Department of Health & Social Care

[redacted]
Parliamentary Under-Secretary of State
for Health Innovation

39 Victoria Street
London
SW1H 0EU

Our ref: [redacted]

HM Coroner Nicholas Walker
Coroner's Office, Castle Hill, Winchester, Hampshire SO23 8UL

By email: [redacted]

20 October 2026

Dear Mr Walker,

Thank you for the Regulation 28 report of 1 September 2026 sent to the Department of Health and Social Care about the death of Hayley Pamela Dowell**.** I am replying as the DHSC Minister with responsibility for International policy.

Firstly, I would like to say how saddened I was to read of the circumstances of Hayley's death and I offer my sincere condolences to their family and friends. The circumstances your report describes are very concerning and I am grateful to you for bringing these matters to my attention.

The report raises concerns that UK citizens travelling abroad for cosmetic surgery may not be sufficiently informed about the risks before they travel. It highlights the risks arising where additional procedures are offered shortly before surgery, sometimes with a financial incentive, leaving insufficient time for careful consideration, independent research or properly informed consent. It also raises the risk of future deaths due to cosmetic tourists not being fully informed and that dangerous procedures such as Brazilian Butt Lifts (BBLs) are being offered with no opportunity to consider the consequences and provide informed consent.

In preparing this response, my officials have made enquiries with NHS England and the Care Quality Commission on the issues raised to ensure we adequately address your concerns.

Clinical and regulatory standards can vary between countries and providers. Therefore, people considering cosmetic procedures should have sufficient time to reflect on the information provided, ask questions and make a decision without feeling pressured or rushed. They should not be encouraged to agree to additional procedures at short notice without a proper opportunity to understand the risks and consider the consequences.

The Government is improving the information available to people considering medical treatment abroad. In August 2025, the Department updated its guidance and communications to encourage people to research the proposed treatment, the qualifications of the clinician and the standards applying in the destination country; consider the costs of aftercare or corrective treatment; obtain appropriate insurance; and make arrangements for safe post-operative travel and follow-up care. Through a joint initiative with TikTok, the

Government made reliable safety information more accessible to people using social media to plan cosmetic procedures.

The Department continues to promote information and guidance to encourage people to review the Government travel advice alongside relevant guidance from the National Health Service and other relevant professional bodies. By taking such steps before treatment, patients can make more informed decisions about treatments abroad, to help protect themselves and the NHS from any potential negative consequences of medical tourism. We also work closely with the Foreign, Commonwealth and Development Office to ensure that travel advice reflects relevant risks.

We are also engaging with the Turkish authorities on opportunities to improve patient safety and strengthen the cross-border patient pathway, including clearer information, consent, discharge documentation, fit-to-fly considerations and aftercare.

The Government cannot regulate clinical activity undertaken in another country. However, through public information, engagement with overseas authorities and work to strengthen the evidence base, we are taking action to help people make better-informed decisions and reduce avoidable harm.

I hope this response is helpful. Thank you for bringing these concerns to my attention.

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Yours sincerely,

[redacted]

PARLIAMENTARY UNDER-SECRETARY OF STATE
FOR HEALTH INNOVATION