

Patient Guide

This guide provides information for patients about The Dr Tom Clinic, the services we offer, and what you can expect from your care. It is intended to help you make informed decisions and understand how we work.

About The Dr Tom Clinic

The Dr Tom Clinic is a doctor led medical clinic based in the Vale of Glamorgan. The clinic is owned and operated by Dr Tom Kamal, a fully qualified and registered medical practitioner.

We are registered with Healthcare Inspectorate Wales for the provision of doctor led weight management services.

Our approach is centred on patient safety, ethical practice, and personalised care.

Services we provide

Doctor led weight management

Our primary registered service is medical weight management. This service includes:

- A full medical consultation and health assessment
- Assessment of suitability for prescription weight management treatments
- Prescribing where clinically appropriate
- Ongoing monitoring, review, and follow up
- Advice to support long term, sustainable weight loss

Treatment is only offered when it is safe and appropriate to do so and is tailored to individual clinical need.

Additional services

In addition to weight management, we also offer nonsurgical medical and aesthetic services, including:

- Facial aesthetic treatments
- Skin health and regenerative treatments
- Medical grade skincare
- General consultation and assessment services

All treatments require a consultation and informed consent before proceeding.

Who can use our services

Our services are available to adults aged 18 and over.

All patients undergo an assessment to ensure treatment is suitable and safe.

If we feel a service is not appropriate for you, we will explain why and may advise alternative options or referral to another healthcare professional.

Your consultation

Before any treatment, you will receive a full consultation which includes:

- Discussion of your medical history
- Explanation of treatment options, risks, and benefits
- Opportunity to ask questions
- Time to consider your decision before treatment

You will never be pressured into treatment.

Consent

Informed consent is required before any treatment. This means:

- You understand the treatment being offered
- You understand the risks, benefits, and alternatives
- You agree to proceed voluntarily

Consent is written and always documented.

Confidentiality and records

Your personal and medical information is kept confidential and stored securely.

We comply with data protection legislation and GDPR.

You have the right to access your records on request.

Safety and quality

We are committed to providing safe, high quality care by:

- Following national clinical guidance
- Maintaining clear clinical records
- Using regulated medicines and products
- Maintaining infection control and safety standards
- Keeping our knowledge and training up to date

Fees and payments

All fees are explained clearly before treatment.

There are no hidden costs.

You will be given time to decide before proceeding.

Feedback, concerns, and complaints

We welcome feedback and aim to resolve concerns quickly and openly.

If you have a concern or complaint, please contact us directly in the first instance so we can try to resolve it.

If you are not satisfied with our response, you may contact Healthcare Inspectorate Wales.

Contact details

Email: drtomaesthetics@outlook.com

Phone: 07956020820

Review of this guide

This Patient Guide is reviewed regularly and updated to ensure it remains accurate and current.