

September 2025

This policy has been designed to ensure that your health, wellbeing and successful recovery are realised after having undergone your procedure through us. Failure to adhere to this policy could put your health at risk and/or affect the outcomes of the procedure undertaken.

1. General information

- 1.1. You must attend post-operative appointments set by the Clinical Team and follow advice and guidance set out in Patient Information provided both verbally and in written format by Transform.
- 1.2. Your failure to attend two consecutively scheduled post-operative appointments will result in Transform being no longer obliged to offer further appointments and being unable to continue with your aftercare.
- 1.3. If you move to another area or part of the country, you will be expected to travel to meet with your operating Consultant; the cost of such travel is your responsibility.
- 1.4. If your operating Consultant no longer consults from your local clinic, you will be expected to travel to another Transform Clinic to meet with your Consultant; travel costs incurred for this are solely your responsibility. Transform will not cover such travel costs.
- 1.5. If a scan or other investigative work is required as part of the treatment plan, or needed to ascertain if treatment is required, Transform will only be able to cover the cost of this if done within 30 days of your original procedure.
- 1.6. Whilst we attempt to ensure that your post-operative appointments are provided within your locality, we cannot guarantee this. In some instances, you may be required to return to the operating hospital or another of our facilities for aftercare services. Expenses in relation to your travel, accommodation or time off work or any other costs are solely your responsibility in these instances. No costs shall be recoverable from Transform for you, your chaperone, family member or any other person in relation to your expenses.
- 2.1. We understand that everyone heals differently and due to this, results may take some time to show. We kindly advise that you allow some time for results to settle, in some cases for up to 12 months following your procedure, for the final result to be realised before we commence any formal revision process if deemed necessary.
- 2.2. It is important to note that we will not cover the cost of any corrective surgery performed by any other provider or surgeon, or one of our Consultants working for another provider.
- 2.3. For up to 1 year after your original procedure, and where you and your original operating Consultant both agree that further surgery is required and deemed clinically necessary, we will, subject to our discretion, offer you one free corrective procedure and an option of up to two potential procedure dates. The corrective procedure, complimentary hospital accommodation (where applicable), and nursing care will be provided free of charge. Any further requests for additional procedures or for a date other than the two potential dates we have offered will be charged at full cost.
- 2.4. For up to 1 year from the date of the original surgery, both us and your original Consultant will, if clinically appropriate, approve one corrective surgery where a capsular contracture (a kind of hardened scarring) of a Baker Grade 3 or above is diagnosed. Should you wish to change your implant to anything other than like-for-like, a fee will be applicable.
- 2.5. For up to 1 year from the date of the original surgery, both us and your original Consultant will, if clinically appropriate, approve one corrective surgery where an implant rupture is confirmed by USS or MRI scan; however, We would advise that you refer to your implant manufacturer warranty. Should you wish to change your implant to anything other than like-for-like, a fee will be applicable.
- 2.6. Please note that additional breast implant cover may be provided by your implant manufacturers, and separate information will be provided to you outlining this cover.
- 2.7. If you have your implants removed by another cosmetic surgery provider for any reason, and such implants are found to be ruptured, we will not be responsible for any implant related costs. We highly recommend that you contact your implant manufacturer to take advantage of your implant warranty/guarantee.
- 2.8. Any changes in your appearance that have been affected by changes in your lifestyle, weight fluctuation, pregnancy, illness, or the natural ageing process (all of which influence the original results of the surgery) cannot be used as a basis for requesting a free corrective procedure. For example, if you have gained weight post Vaser procedure, or have lost weight after a Breast Enlargement procedure and you are experiencing rippling related to this, we are unable to offer a free corrective procedure in respect of the above.
- 2.9. If your Consultant decides that the results of the procedure fall within the acceptable normal limits of surgery, we will at your option offer a further second opinion from another Consultant. If that Consultant decides the same, further free procedures will not be available.
- 2.10. In order to protect your wellbeing, we update our clinical criteria from time to time. This could affect parameters for what we consider to be safe for a procedure and can include, but is not limited to, safe body mass limits, mental health status, medical conditions such as diabetes, heart conditions and the effects of medication. An inability to meet the clinical criteria for a procedure could prevent your procedure from taking place.

- 2.11. Your original operating Consultant owes you a duty of care, and they are the only Consultant obliged to perform a revision procedure if this is approved by them and us. No other Consultant is obliged to offer you a revision procedure as you are not deemed to fall under their care.
- 2.12. In the unlikely event that your original Consultant is not available, we will endeavour to appoint a suitable alternative Consultant to offer a review/second surgical opinion and determine the appropriateness for an additional procedure. As this Consultant is not your original Consultant, they would be under no obligation to perform, undertake or take over your care, however their opinion will be communicated to your original operating Consultant.
- 2.13. Where a revision procedure is required, you agree that no expenses in relation to travel, accommodation, or time off work will be recoverable from Transform for either you, your chaperone, family member, or any other person.
- 2.14. Any variances to the revision procedure required, for example an increase/decrease in implant size, is something you would have to pay for.
- 2.15. If the original procedure was a day case procedure and the revision procedure requires an overnight stay, this will come at an additional cost to you as a complimentary overnight stay would not be applicable.

AFTERCARE PATHWAY FLOWCHART

1. Discharge from Operating Hospital

2. 48-Hour Nurse Call

- When: 48 hours post-discharge
- Who: Experienced clinical team member
- Purpose: Discuss immediate post-op needs, answer questions

3. 5-Day Aftercare Team Call

- When: 5 days post-discharge
- Who: Aftercare team
- Purpose: Answer questions, confirm further appointments

4. 7-Day Wound Check (Face-to-Face)

- When: 7 days post-discharge
- Who: Clinic nurse
- Purpose: Review wounds/dressings, provide care/treatment, answer questions
- Note: Further nurse appointment may be scheduled depending on recovery/procedure

5. 10-Day Aftercare Courtesy Call

- When: 10 days post-discharge
- Who: Aftercare team
- Purpose: Ensure aftercare needs are met, provide access to further appointments, assist with queries

6. 14-Day Nurse Wound Check (If Required)

- When: 14 days post-discharge
- Who: Clinic nurse
- Purpose: Review wounds/dressings, provide care/treatment, answer questions

7. Surgeon Review

- When: As advised by surgeon
- Who: Surgeon
- Purpose: Post-op review as per clinical need