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PATIENT GUIDE	
Name of establishment or agency	The Derma Lounge
Address and postcode	242 Stow Hill Newport NP20 4HA
Telephone number	07879632296
Email address	thedermaaloungeuk@gmail.com
Fax number	
Name Registered Manager/s	Lucy Thomas

Summary of Statement of Purpose

The Derma Lounge is an established clinic specialising in laser hair removal treatments. Miss Lucy Thomas has started the business after completing in depth training with the regulating body VTCT. We aim to offer our patients a professional service tailored to them in a friendly environment. Please see our treatment price list for full details or visit our website.

[The Derma Lounge | Laser Hair Removal & Facials Newport, Wales](#)

Our main objective is offering laser hair removal treatments that target the melanin within the hair shaft causing a photothermal reaction and allows the destruction of the hair follicle. This results in the removal of any unwanted hair, in any area of the body, allowing clients to feel better about themselves as a result of visiting our establishment.

We are located on the outskirts of Newport City Centre within close vicinity to a railway station and are on a main bus route. We do not have a car park, however on street parking is located to the side of the building.

We will carry out quarterly satisfaction surveys of people using our service and use the feedback to make changes where necessary in order to improve our clinic.

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TERMS AND CONDITIONS

Information to include terms and conditions of the service/s to be provided, including amounts and methods of payment for all aspects of treatment

We offer laser hair removal using a diode 808nm laser machine on any bodily area. This includes underarm, face, neck, back, full arm, full leg, chest, bikini, buttocks, fingers and toes. We recommend a course of 6-8 treatments to ensure permanent reduction of the hair follicle. However, treatment courses vary from person to person. Although once a follicle is destroyed, the hair cannot regrow, we cannot guarantee the permanent removal of all hair as anyone can undergo changes such as hormonal changes, which can result in dormant hair follicles growing.

We take cash payments, credit and debit card payments and also BACS transfer. We also accept The Derma Lounge gift vouchers. Payment is normally taken at the end of the service, we sometimes offer discount course prices which is taken at the start of the course of treatments and monitored by the therapist and patient. We do not offer a refund if the client does not use the full course of treatments agreed. However, we do offer the clients the opportunity to use the payment towards another treatment area.

Our price list can be found via our website:

[The Derma Lounge | Laser Hair Removal & Facials Newport, Wales](#)

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CONTRACT BETWEEN PATIENTS AND SERVICE PROVIDER

Information to include the terms of the contract between the patient and the service provider.

Treatments are agreed through an in-person consultation to ensure both client and staff member understand the needs and to ensure that our patients are fit to undergo treatment after reviewing any medical issues.

At the end of the consultation there is an opportunity for our patients to raise any concerns and ask any questions. Once aware of expectations, timings and pricing, the patient gives consent to treatment by signing a declaration to state that all information given is correct. This is kept and filed away when not in use for up to eight years of last entry. All information given is confidential and not sold on to any third parties or disclosed to others. If the client is happy with the consultation, they will then undergo a patch test at least 24 hours before their treatment date.

The treatment room is located within a downstairs room inside the hair salon, Inca Hair and Beauty. Due to the amount of steps needed to enter the clinic room, it is not accessible via wheelchair. Patients therefore will need to be able to walk on their own to enter the treatment room. If the client wishes to bring a chaperone to their appointment, we are able to allow this.

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COMPLAINTS PROCEDURE

Please include a summary of your complaints procedure. Also referring to the fact that HIW can be contacted once they have been through your complaints procedure and if they are unhappy with the way in which their complaint was dealt with (include HIW contact details).

We hope that our consultations and communication ensure that our patients are happy with our services. If however a complaint arises, we try to resolve it the best way we can.

We encourage the patient to inform the Manager with details of their complaint, this can be in person, via email, via telephone or via social media. The manager will then supply the patient with a customer complaints form. A copy of the complaints form is kept by The Derma Lounge. Complaints are dealt with promptly and we aim to resolve this within 6 weeks. If for some reason the client is unhappy with how their complaint has been handled, or if The Derma Lounge feel they need support dealing with the complaint, then the Healthcare Inspectorate Wales can be contacted to oversee and help resolve the complaint the best way possible.

If a patient is not satisfied with how the complaint was dealt with in the salon, they can contact the Healthcare Inspectorate Wales at:

Healthcare Inspectorate Wales
Welsh Government
Rhydycar Business Park
Merthyr Tydfil
CF48 1UZ

Website: hiw.org.uk
Email: hiw@wales.gsi.gov.uk
Telephone: 0300 062 8163

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SUMMARY OF PATIENTS VIEWS

Once available.

REGISTRATION AUTHORITY

HIW contact details (address, telephone number and email address)

Most recent HIW inspection report (once available) and information how a copy can be obtained.

Healthcare Inspectorate Wales
Welsh Government
Rhydycar Business Park
Merthyr Tydfil
CF48 1UZ

Website: hiw.org.uk
Email: hiw@wales.gsi.gov.uk
Telephone: 0300 062 8163

Information on how to obtain a copy of the most recent inspection report prepared by the registration authority is available via the Healthcare Inspectorate Wales website:

[Welcome to Healthcare Inspectorate Wales | Healthcare Inspectorate Wales \(hiw.org.uk\)](http://hiw.org.uk)

When The Derma Lounge has received an inspection, reports will be made available here.

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Date Patient Guide written	27/01/2024
Author	Lucy Thomas

PATIENT GUIDE REVIEWS

Date Patient Guide reviewed	08/06/2026
Reviewed by	Lucy Thomas
Date HIW notified of changes	

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