

Cosmedicare

St. Ellen's Hospitals

Caring for you

Policy

Aftercare and Revision Surgery

Version 2
05 June 2026

Document Control

A. Confidentiality Notice

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B. Document Details

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C. Document Revision and Approval History

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1	28/05/2025	Compliance Manager	Managing Director	First Issue
2	05/06/2026	Compliance Manager	Managing Director	Comprehensively reviewed and retitled as the Aftercare and Revision Surgery Policy. Purpose, scope, principles and monitoring sections updated; routine aftercare arrangements clarified; patient information, revision surgery provisions, definitions and references reviewed and amended for consistency and relevance.

Policy

1.0 Purpose

The purpose of this policy is to set out the post-operative aftercare services available to patients undergoing surgery at Cosmedicare UK Limited and to establish a clear framework for the assessment and management of post-operative complications and requests for corrective or revision surgery.

This policy aims to ensure that:

- patients receive appropriate support, advice, and clinical follow-up during their recovery period;
- post-operative concerns and complications are identified, assessed, and managed in a timely and clinically appropriate manner;
- patients understand their responsibilities in relation to their recovery and engagement with aftercare services;
- eligibility for corrective or revision surgery is assessed fairly, consistently, and in accordance with the terms of this policy;
- aftercare services are delivered in a manner that promotes patient safety, continuity of care, and positive clinical outcomes.

2.0 Scope

This policy applies to all patients who undergo surgical procedures at Cosmedicare UK Limited and are entitled to receive post-operative aftercare services in accordance with the terms of their treatment package and this policy.

The policy also applies to all employees, consultants, practising privilege holders, agency workers, bank staff, and contractors involved in the provision, coordination, administration, or management of post-operative aftercare and any assessment of eligibility for revision surgery.

This policy outlines the arrangements for routine post-operative aftercare, patient responsibilities during the recovery period, and the circumstances in which revision surgery may be considered. It does not create an automatic entitlement to revision surgery, which will only be offered where the criteria set out within this policy are met following appropriate clinical assessment.

3.0 Principles

Cosmedicare UK Limited is committed to providing safe, effective, and patient-centred care throughout the entire patient journey, including the post-operative recovery period. We recognise that high-quality aftercare is an essential component of achieving optimal surgical outcomes, promoting patient safety, and supporting patient satisfaction.

The purpose of our aftercare service is to provide patients with appropriate clinical support, advice, monitoring, and follow-up following surgery, enabling the timely identification and management of any post-operative concerns or complications. We are committed to ensuring that patients receive clear information regarding their recovery, understand their responsibilities during the aftercare period, and know how to access support when required.

Successful surgical outcomes are dependent upon a collaborative partnership between the patient and the clinical team. Patients are expected to follow post-operative instructions, attend scheduled follow-up appointments, and promptly report any concerns relating to their recovery. In turn, Cosmedicare UK Limited will ensure that patients have access to appropriate aftercare services and clinical assessment throughout the defined aftercare period.

Where concerns are raised regarding a surgical outcome, all requests for revision surgery will be assessed on an individual basis by the responsible clinician in accordance with the criteria set out within this policy. Revision surgery will only be considered where clinically appropriate and where the eligibility requirements detailed within this policy are met.

4.0 Our Approach

4.1 Glossary of Terms

- *Cosmedicare* – Cosmedicare UK Limited and its St Ellen's Hospitals located in Livingston and Glasgow
- *aftercare* - the care provided to you by your surgeon during your recovery

Please read the following information carefully, as it includes details relating to your aftercare which affect the cover that we offer. If there is anything in this policy that you do not completely understand, please contact us at 0131 202 9166 so we can assist.

4.2 Your Contact Point for Aftercare

Your Cosmedicare Patient Care Co-ordinator will support you throughout your aftercare by answering your questions, liaising with your surgeon and arranging any appropriate appointments.

4.3 Routine Aftercare

Following surgery, patients will receive routine post-operative aftercare in accordance with their procedure and clinical needs. This may include post-operative reviews, wound assessment, dressing changes, suture removal where applicable, access to clinical advice, and follow-up consultations with the Consultant Surgeon. The specific aftercare arrangements will be determined by the procedure undertaken and the recommendations of the Consultant Surgeon.

4.4 Complications and Risks

Cosmedicare and your Consultant Surgeon will endeavour to ensure your procedure is completed to the highest standard, however, the results of any surgery cannot be guaranteed with complete certainty.

4.5 Expected Results and Limitations of Surgery

There is a risk that you may not be completely satisfied with the result of your procedure. It is very important to understand and accept that while your Consultant Surgeon will aim to achieve a good result in line with the goals you have discussed in consultation, they cannot guarantee an uneventful recovery or a perfect outcome. This means that you cannot expect a specific result, but rather, that your result will fall within a range of what is known as the "expected limits of surgery".

4.6 During Your Consultation

The information provided during your consultation regarding the risks, complications, limitations and expected outcomes of surgery forms an important part of your treatment journey and should be considered alongside this Aftercare Policy.

4.7 Post-Operative Complication

It is possible that you may experience an unanticipated medical problem that arises following and as a result of the procedure (also known as a “post-operative complication”). In some cases, an emergency return to theatre may be medically necessary.

4.8 Surgical Corrections/Revisions

There is potential for you to experience a complication that arises some time after your procedure for which your Consultant Surgeon may recommend corrective/revision surgery. Funding for this surgery will be determined by the terms and conditions of this Aftercare policy.

4.9 Clinical Decisions

Your Consultant Surgeon is responsible for making all clinical decisions pertaining to your care. Your Consultant Surgeon decides whether a revision would be appropriate and what that treatment plan will be. Cosmedicare will support the decision of the Consultant Surgeon.

4.10 Your Tolerance of the Risks of Surgery

The aftercare arrangements outlined in this policy should be considered alongside the risks, limitations and expected outcomes discussed during consultation and consent.

4.11 General Terms pertaining to Corrective/Revision Surgery

All recommendations for the provision of your care as outlined in these general terms will come from the Consultant Surgeon, including whether the care can be safely managed within the private sector.

4.11.1 If your Consultant Surgeon confirms you have suffered a directly related, post-operative complication that occurs after your surgery as a result of your procedure within the timeframe outlined in this document, the costs arising due to such readmissions will be covered provided that 1) you are admitted to a Cosmedicare facility under the care of the same Consultant Surgeon and 2) you have followed the instructions of your Consultant Surgeon and our Aftercare policy.

4.11.2 In some cases, corrective/revision surgery may be warranted (subject to approval by Cosmedicare), provided that:

- you have notified us within six (6) months of your initial surgery;
- your case is reviewed by Cosmedicare and corrective/revision surgery is approved as per the guidelines set in this policy;
- the corrective/revision surgery is performed by the same Consultant Surgeon at a Cosmedicare facility within a maximum of 18 months from your original surgery.

- 4.11.3 If your Consultant Surgeon and Cosmedicare agree that a corrective/revision surgery is required and falls under the terms and conditions of this Aftercare policy, we will inform you that such a procedure is approved. Accordingly, we will do our best to find a date that suits your schedule. However, it is your responsibility to also work with us and make yourself available for one of the dates offered as the Consultant Surgeon's schedule is determined several weeks in advance. Cosmedicare will offer you a maximum of three dates consecutively, however please note that we are not bound to offer more than three.
- 4.11.4 It is your responsibility to engage with your Consultant Surgeon in the case you require corrective/revision surgery. Any non-engagement will be deemed as non-compliant with these terms.
- 4.11.5 Where a corrective/revision procedure is required, no expenses in relation to travel, accommodation, or time off work will be recoverable from us for you, or a chaperone, family member, or any other person. This includes (but is not limited to) circumstances where you have relocated.

4.12 Limitations of Cover

- 4.12.1 If your Consultant Surgeon decides that the results of the procedure fall within the acceptable normal limits of surgery, further surgery will not be funded.
- 4.12.2 If the results of your original procedure fall within the acceptable normal limits, but further treatment may improve aesthetic results and you want further treatment, you will be responsible for any associated costs, including Hospital and Anaesthetist fees, consumables, pre and post-op care costs and any Consultant Surgeon fees.
- 4.12.3 If corrective/revision surgery is deemed necessary by your Consultant Surgeon and approved to be covered by Cosmedicare, we will cover the cost of one episode of care only. If after the corrective/revision surgery you wish to pursue additional treatments/procedures, this will not be covered by Cosmedicare.
- 4.12.4 If the original procedure was a daycase procedure and the corrective/revision procedure requires an overnight stay, this will come at an additional cost to you.
- 4.12.5 If corrective/revision surgery is deemed necessary and achievable under Local Anaesthetic procedure by your Consultant Surgeon, and is approved to be covered by Cosmedicare, we will cover the cost of a Local Anaesthetic procedure only. If you wish to have the procedure carried out under General Anaesthetic then all additional costs associated with this more extensive and complex procedure will require to be met by yourself.
- 4.12.6 Where a corrective/revision procedure is required and approved by Cosmedicare, we will only cover the procedure costs directly related to the complications arising from the original surgery. Any other aspects of the proposed corrective/revision procedure that are not directly related to the complication arising from the original surgery will be at cost to you, for instance, conversion to another procedure or any change of prosthesis will not be approved for cover under this policy.
- 4.12.7 If you require any additional treatments/procedures that are not directly related to a complication of your original surgery such as but not limited to additional treatments/procedures to improve the outcome of your surgery further, this does not imply that the original surgery was unsuccessful, or that the surgery falls under the category of revision or correction. It is however simply a reflection of the fact that a surgeon cannot guarantee a precise result or predict with full accuracy how your body will heal after surgery. Any further surgeries that you choose to have will not be covered by Cosmedicare and will be at further cost to you.

- 4.12.8 In cases where the results of the procedure originally provided have, in the opinion of the Consultant Surgeon, been compromised due to the patient's non-adherence to the postoperative guidelines, instructions, recommendations or advice regarding post-operative appointments or care and lifestyle, Cosmedicare cannot commit to providing a corrective/revision procedure at special, reduced or nil rates.
- 4.12.9 Cosmedicare will not cover the costs of care when implants are found to be defective as liability will fall on the implant manufacturer.
- 4.12.10 Where relevant, if your breast implants are removed by another provider for any reason, and such implants are found to be ruptured, Cosmedicare will not be responsible for any implant-related costs. You should contact the implant manufacturer to take advantage of the implant warranty.
- 4.12.11 Where relevant, any variances, additions and/or modifications to the corrective/revision procedure, including (but not limited to) an increase or decrease in implant size or implant type (like texture or brand), will be of an additional cost to you paid for by you.
- 4.12.12 Cosmedicare will not cover you for any claim that you make regarding complications/need for corrective/revision surgeries arising as a result of :
- a post-operative infection caused by body piercing or lymphatic drain massage;
 - a medical condition that is not associated with your surgery;
 - the need to improve your cosmetic result;
 - a medical condition that arises from personal injuries or accidents, e.g. sports injury;
 - subsequent capsular contracture or implant rupture;
 - further tightening of breast or nipple lift which has settled within normal limits;
 - external factors/accidents not related directly to the procedure;
 - side effects of wearing garments that impact the results;
 - self-inflicted alteration of your cosmetic results;
 - other complications as listed below (but not limited to):
 - loss of sensitivity, altered sensations, numbness;
 - bleeding or bruising from liposuction.

4.13 Other Limitations

- 4.13.1 If you have further treatment independent of Cosmedicare, without prior Cosmedicare approval, then this Aftercare policy does not apply and neither Cosmedicare nor the Consultant Surgeon will be responsible for any clinical outcome or cost incurred.
- 4.13.2 If your corrective/revision surgery is provided by another surgeon, who you were not referred to by Cosmedicare and you are unhappy with the outcome, Cosmedicare will not be responsible for any related costs.
- 4.13.3 Where we are unable to manage your clinical complications, we will make the most appropriate alternative arrangements to provide the right care for you, which may include the NHS.

5.0 Monitoring and Review

The effectiveness of this policy will be monitored through routine review of aftercare provision, patient feedback, complaints, incidents, post-operative complications, and requests for revision surgery. Trends, themes, and learning opportunities identified through these processes will be considered to support continuous quality improvement and enhance patient outcomes.

This policy will be reviewed at least annually, or sooner where there are significant changes to legislation, regulatory requirements, professional guidance, organisational processes, service provision, or identified risks relating to patient care and aftercare services.

The Compliance Manager, in conjunction with relevant clinical leads, is responsible for coordinating policy reviews and ensuring that any required amendments are implemented. Actions arising from policy reviews, audits, incidents, complaints, patient feedback, or lessons learned will be documented, assigned to appropriate individuals, and monitored to completion through the organisation's governance processes.

References and Further Reading

To support your understanding of aftercare, surgical risks, and your rights as a patient in the private healthcare sector, you may find the following external resources helpful:

Post-Surgical Recovery and Aftercare

- **Royal College of Surgeons – Patient Information Resources**
Offers practical guides on what to expect after surgery, potential complications, and recovery pathways.
<https://www.rcseng.ac.uk/patient-care/recovering-from-surgery/>
- **British Association of Aesthetic Plastic Surgeons (BAAPS) – Patient Advice**
Includes clear explanations of cosmetic procedures, potential risks, and ethical standards.
<https://baaps.org.uk/patients>
- **NHS Inform – Recovery After Surgery**
General recovery advice following surgical procedures, including signs of complications and when to seek help.
<https://www.nhsinform.scot/healthy-living/recovery-after-surgery>

Complaints and External Help

- **Healthcare Improvement Scotland – Regulation of Independent Healthcare Services**
Explains how private hospitals are regulated and what you can do if you're unhappy with your care.
https://www.healthcareimprovementscotland.org/our_work/inspecting_and_regulating_care/independent_healthcare_services.aspx