



NON-SURGICAL BBL & BREAST AUGMENTATION COMPLAINTS AND COMPLICATIONS REPORT

DECEMBER 2023



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Complaints Summary Report

INTRODUCTION

Over the past 12 months, we have seen an alarming increase in the number of patient-reported complaints relating to non-surgical breast augmentation and BBLs (Brazilian Butt Lift) using large volumes of hyaluronic acid dermal fillers. The severity of complications caused by these procedures is alarming.

Over 50% of the cases reported have resulted in severe and life threatening complications including; infections, sepsis, and abscesses that have required hospital admission and often surgical intervention. The remainder of the complainants reported unsightly outcomes, severe pain, hard lumps, and filler migration.

To establish a wider evidence base of the issues relating to these treatments and to get a better understanding of the range of practitioners offering them, we surveyed our database of practitioners. Our database is comprised of thousands of

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**WE ARE CALLING
UPON THE
GOVERNMENT TO
BAN THESE
PROCEDURES**

healthcare professionals who practice aesthetic medicine. Over 2,200 practitioners responded to the survey, the results are detailed in this report along with a breakdown

of the patient-reported complaints submitted to Save Face.

Based on the evidence we have collated, we are calling upon the government to take immediate action to ban these procedures from the high street to protect the public.



Patient Complaints Summary Report

Number of patient reported complaints submitted to Save Face since 2022:



214

PATIENT REPORTED COMPLAINTS



195

BRAZILIAN BUTT LIFT (BBL) AND HIP DIP



19

BREAST AUGMENTATION

Reported Complications



INFECTION



SEPSIS



ABCESS



NECROSIS



CELLULITIS



MIGRATION



NODULES



POOR OUTCOMES

*Many patients reported suffering from multiple complications

Complication Management



96%

OF PATIENTS WHO HAD COMPLICATIONS WERE TREATED BY NHS SERVICES



87%

REQUIRED HOSPITAL TREATMENT



71%

WERE ADMITTED TO HOSPITAL FOR MORE THAN 48 HOURS



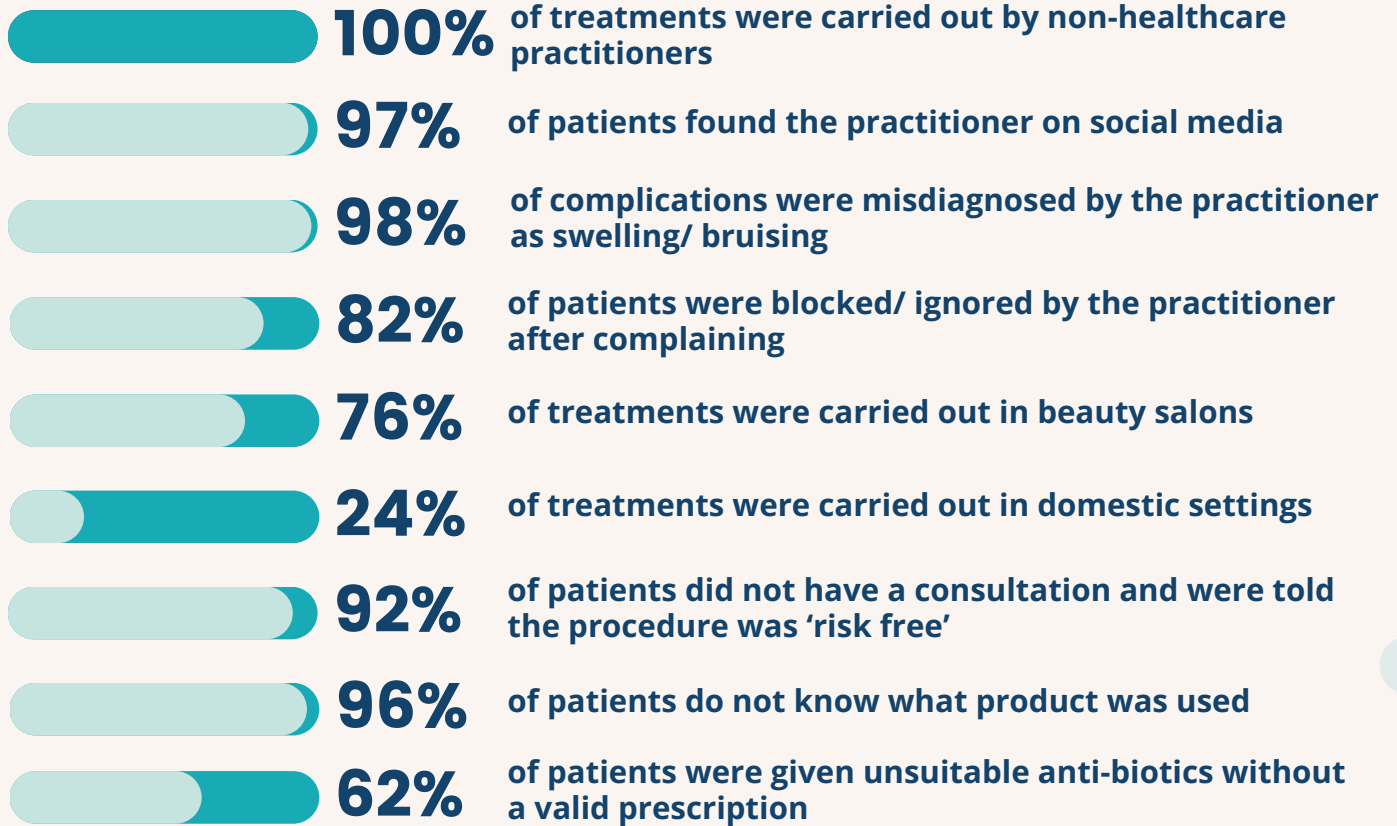
39%

REQUIRED SURGICAL INTERVENTION



Patient Complaints Summary Report

About the Practitioners

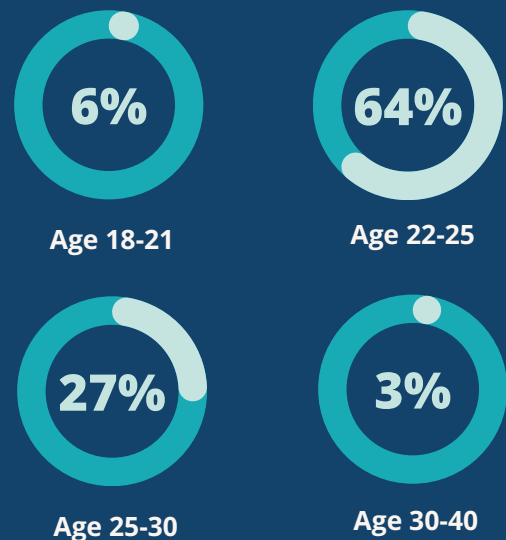


About the Patients

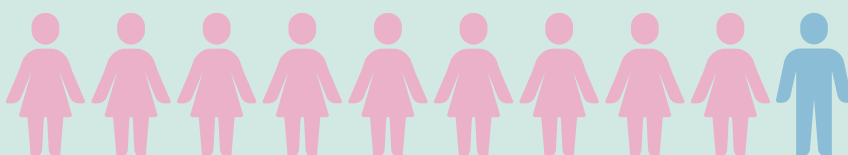
HOTSPOTS



AGE



GENDER





Survey Summary Report

2,215 RESPONSES

We surveyed our database of healthcare professionals who practice aesthetic medicine.

Respondents by Profession



23%
PLASTIC
SURGEONS



31%
DOCTORS



28%
NURSES



12%
DENTISTS

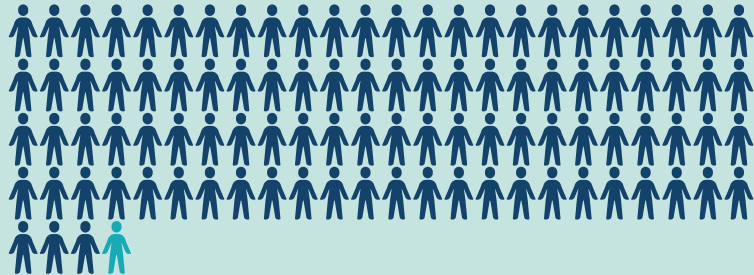


4%
PHARMACISTS



2%
OTHER

99% of respondents said they do not offer non-surgical BBL/Hip Dips or Breast augmentation using Hyaluronic Acid dermal Fillers.



Why Not?

Non-Surgical BBL/Hip Dip

Said they did not offer because it is unsafe and there is high risk of multiple complications.

98%

Said it was too risky and a high risk of unsatisfactory results.

2%

Non-Surgical Breast Augmentation

Said they did not offer because it is unsafe and there is high risk of complications.

95%

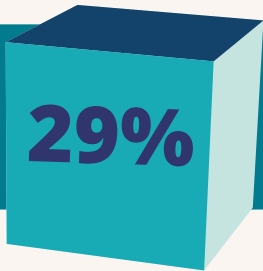
Said it could impact those who wish to breast feed.

3%

Said it could make distinguishing cancer and filler lumps impossible.

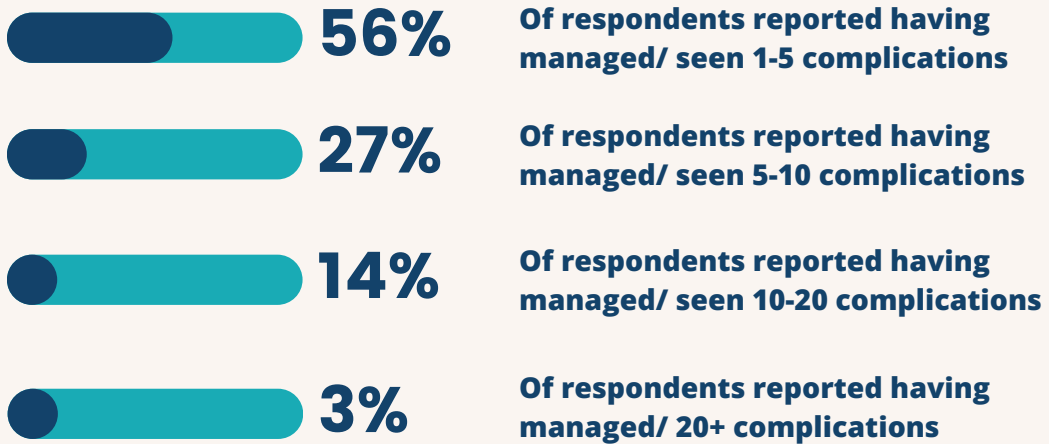
2%

Complication Management

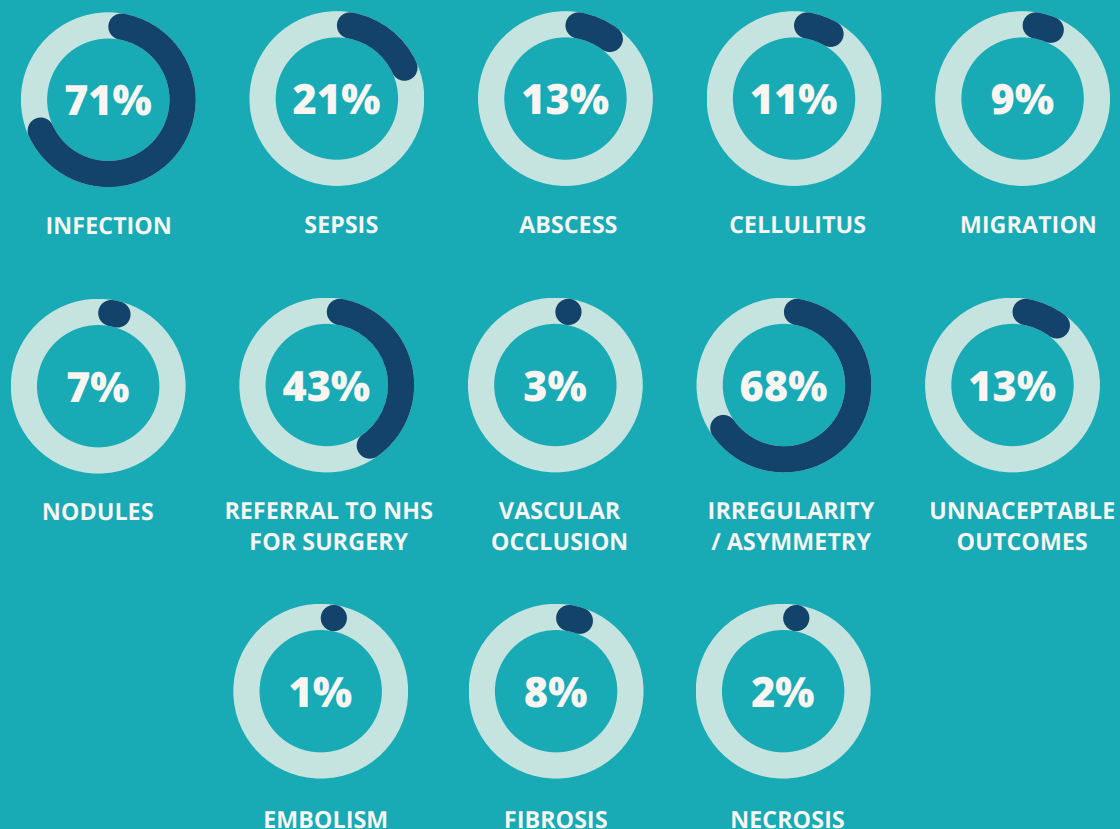


29% of respondents said they had seen/ managed complications relating to these procedures.

Volume of Complications



Type of Complications



*Respondents reported that patients often suffered from multiple complications



Complaints Summary Report

CONCLUSION

The information we have gathered from patient-reported complaints and subsequent investigations into the practitioners who treated them has caused us grave concern. In 100% of cases, the practitioners have no healthcare qualifications but are performing procedures that most experienced surgeons would not offer due to the risks involved. 96% of patients have been forced to access NHS services when things have gone wrong because the people who administered the treatments have been unable or unwilling to manage the complications.

The majority of complications reported to us are life-threatening and misdiagnosis by the practitioners led them to become worse. In one case, a patient was told that she had an hour to live by an NHS surgeon and had to have an emergency operation to remove necrotic tissue and infected filler.

The impact of these treatments when they go wrong is immeasurable on both the physical and mental health of the victims.

Advertised on social media as risk-free, cheaper alternatives to their surgical counterparts, the demand for these treatments is increasing exponentially as is the number of lay injectors offering them. With an average cost of over £2,000 per treatment, there is an ever-increasing number of unscrupulous practitioners offering them who prioritise profits over patient safety.

This is a crisis waiting to happen. Without urgent intervention, we fear it will only be a matter of time until there are fatalities. We are calling upon the Government to take immediate action to ban these procedures to ensure public safety.
