



Aftercare - BHRT

Bio-identical Hormone Replacement Therapy (BHRT) is a term referring to the use of hormones that are identical on a molecular level to our own natural hormones.

Having trained at the famous Marion Gluck Clinic, Clinical Director Victoria Dobbie offers BHRT assessments.

As you age, your hormone levels change and you can experience a number of symptoms that can be significantly improved with BHRT.

An initial BHRT assessment involves a comprehensive review of your medical history and lifestyle factors.

If required, blood tests are taken and sent to a specialised lab to analyse your hormone levels. A follow up appointment is arranged 1-2 weeks later to review the test results and discuss a personalised treatment plan.

Victoria works in conjunction with the Specialised Pharmacy in London who compound bespoke bio-identical hormone medicines. Your personalised prescription is sent directly to the pharmacy. You then need to liaise directly with the pharmacy to pay for your

medication which is posted directly to you within 4-7 days after payment. If there are any issues with delivery you should contact the pharmacy.

The telephone number for the Specialised Pharmacy is 020 7637 1055.

Your prescription should only be used by you and should never be shared.

BHRT procedure

You should attend a follow-up assessment 4-6 weeks after you start your medication to check progress. If required, your medication will be adjusted and a new prescription sent to the pharmacy. This process should be repeated at 3 and 6 months before becoming an annual assessment.

The price for our BHRT service is as follows:

- Initial assessment £150
- Blood test (if required) £250
- 1-2 week test results (if required) £75
- 1, 3, 6 and 12 month assessments £75 per 15 mins

Patient support

Adverse reaction

If you believe you are having an adverse reaction to your treatment, which is outside of the listed common side effects, then please:

- During opening hours [call us](#) immediately.
- Out of hours visit your local hospital's A&E and inform us by email.

If you are able – please document your concern with photographs and email them to us. If our staff tell you to attend the clinic for a physical assessment then you must do so and provision will be made to see you quickly.

Complaints procedure

Everyone expects a positive experience and a good treatment outcome. However, the practice of aesthetic medicine is not an exact science as every individual responds differently to the same treatment. You may require an adjustment or for certain treatment types a reversal. Some treatments can not be adjusted

or reversed. If you are dissatisfied with the service you have received you can read our complaints procedure and submit a complaint at: www.faceandbody.co.uk/complaints

Consumer redress schemes

If you feel that we have not addressed your concerns through our complaints procedure then you may seek complaint resolution for:

- Customer service at the Cosmetic Redress Scheme: www.cosmeticredress.co.uk
- Treatment outcomes through Health Improvement Scotland at: www.healthcareimprovementscotland.org

Request for medical records

You may request a copy of your medical records, which incurs a £25 administration charge. You will need to attend a meeting with the Clinical Director to sign for the documents.

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Regulated by:

