



Patient Guide

Laser Meg Limited

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Registered Manager: Megan Stacey

My promise to you;

- to provide you with high quality Laser Tattoo Removal, Laser Hair Removal, Carbon Facial and Skin Rejuvenation services at Laser Meg Limited, carried out by a fully trained and certified member of staff.
- to care for all of my clients, ensuring all Laser Tattoo Removal, Laser Hair Removal, Carbon Facial and Skin Rejuvenation treatments are fully understood, and that you have a realistic expectation outcomes and side effects.
- to provide the best standard of pre-treatment, treatment and aftercare.
- providing you with the best treatment plan specific to your needs.
- to ensure regular, relevant and updated training is carried out by myself practising Laser Tattoo Removal, Laser Hair Removal, Carbon Facial and Skin Rejuvenation at the salon.

My main goal is to provide you with a high level of quality and service, ensure I am accountable for all of my actions and maintain the highest of professional and ethical standards during treatments.

What is Laser Tattoo Removal?

Laser tattoo removal is a non-invasive procedure that uses high-intensity laser beams to break down tattoo ink particles in the skin. Over time, the body's immune system naturally eliminates these particles, gradually fading the tattoo.

This method is considered the most effective way to remove tattoos without causing significant scarring or skin damage.

How Does Laser Tattoo Removal Work?

Laser Energy Targeting: The laser emits pulses of light that are absorbed by the tattoo ink.

Ink Fragmentation: The intense heat from the laser breaks the ink into tiny particles.

Body's Natural Elimination: The immune system removes these particles through the lymphatic system.

Gradual Fading: Multiple sessions are required to fully break down the ink, leading to a gradual fading of the tattoo.

Different laser wavelengths target different ink colours, with black ink being the easiest to remove and lighter colours (such as yellow, green, and blues) being more challenging.

If I do not think my machine will remove the colours desired, I will refer you to a different clinic registered with the Healthcare Inspectorate Wales to proceed with treatment where a more suitable laser machine will be used.

Benefits of Laser Tattoo Removal

- **Most Effective Removal Method:** Laser removal is the best option for fading or completely removing tattoos.
- **Minimal Risk of Scarring:** When performed by a professional, laser treatments have a low risk of scarring.
- **Works on Most Tattoo Colours:** Advanced laser technology can target a wide range of ink colours.
- **Customizable:** Can be used for full removal or just lightening a tattoo for a cover-up design.
- **Non-Invasive:** No cutting or surgery is required, reducing the risk of infection.

Risks & Side Effects of Laser Tattoo Removal

- **Eye Damage:** There is a risk of eye damage from lasers, which will be minimised by the wearing of protective goggles during laser use.
- **Pain & Discomfort:** The treatment can be uncomfortable, often compared to the feeling of a rubber band snapping against the skin or hot oil spitting in a pan whilst cooking an egg. Numbing creams can help.
- **Redness & Swelling:** The treated area may become red, swollen, or tender for a few days.
- **Blistering & Scabbing:** Some people develop temporary blisters or scabs, which should not be picked to avoid scarring.
- **Temporary Skin Lightening or Darkening:** The skin may become lighter (hypopigmentation) or darker (hyperpigmentation), especially on darker skin tones.
- **Multiple Sessions Required:** Complete removal typically requires 6-10 sessions, depending on factors like tattoo size, ink depth, colour and time between sessions. I personally recommend at least 3 months between sessions for the best healing and fading outcomes.
- **Not 100% Guaranteed:** Some ink colours and tattoo types may not fade completely, though significant fading is common.

I use the TITAN 3 Laser Machine here at the salon.

This is the fastest, most powerful laser in its class and provides complete tattoo removal with very little to no scarring.

What is IPL Laser Hair Removal?

IPL (Intense Pulsed Light) hair removal is a non-invasive method that uses broad-spectrum light to target and reduce hair growth. Unlike traditional lasers, which use a single wavelength, IPL emits multiple wavelengths of light, making it effective for larger areas of the body.

How Does IPL Hair Removal Work?

Light Absorption: The IPL device emits pulses of light that are absorbed by the melanin (pigment) in hair.

Heat Conversion: The absorbed light energy converts into heat, which travels down the hair shaft to the follicle.

Follicle Disruption: The heat damages the hair follicle, slowing down and eventually preventing future hair growth.

Hair Shedding: Over time, treated hair falls out, and regrowth becomes finer and lighter.

IPL works best on people with light skin and dark hair, as the contrast allows the light to effectively target the melanin in the hair while avoiding the surrounding skin.

Benefits of IPL Hair Removal

- **Long-Term Hair Reduction:** Hair growth is significantly reduced over time.
- **Cost-Effective:** Compared to continuous shaving and waxing, IPL can save money in the long run.
- **Less Painful Than Waxing:** While there may be some discomfort (like a warm snapping sensation), it's generally less painful than waxing.
- **No Ingrown Hairs:** Unlike shaving and waxing, IPL reduces the risk of ingrown hairs.

Risks & Side Effects of IPL Hair Removal

- **Eye Damage:** There is a risk of eye damage from lasers, which will be minimised by the wearing of protective goggles during laser use.
- **Skin Irritation:** Redness, swelling, or mild discomfort can occur but usually subsides within a few hours.
- **Burns & Blisters:** If used incorrectly or on darker skin tones, IPL can cause burns.
- **Hyperpigmentation or Hypopigmentation:** Some people may experience temporary darkening or lightening of the skin.
- **Ineffective on Light Hair:** IPL is not effective on gray, white, red, or very light blonde hair due to the lack of melanin.
- **Not Suitable for Darker Skin Tones:** There's a higher risk of burns and pigmentation changes in individuals with darker skin.

What is a Laser Carbon Facial?

A laser carbon facial, also known as a carbon peel or Hollywood peel, is a non-invasive skin treatment that deeply exfoliates, brightens, and rejuvenates the skin. It uses a special carbon lotion and laser technology to target impurities, reduce oil production, and improve skin texture, making it a popular treatment for acne-prone and dull skin.

This treatment is gentle yet effective, requiring no downtime, making it ideal for those looking for a quick skin refresh.

How Does a Laser Carbon Facial Work?

Application of Carbon Lotion: A thin layer of medical-grade carbon is applied to the skin. This carbon absorbs oil, dirt, and dead skin cells from deep within the pores.

Laser Activation: A specialized laser is passed over the skin, heating and vaporizing the carbon along with the impurities it has absorbed.

Exfoliation & Stimulation: The laser energy gently removes dead skin cells and stimulates collagen production, helping to improve skin texture and tone.

Clearer & Brighter Skin: After the treatment, the skin appears smoother, clearer, and more radiant.

Benefits of a Laser Carbon Facial

- **Deep Cleansing & Exfoliation:** Removes dead skin cells, excess oil, and dirt, leaving skin refreshed.
- **Reduces Acne & Oil Production:** Ideal for oily and acne-prone skin, as it minimizes pores and reduces breakouts.
- **Evens Out Skin Tone:** Helps fade hyperpigmentation, sun damage, and mild acne scars.
- **Boosts Collagen Production:** Stimulates the skin's natural healing process, improving elasticity and reducing fine lines.
- **Non-Invasive & Painless:** No needles or surgery, and most people experience only a mild warming sensation.
- **Quick & No Downtime:** The procedure takes around 30 minutes, and you can resume normal activities immediately.

Risks & Side Effects of Laser Carbon Facials

- **Eye Damage:** There is a risk of eye damage from lasers, which will be minimised by the wearing of protective goggles during laser use.
- **Mild Redness:** The skin may appear slightly red or flushed for a few hours.
- **Tingling or Warm Sensation:** Some people feel a slight tingling or warming during the procedure.
- **Temporary Dryness:** The skin may feel dry or slightly tight after treatment.
- **Not Suitable for Severe Acne:** While great for mild to moderate acne, those with cystic acne may require alternative treatments.
- **Multiple Sessions Needed for Best Results:** While a single session improves skin appearance, 3-6 sessions are recommended for long-term benefits.

What is IPL Skin Rejuvenation?

IPL (Intense Pulsed Light) skin rejuvenation is a versatile, non-invasive treatment that improves overall skin tone and texture. It works by delivering pulses of broad-spectrum light into the skin, targeting specific pigments and blood vessels to address a range of skin concerns.

This treatment stimulates collagen production, reduces redness and pigmentation, and helps to create a clearer, brighter, and more youthful complexion. It's a popular option for treating multiple skin issues without the need for surgery or significant downtime.

How Does IPL Skin Rejuvenation Work?

1. **Light Absorption:** The IPL device emits pulses of light that are absorbed by:
 - Melanin (pigment) – for pigmentation and sunspot removal
 - Haemoglobin (blood) – for redness and thread veins
2. **Breakdown of Pigment and Vessels:** The heat from the light energy breaks down the targeted pigment or blood vessel walls.
3. **Natural Elimination:** The body naturally removes the damaged pigment or vessel through the lymphatic system.
4. **Stimulation of Collagen:** The heat also stimulates collagen production, improving skin firmness and texture.
5. **Clearer & Healthier Skin:** Over time, the skin appears smoother, more even-toned, and revitalized.

Types of IPL Skin Rejuvenation Treatments

Pigmentation Removal

- Targets and reduces; sunspots, age spots, freckles, hyperpigmentation and melasma (mild cases)
- Leaves skin looking brighter and more even-toned.
- Pigmented spots may darken before flaking off naturally over the following days.

Blood Vessel and Thread Vein Removal

- Targets and reduces: broken capillaries, spider veins and redness from thin blood vessels.
- Works by collapsing the blood vessels, which are then reabsorbed by the body.
- Most effective on small, superficial veins and redness.

General Facial Rejuvenation

- Improves overall skin quality by: smoothing fine lines and wrinkles, reducing enlarged pores, and increasing skin firmness through collagen stimulation
- Leaves skin looking fresh, glowing, and youthful after just a few sessions.
- Helps refine skin texture and improve overall skin tone.

Benefits of IPL Skin Rejuvenation

- **Versatile Treatment:** Treats multiple skin concerns in a single session.
- **Non-Invasive & Minimal Downtime:** No needles or surgery required, with most people able to resume normal activities immediately.
- **Long-Lasting Results:** Results improve over several weeks as the skin renews itself.
- **Boosts Collagen Production:** Improves skin texture, reduces fine lines, and increases skin elasticity.
- **Customizable:** Settings can be adjusted to suit different skin types and concerns.

Risks & Side Effects of IPL Skin Rejuvenation

- **Eye Damage:** There is a risk of eye damage from lasers, which will be minimised by the wearing of protective goggles during laser use.
- **Mild Redness & Swelling:** The treated area may appear red or slightly swollen for a few hours.
- **Darkening of Pigmentation:** Pigmented spots may darken before flaking off, which is a normal part of the healing process.
- **Tingling or Warm Sensation:** Some people feel a mild stinging or warming during the procedure.
- **Blistering or Scabbing (Rare):** If settings are too high or skin is overly sensitive, mild blistering or scabbing may occur.
- **Risk of Hyperpigmentation or Hypopigmentation:** Especially in darker skin tones, incorrect settings can cause pigmentation changes.
- **Multiple Sessions Required:** For best results, 3–6 sessions are typically needed, depending on the condition being treated.

Patch Tests and Consultations

- Patch Test and Consultations are mandatory before any treatment is received.
- An appointment can be made for patch tests and consultations via my online booking system. <https://that-time.co.uk/laser-meg-limited>
- Consultations are free of charge and are held in the privacy of my treatment room.
- You are under no obligation to proceed with any treatment offered at Laser Meg Limited if you are not comfortable post consultation.
- You are encouraged to ask any questions about the process of all treatments provided and after treatment care before proceeding with any treatment.
- You are welcome to have a copy of the Patient Guide to take home with you or sent to you if you're unsure on treatment, before you make any decisions.
- Before any patch test and consultation a consent form must be completed to ensure there are no contraindications known before receiving treatment.
- You will given advice on the suitability of treatment to ensure your expectations are managed well and realistically.
- The benefits and risks will be discussed during consultation as well as getting a full and thorough understanding of what you would like to achieve from possible treatments.
- If after the verbal consultation is complete and you are suitable and ready to book in for a treatment, the patch test can be carried out, this is to test your skin's reaction to the laser to ensure you do not have an allergic response to the laser and to determine the most effective energy for treatment.

Making an appointment

You can make an appointment for a free patch test consultation or any ongoing treatments (once a patch test has been carried out with no issues after 48 hours) via my booking link;

<https://that-time.co.uk/laser-meg-limited>

Deposits and Cancellations Policy

A 50% of treatment cost deposit is required to secure an appointment in the diary.

All deposits are non-refundable.

If you leave less than 48 hours to reschedule your appointment you will lose your deposit and be charged 50% of the remaining balance of the session.

If you leave less than 24 hours to reschedule your appointment you will lose your deposit and be charged 100% of the remaining balance of the session.

If you re-arrange with more than 48 hours notice, your deposit will be moved to a new date.

If you cancel your appointment indefinitely or don't turn up to the appointment, you will lose the deposit and be charged 100% of the remaining balance of the session.

Out of Hours

I do not have an out of hours number if you develop any problems or adverse side effects to treatment, I advise you to seek medical help from your local A&E or Out of Hours GP Service.

Pricing

Tattoo Removal

Prices can be quoted before the patch test and consultation if a picture is provided during enquiries or in person on the day of the patch test and consultation.

If your tattoo is larger than the recommended treatment size per session, you will need to break your appointments into as many as you need to cover your tattoo area.

Prices range from £50-200 per session depending on the size or quantity of tattoos that you want to remove.

IPL Hair Removal

Please see prices in table below;

Area	1 session	6 sessions
Lip	£30	£150
Chin/jaw	£30	£150
Full face	£50	£250
Underarms	£50	£250
Half arm (upper or lower)	£60	£300
Full arm	£80	£400
Chest	£60	£300
Stomach	£60	£300
Half Back	£60	£300
Back	£120	£650
Half leg	£70	£350
Full leg	£150	£800
Bikini line	£60	£300
Hollywood	£80	£400
Buttocks	£60	£300
Packages		
Full Body	£250	£1250
Full leg and bikini/Hollywood	£180	£1000
Half leg and bikini	£100	£550
Half leg and underarm	£100	£550

Pigmentation Removal

Prices can be quoted before the patch test and consultation if a picture is provided during enquiries or in person on the day of the patch test and consultation.

Prices will start from £50 upwards dependant on the size of the pigmentation.

IPL Blood Vessel and Thread Vein Removal

Prices can be quoted before the patch test and consultation if a picture is provided during enquiries or in person on the day of the patch test and consultation.

Prices will start from £50 upwards dependant on the size of the veins.

Facials

Carbon Facials are priced at £60 per facial.

General Facial with IPL Skin Rejuvenation are priced at £70 per facial.

Carbon Facials with the additional IPL Skin Rejuvenation are priced at £80 per facial.

Prices are subject to change with any promotional deals offered by Laser Meg Limited.

Numbing Cream Advice for Laser Tattoo Removal

I do not supply topical numbing cream to my clients but can advise you that you can purchase Emla Cream or Ametop Gel from your local pharmacy.

Apply the numbing cream to the treatment area 1.5 hours before treatment by stippling it onto the area – do not rub it in.

You will then need to wrap the treatment area in cling film as tightly as possible but not so that you're uncomfortable and I will remove the cream before your treatment commences.

Complaints

Complaints can be made in writing, by email or by phone.

All complaints received will be sent an acknowledgement within 5 days of receipt and resolved as soon as possible.

Where we decide redress is appropriate, we will provide you with fair compensation for any acts or omissions for which we are responsible.

Appropriate redress will not always involve financial redress.

Complaints procedure document is available on request to all clients.

Complaints can also be made directly to the Healthcare Inspectorate Wales at:

Healthcare Inspectorate Wales

Welsh Government

Rhydycar Business Park

Merthyr Tydfil

CF481UZ

Tel No: 03000628163

Fax No: 03000628387

Email: hiw@gov.wales

Summary of Patients Views

All clients are kindly asked to fill out an optional Client Satisfaction Survey after every treatment to provide my service with feedback. Here are the results from 49 surveys:

- 88% of clients were very satisfied with their treatments received at the studio, with 12% of clients being somewhat satisfied.
- 90% of clients found it very easy to schedule the appointment at a time that was convenient to them, with 10% of clients finding it somewhat easy to schedule the appointment at a time that was convenient to them.
- 76% of clients found the location of the studio extremely convenient for them, with 16% of clients finding the location of the studio very convenient for them, 4% of clients finding the location of the studio somewhat convenient and 4% of clients finding the location not so convenient for them.
- 98% of clients found the studio extremely clean, with 2% of clients finding the studio very clean.
- 96% of clients trusted that the Laser Practitioner made decisions that were in their best interests a great deal and 4% trusted that the Laser Practitioner made decisions that were in their best interest a lot.
- 100% of clients found that the Laser Practitioner listened to their needs extremely well during their appointment.
- 98% of clients found that the Laser Practitioner answered their questions extremely well during their appointment and 2% found that the Laser Practitioner answered their questions very well.
- 100% of clients were provided with after-care information post treatment.
- 98% of clients rated the professionalism of the staff at the studio as excellent when visiting the studio, with 2% rating the professionalism of the staff the studio as very good.

Clients Comments

- I could not have had a better experience, Meg was reassuring, kind and extremely professional, would highly recommend.
- Meg is just amazing! She is always so helpful and has so much extensive knowledge around lasering and skin! I won't go anywhere else and highly recommend!
- Cannot fault Meg at all, communication was great, booking was easy and after care follow up was great too.
- Meg is so lovely! Brilliant service.
- Great people skills coupled with a professional service.
- Nice location, clean building, very welcoming, lovely person, great character.
- Meg was so professional, knowledgeable and the environment was very clean.
- Very easy visits, always feel like Meg is knowledgeable and considerate.
- Megan is amazing and a constant professional wouldn't go anywhere else.
- Very comfortable environment and practitioner was honest and open about questions.
- 10/10.
- Meg makes you feel incredibly comfortable throughout the entire experience. She explains everything clearly, checks in often, and genuinely makes sure you're okay. I highly recommend her.
- Meg is amazing, since starting sessions with her I've seen a massive difference in my tattoo removal. She was so amazing during my consultation and made me feel listened to.
- Meg is very friendly and professional. I trust her knowledge and advice. Super happy with the treatment and always recommend people to her.
- I have recommended you to multiple people now and have every confidence in doing so.
- Would recommend.
- Very friendly and puts you at ease.
- Absolutely amazing service and an even better practitioner. 10/10 experience every time.
- Made to feel very comfortable and at ease, have recommended them to others.
- Meg is fantastic. She is incredibly knowledgeable and put me at ease straight away. She's amazing at what she does.
- Me and my friend love coming to you! You're so friendly and so professional. Keep it up.
- Very pleased with Meg's professionalism, care and the result so far - thank you.

Registration Authority

Registration Team
Healthcare Inspectorate Wales
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