



Mr Tim Goodacre FRCS  
Council Member, The Royal College of Surgeons  
35-43 Lincoln's Inn Fields  
London WC2A 3PE

Mr David Ward FRCS  
President of the British Association of Plastic, Reconstructive and Aesthetic Surgeons  
The Royal College of Surgeons  
35-43 Lincoln's Inn Fields  
London WC2A 3PE

**Mr Peter Macnab**  
**Chief Executive of AS Watson (Superdrug owner)**  
**2/F Hutchison House**  
**5 Hester Road**  
**London**  
**SW11 4AN**

Thursday 16<sup>th</sup> August 2018

Dear Mr Macnab,

We are writing to express our concern at recent news articles we have read in *The Daily Telegraph* (*Botox on the high street as Superdrug offers in-store service*, 15<sup>th</sup> August, 2018) and *The Evening Standard* (*Superdrug just launched a Botox and fillers service at their London flagship store*, 14<sup>th</sup> August, 2018) which suggest that Superdrug has started offering Botox® and filler cosmetic services to customers aged over 25, in stores across the UK.

In our roles as consultant plastic surgeons – and elected leaders of our profession - we see and hear about patients who need corrective treatment when such procedures have gone wrong. We also advise patients who are dissatisfied with the effects of these procedures, either because of poor technique or when there has been a miscommunication during the consultation and consent process.

Undergoing any kind of cosmetic procedure carries risks and it is not a decision which should ever be taken lightly. Administering an injection of Botox® or fillers is a serious and potentially dangerous procedure, and it should only be undertaken by an experienced and fully qualified

**The Royal College of Surgeons of England  
& The British Association of Plastic Reconstructive and Aesthetic Surgeons**  
35-43 Lincoln's Inn Fields  
London WC2A 3PE

T: 020 7869 6047  
E: [pressoffice@rcseng.ac.uk](mailto:pressoffice@rcseng.ac.uk)

health professional. We would expect such professionals to be a Clinical Practitioner on the Practitioner Register of the Joint Council for Cosmetic Practitioners (JCCP).

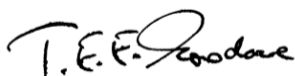
We also worry about these procedures becoming impulse buys for Superdrug shoppers, with customers having them without undergoing a proper consultation with a trained health professional, and not having time to fully reflect on the pros and cons of such treatments, which may cause permanent disfigurement.

We would therefore be grateful if you could clarify the following points:

- What training and qualifications will your practitioners have in order to perform Botox® and fillers on customers in Superdrug stores?
- Can you assure us that Botox® and fillers will not be offered on price promotions?
- How will you regulate these procedures?
- Where will Superdrug employees perform these procedures?
- What information will you provide to patients before their procedure to make them aware of the risks and to manage expectations?
- What will customers do if something goes wrong, or if they are unhappy with the effect of the procedure?
- Who will pay for any corrective treatment?

Thank you in advance for taking the time to consider our concerns and respond to them. We look forward to hearing from you.

Yours sincerely,

A handwritten signature in black ink, appearing to read 'T.E.F. Goodacre'.

Mr Tim Goodacre FRCS  
Consultant Plastic Surgeon and Council Member of the Royal College of Surgeons

A handwritten signature in black ink, appearing to read 'David Ward'.

Mr David Ward FRCS  
Consultant Plastic Surgeon and President of the British Association of Plastic, Reconstructive and Aesthetic Surgeons