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Glasgow Office

Date: 27 February 2026
Name: Kevin Freeman-Ferguson
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Dear Dr. Ma

**IMPROVEMENT NOTICE
SECTION 10R NATIONAL HEALTH SERVICE (SCOTLAND) ACT 1978)**

Healthcare Improvement Scotland has concluded that Face Factor Aesthetics, 13 Milburn Street, Aberdeen, AB11 6SS is not operating in accordance with requirements or conditions imposed by or under the Act, or the requirements of Regulations made under the Act. Healthcare Improvement Scotland hereby gives you notice that unless there is a significant improvement in provision of the service, it intends to make a proposal to cancel your registration in terms of section 10S of the Act. The nature of the improvements to be made, and the period within which they must be made, are specified below.

Improvements

1. **By 20 March 2026**, the provider must develop effective systems that demonstrate the proactive management of risk.

This is in order to comply with Regulation 13(2)(a) of *The Healthcare Improvement Scotland (Requirements as to Independent Health Care Services) Regulations 2011*.

2. **By 20 March 2026**, the provider must improve the standard of record keeping in patient care records to ensure they contain a record of the outcome of the consultation, assessment and the aftercare advice given to patients by the healthcare professional. All records must be signed, dated and timed by the healthcare professional.

This is in order to comply with Regulation 4(1) of *The Healthcare Improvement Scotland (Requirements as to Independent Health Care Services) Regulations 2011*.

3. **By 20 March 2026**, the provider must ensure that patient care records set out how patients' health, safety and welfare needs will be met. As a minimum, this must include the date and time at which any medication is administered or otherwise disposed of, including the batch number.

This is in order to comply with Regulation 4(2)(d) of *The Healthcare Improvement Scotland (Requirements as to Independent Health Care Services) Regulations 2011*.

4. **By 20 March 2026**, the provider must ensure that, when unlicensed medicines are used, appropriate medicine governance arrangements are in place, including documented rationale for use and informed patient consent.

This is in order to comply with Regulation 3(d)(iv) of *The Healthcare Improvement Scotland (Requirements as to Independent Health Care Services) Regulations 2011*.

5. **By 20 March 2026**, the provider must ensure that any stock emergency medication that it holds can be prescribed to individual patients.

This is in order to comply with Regulation 3(d)(iv) of *The Healthcare Improvement Scotland (Requirements as to Independent Health Care Services) Regulations 2011*.

Please also note that where more than one improvement is specified, failure to demonstrate compliance with any one of the improvements within the required timescale may result in the Healthcare Improvement Scotland proceeding to make a proposal to cancel registration.

Please contact me if you would like to discuss this notice, or if there is anything in the notice you do not understand.

Yours sincerely



Kevin Freeman-Ferguson
Head of Regulation