

We know that sometimes things don't always go according to plan. The JCCP want you to know that you are not alone and we understand that it can be an unsettling experience and we hope this 10 step plan will help...



The outcome of your treatment didn't deliver the results you hoped for? Have you raised this with your practitioner? We would advise when ever possible to go back to your practitioner and explain how you feel. Taking photographs and keep a written diary of the procedure and the outcome might help.



If it's a medical emergency, you should have been told at your consultation pre - treatment what the practitioners emergency plan is and contact details.



If the practitioner can't help you. seek medical advice from your **GP, A&E, Local Pharmacy** or Ace Group World.



Ensure if you can you pay on a debit or credit card in your name, this will mean if you need to claim back the cost of your treatment, or need to fund further treatment to rectify what has gone wrong you can **claim through a section 75** or **charge back scheme**.



You should report any complications to the Yellow Card Scheme (you can download the **app on google play store** or **apple here**. If your unsure ask your practitioner to help you to complete the **Yellow Card reporting scheme**. You will need the Brand, number of units, and where it was injected also the batch / log number. You should get this from your practitioners records.



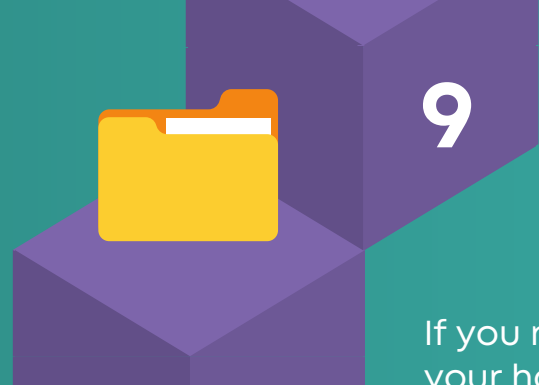
If your feeling anxious or upset you can contact **Mental Health Foundation, Samaritans** or **Mind**.



If you want to raise a concern you can with the **JCCP**.



If you want to raise a concern about an advert you have seen or responded to you can do this with the **Advertising Standards Authority**.



If your practitioner is a registered health care professional, for example a Doctor, Dentist or Nurse you can raise a concern with their regulatory body such as the **GMC, GDC** and **NMC**.



If you need legal advice, always check your home insurance for medical negligence cover. The policy would have to be in your name and active at the time of the treatment.