

Your Journey with Enterprise Facial Plastics

A guide to what happens at each step, so you know what to expect.

Enterprise Facial Plastics is part of Newcastle Health Enterprise. We believe in thorough preparation, honest conversations, and giving you the time and space to make a considered decision.

This guide explains the steps in our process from your first enquiry through to your final review. Every patient follows this pathway. There are no shortcuts and no pressure at any stage.

Step 1: Referral or Enquiry

What happens: You are referred to us by your GP, specialist, or you contact us directly through our website or by phone.

What you need to do: If you don't already have one, you WILL need **a referral from your GP**. We will take it from there.



Step 2: Screening Questionnaire

What happens: We send you a short questionnaire to complete at home. It covers your goals, and some routine screening questions. This is a standard part of our process for every patient. It helps us prepare for your consultation and make the most of your time with Prof Winters.

What you need to do: Complete the questionnaire and return it to us. It takes approximately 5 to 10 minutes.

What happens next: We review your questionnaire. If everything is straightforward, we contact you to arrange your consultation. In some cases, we may get in touch to discuss your responses before booking. This is always done with care and in your best interest.



Step 3: Initial Consultation with Prof Ryan Winters

What happens: This is your main appointment. Prof Winters will:

- Review your medical history and goals
- Conduct a thorough clinical assessment
- Take standardised clinical photographs
- Use outcome simulation software to show you what can realistically be achieved
- Discuss the procedure, risks, alternatives, recovery, and costs
- Answer all of your questions

You are welcome to bring a support person to this appointment. A partner, family member, or friend. We encourage it.

What you take away: Written consent documentation, a detailed quote, and your Cosmetic Surgery Planner. You are welcome to photograph the simulation screen as a reference while you are making your decision.



Step 4: Cooling-Off Period (14 days)

What happens: This is your time. We will not contact you during this period unless you reach out to us. The cooling-off period is a standard part of our process. It exists to make sure you have the space to reflect, review the information, and discuss your decision with the people who matter to you.

During this time, you might want to:

- Re-read the consent documentation and your Cosmetic Surgery Planner
- Talk it through with your support person
- Look at the simulation images you photographed
- Write down any remaining questions
- Consider seeking a second opinion. We actively encourage this.

There is no pressure and no obligation. If you decide this is not the right time, that is completely fine. If you would like to proceed, contact us to arrange your second consultation.



Step 5: Second Consultation with Prof Winters

What happens: You return to see Prof Winters. This appointment is for addressing any final questions, confirming you are happy to proceed, signing your written consent, booking your surgery date, and paying your surgery deposit (20% of the total surgical fee).

This is the point of commitment. Surgery is only booked once you have had two consultations, a 14-day cooling-off period, and signed written consent.



Step 6: Waiting Period

What happens: Your surgery date is confirmed. We stay in touch during the wait:

- **On booking:** You receive a welcome message with all the details
- **2 weeks before surgery:** We check in to see how you are going
- **48 to 72 hours before surgery:** You receive a pre-operative readiness call to go through final preparations

Your surgery balance (the remaining 80% of the surgical fee) is due one month before your surgery date.



Step 7: Surgery Day

What happens: Prof Winters performs your procedure at the surgical facility. You are looked after by the theatre and recovery team throughout.

What to bring: Your support person (they receive a handover from the team after your procedure), any medications you have been asked to bring, and comfortable clothing for going home.

Before you leave: You receive written discharge instructions, including contact details for after-hours emergencies.



Step 8: Recovery

We follow a structured post-operative schedule to make sure you are supported at every stage:

When	What	Purpose
Day 1	Phone call	We check in on how you are feeling
Day 3-5	Wound check	In person or telehealth photo review
Week 2	In-clinic review	Suture removal if needed, progress check
Week 4	In-clinic review	Progress, scar care, emotional check-in

What to expect: Swelling and bruising are completely normal in the first two weeks. Many patients experience a brief period of doubt or low mood. This is a well-known part of the recovery process and it passes. We provide you with a Recovery Reality Guide that explains what is normal and what to watch for.

During business hours, contact us on 02 4955 8044 with any concerns.

After hours, please attend your nearest emergency department or contact the on-call ENT service.



Step 9: Outcome Reviews

When	What happens
Month 3	Outcome review with Prof Winters. Updated photographs, a brief questionnaire about your experience, and clinical assessment.
Month 12	Final review. Professional photographs, final questionnaire, and a chance to reflect on your journey.

These reviews help us make sure you are happy with your result and allow us to keep improving the care we provide.

Questions?

If you have any questions at any stage of this process, please do not hesitate to contact us.

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Professionalism · Compassion · Excellence

This guide is for your information and does not constitute medical advice. All clinical decisions are made by Prof Winters in consultation with you.
Enterprise Facial Plastics is a division of Newcastle Health Enterprise.
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