

# Harley Medical Group service would be recommended by 98% of its patients

THE HARLEY MEDICAL GROUP®

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The Harley Medical Group, which has 26 clinics in the UK, reveals outstanding results from an independent customer satisfaction survey of patients from clinics nationwide for 2007 and 2008.



Combined results for 2007 and 2008 reveal 98% of patients would recommend the Harley Medical Group based on their own experience – 100% responded positively in 2007 with 97% saying the same for 2008.

On overall satisfaction, patients were asked to consider all areas of service from treatment in the clinic, consultations with nurses and surgeons to their operation and post-operative support. Ninety-five per cent of 2008 patients thought the Harley Medical Group's service was 'very good' or 'good' with 96% reporting the same for 2007.

Liz Dale, director at the Harley Medical Group, said: "We attribute these fantastic results as much to our strict medical ethos and consultation period as to the skill of our surgeons. At the Harley Medical Group we advise all patients to think long and hard about their surgery and to consider the implications for a minimum of six months before they begin the consultation procedure."

Every patient at the Harley Medical Group will meet with a fully trained [cosmetic surgery](#) nurse counsellor for an initial consultation when

each stage of the procedure, from consultation with the surgeon through to the post-operative, follow-up and recovery period will be explained thoroughly. The clinical aspects of the operation will also be covered in detail, any questions will be answered and concerns addressed. [Nurse counsellors](#) can also put potential clients in touch with other patients who have undergone the same treatment.

Only after both patient and nurse are happy to proceed will an appointment be made with a surgeon who will assess the patient for suitability and talk through the procedure in detail. (All surgeons associated with the Harley Medical Group in the UK are on the GMC Specialist Register for [Plastic Surgery](#) – in Ireland with The Medical Council Ireland – and meet the requirements of the Healthcare Commission, for practicing in the UK.)

- ENDS -

NOTES TO EDITORS:  
The Harley Medical Group is the UK's largest cosmetic surgery provider, performing more procedures and with more clinics than any other cosmetic surgery provider. It has been established for more than 25 years and is one of the most highly-regarded cosmetic surgery groups operating in the UK. It has treated more than 435,000 patients to date.

The Harley Medical Group works tirelessly to maintain the highest standards in the industry for the benefits all cosmetic surgery and non surgical patients. We are currently at the forefront of the campaign to ensure that the government continues to regulate the use of certain laser types used in cosmetic surgery and [non surgical treatments](#) so that patients are protected from rogue practitioners.

The Harley Medical Group is renowned for introducing and pioneering most new surgical and non-surgical techniques to the UK and Irish markets, such as Aesthera PPx, [Laser Hair Removal](#), Cool Touch Laser, Silk Touch Laser, Collagen for lines and wrinkles, Laser for snoring, Tumescant Liposuction, LPG cellulite treatment etc. All new treatments and techniques are first thoroughly researched and tested before they are submitted for approval by the Group's Medical Advisory Committee, as being suitable for application by the group's fully trained and specialized plastic surgeons, doctors and treatment nurses.

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