced treatment. Also the clinician makes notes on the patients' treatment records regarding the risks and benefits.