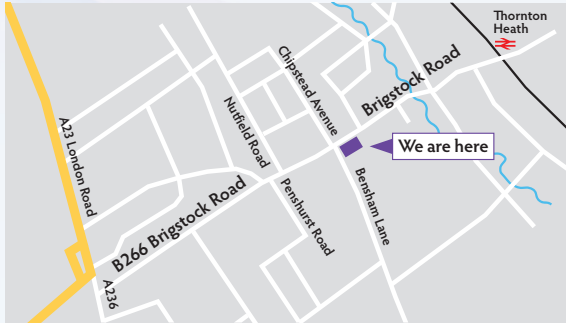


## Finding Us



**We are on the corner of Bensham Lane and Brigstock Road opposite the library.**

**Nearest train: Thornton Heath.**

**Free on-street parking is available on Bensham Lane.**

Brigstock Skin and Laser Centre is registered with the Care Quality Commission and is regulated to provide surgical procedures and the treatment of disease, disorder or Injury from: 83 Brigstock Road, Thornton Heath, Croydon, Surrey CR7 7JH

### Provision of services

Your initial consultations are focused on assessing your personal needs and providing you with information so that you can make the right decisions about the treatment you receive. Consultations are carried out by our qualified dermatologists, doctors, personal practitioners and clinical technicians. Suitability for treatment and the patient's expectations are assessed and a comprehensive profile is built. Patients will be expected to sign a consent form and undertake a 'test patch' if necessary, once the procedure(s) have been fully explained. The patient can expect to be fully informed about the specific procedure(s) in question both verbally and in writing, with a summary of the consultation being provided for the patient to take home. Patients must provide a full medical history which includes information about any medication you are taking or confirmation if you have recently been exposed to the sun or UV light (e.g. sunbeds). This information is required so that our practitioners can assess suitability.

83 Brigstock Road  
Thornton Heath  
Croydon  
Surrey  
CR7 7JH



[www.brigstockskinandlaser.com](http://www.brigstockskinandlaser.com)  
email: [hello@brigstockskinandlaser.com](mailto:hello@brigstockskinandlaser.com)

tel: 020 8683 6730

### Comments, suggestions & complaints

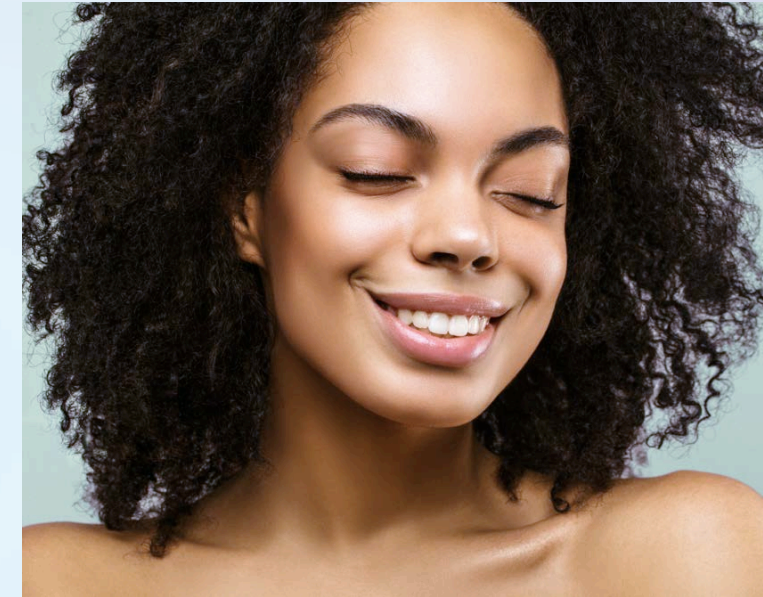
Brigstock Skin and Laser Centre aims to ensure that all the services it provides are of the highest quality. In the event that you do have comments, suggestions or a complaint, please contact Brigstock Skin and Laser Centre at the following address: Registered Manager, 83 Brigstock Road, Thornton Heath, Croydon, Surrey CR7 7JH. If the clinic's staff are unable to resolve any problems you may have with the service there and then, your complaint will be reported to the registered manager within 24 hours. Alternatively you could put your complaint in writing or ask reception for a complaints form to complete. All complaints will be acknowledged within 2 days of being received and a full response will be provided within 10 working days. Any comments you have about this patient guide should also be sent to the same address. Complainants have a right to approach the Independent Sector Complaints Adjudication Service (ISCAS), if they are dissatisfied with the way their complaints are dealt with or if they feel their complaint is of a very serious nature. Patients also have the right to approach ISCAS if they feel that the clinic's patient guide is inaccurate or misleading

You can contact ISCAS in the following ways:

- By phoning 020 7536 6091
- By sending an email to: [info@iscas.org.uk](mailto:info@iscas.org.uk).
- By writing to: ISCAS, 70 Fleet Street, London EC4Y 1EU
- You can also visit their website at <https://iscas.cedr.com>

A full version of Brigstock Skin and Laser complaints procedure is available to patients upon request, as is a copy of the most recent inspection report prepared by the Care Quality Commission. Patients have the right access their health records, in line with the Data Protection Act 1998. If you require this information in another language, braille or large print, please notify the receptionists who will provide you with a copy.

# Patient Guide



**Brigstock Skin & Laser Centre**  
South London's leading medical skin clinic

**020 8683 6730**

[www.brigstockskinandlaser.com](http://www.brigstockskinandlaser.com)

Call Now on **020 8683 6730** for your **FREE** initial consultation

The team at Brigstock Skin and Laser are here to help you become as proud of your skin as you can be by providing you the most advanced aesthetic and skin care treatments available.

By choosing Brigstock Skin and Laser Centre you can rest assured that you'll never waste time and money on ineffective treatments because your results and satisfaction are guaranteed with our Seven Point Guarantee.



You can also check out the clinic's reputation for excellent customer service and amazing treatment results by reading or watching some of the clinic's hundreds of testimonials or 5 star Google reviews – more than any other South London clinic.



The Centre offers you a range of amazing medical and aesthetic skincare services, medically supervised by clinicians with a specialist interest in dermatology. All your treatments are administered in our fully accredited medical facilities, which are approved and regulated by the Care Quality Commission, ensuring you of the highest clinical standards.

The clinic's reputation has been built around the way your technician seeks to combine your treatments, optimising their combined effects by devising you a bespoke "Care Pathway" based upon the specific needs of your skin and the results you wish to achieve.

This ensures that whatever your requirements and expectations, your practitioner will deliver you a skin you can be proud of.

#### Brigstock Skin and Laser before and after treatments



Obagi Nu-Derm before (left) and after (right)



Wrinkle reduction before (left) and after (right)

Don't take our word for it , check out our 5 star Google reviews!



#### Treatments offered

- 'Virtually Pain Free' hair removal
- Wart, mole, skin tag or cyst removal
- Dermal fillers & implants
- Thread lifts - the non surgical face lift
- Wrinkle reduction injections
- Obagi Nu-Derm skincare system
- Acne treatment
- Dermaroller – medical skin needling
- Pigmentation problems
- Micro-dermal abrasion
- Restylane – dermal fillers
- Skinboosters and skincare
- Wrinkle reduction
- Scars
- Skin rejuvenation
- Private dermatology appointment
- Thread vein removal

#### Fees

There are a wide range of payment plans an options available to suit most pockets. Choosing the right plan is easy and your practitioner will guide you through these and your treatment options to ensures you achieve great results, whatever you're looking to invest.

Full details of the clinic's fees can be found at [www.brigstockskinandlaser.com](http://www.brigstockskinandlaser.com)