

The application for the renewal to the Code of Practice includes an assessment of the completion of the organisational details and random sampling of the supporting evidence, provided by Clinic Beaucare to assure compliance with 4 sections of the Code of Practice reflected below. In some circumstances further sampling will be undertaken if further assurance is required. This renewal assessment included a random crosschecking of information for the following:

Section	Title	Comment	Outcome
2.1	Details	Details of the organisation were fully complete and the application is made by Luc Vrambout, company Director and Founder. The last assessment to the Code of Practice was completed in February 2011 following the original application in 2008.	Met
2.5	Payment information	A brief description of payment arrangements is detailed on the Beau Care website. A deposit of £1000 is required and the balance of the costs paid 2 weeks ahead of the surgery. Cancellations made after payment of the deposit are dealt with in the refund policy section of the website.	Met
2.9	Patient Journey	The web page “preparing for your trip” has details about available travel options and accommodation. In addition, when patients are arranging treatment they receive further details about arrival at the clinic, what to expect and when they will meet their surgeon. The assessor recommends that this is added to the website information.	Met
2.12	Patient Information	Two documents were provided to support this standard: <ul style="list-style-type: none"> • Breast Augmentation – this includes post-surgery • “Tummy tuck” – gives guide to what to do and what to avoid. 	Met
2.14	Complaints	Advice about how to raise a complaint is on the website which advises raising concerns with the surgeon initially. Beaucare also confirmed that they will communicate any complaints to the doctor; the clinic director is included in complaint information responses.	Met
Conclusion	Clinic Beaucare have demonstrated continued compliance to the standards assessed above. The assessor is pleased to recommend the application to the Code of Practice is renewed.		