

Services Available

At this time our NHS services are restricted to those under 18 years of age and those who are exempt from NHS charges e.g pregnant women, those on income support, JSA etc

For those patients who are not exempt, please ask at reception for a list of our private prices.

In addition to the above, we have a special arrangement with Croydon University Hospital Trust to provide treatment for the "Trust" staff under the NHS at the Croydon University Hospital on Tuesday mornings and at the Norbury practice at other times.

Specialist Services

Most specialist skills are available at the practice although on some occasions we may refer patients to colleagues who have special skills in certain types of treatment.

Other services available

- invisible braces
- tooth whitening
- mouthguards
- fresh breath treatment
- cosmetic dentistry
- IV sedation dentistry
- dental implants

Booking Appointments

We will try to offer you an appointment as soon as possible at a convenient time. You can either call us on 020 8764 1424, drop in to see us during our opening times or you may e-mail request for appointments on appts@mkvasant.co.uk.

If you wish to see a certain dentist please mention this at the time of booking.

Cancellations and missed Appointments

If you are unable to keep your appointment please let us know as soon as possible so we can give your appointment to someone else. We ask for at least 24 hours notice if you are unable to attend. Failure to do this may result in a charge for our private patients relevant to your appointment length.

If you are an NHS patient and you fail to give us the required cancellation notice or miss appointments you risk the termination of your registration at this practice.

Emergency Service

If you are in pain during surgery hours, please telephone and every effort will be made to see you as soon as possible. For emergency treatment outside normal surgery hours contact Croydon on 020 8401 3443 or visit www.nhsdirect.nhs.uk

Facilities for Disabled Patients

We have special ground floor facilities to assist people in wheelchairs. Our toilet facilities are also designed for wheelchair access.

Your Dental Records

We require a current medical history to assist our diagnosis and treatment. This is confidential. We may ask you about any drugs you are taking please make a note of their names and tell us about them when you attend. You may find it more convenient to download a medical history form from our website www.mkvasant.co.uk/mh and fill it in at home to bring to your next appointment.

If you change your address or telephone number please let us know as soon as possible. We utilise an e mail and text message reminder service. Please ensure we have your mobile phone number or email address.

Confidentiality

Strict confidentiality of patient records is maintained at all times. Records will not be passed onto third parties without the patient's express permission.

Foreign Languages

Languages spoken at this practice include English, Hindi, Gujarati, French, Punjabi, Urdu, and Polish.

Your Rights and Responsibilities

You are entitled to:

- A thorough examination of your mouth, teeth and gums
- A full explanation of your treatment options
- A written treatment (including costs) *
- Advice on how to keep your teeth and gums healthy. A range of leaflets are available.
- Information about this practice and the services available
- A care and treatment summary if you decide to transfer to another dentist
- Make a complaint if you are not happy with your treatment and care

You are responsible for:

- Giving at least 24 hours notice if you have to cancel or change an appointment
- Following your dentist's advice to prevent tooth decay and gum disease
- Paying your bill promptly
- Bringing proof of entitlement when claiming help with the cost of NHS treatment. If no proof is shown your eligibility will be checked
- Treating our staff with courtesy and respect **

* Please ask your dentist if you require this

** We may refuse to treat patients who are violent or abusive, fail to pay their bills or refuse to cooperate during treatment. In this case we will inform the patient in writing and also notify Croydon PCT.

Welcome to MK Vasant & Associates. This leaflet contains information about the services we provide, how to make an appointment and who to contact for assistance.

The Dental Team

All our staff aim to provide a high standard of care and service for patients.

The members of our team are:

Dentists

(M) Dr Manjul (Manny) Vasant MBE
MGDS RCS (Eng) MGDS RCS (Ed) FFGDP (UK) FDS RCS (Ed)
Dip Imp Dent (RCS Eng) *1973

(M) Dr Raj Bolaky
BDS (London) MFGDP (UK) RCS *1991

(M) Dr Ranjan Nath
BDS (London) *1997

(F) Dr Neesha Patel
BSc(Hons) BDS (Glas) MFGDP(UK) MClInDent Periodontology
MRD RCS(Ed) *2004

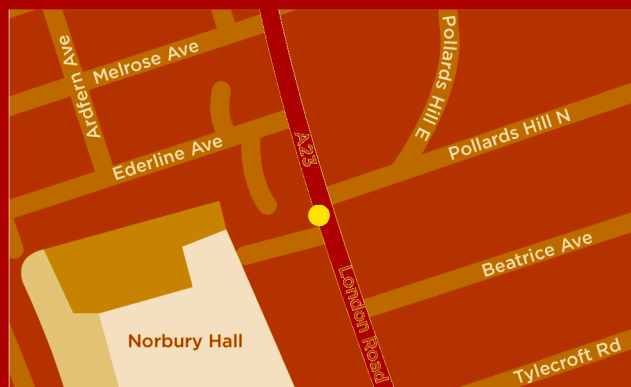
(F) Meera Gupta
BDS MJDF (RCS) *2008

(M) Ronuk Vasant
BDS (Lon) MFDS RCS(Ed) MClInDent Prosthodontics (Lon)
MRD RCS(Eng) *2004

Hygienists

(M) Dr Ben Shorten
BDS (London) *1978

(F) Miss Emma MacDonald
CEB Dip Dent Hygiene *1995



Suggestions, comments and complaints

We welcome any suggestions and comments to improve the quality of our service. A suggestion/ comments box is located in the entrance. If we have failed to meet your expectations, please raise your concerns or complaint in writing. A 'complaints form' is available at the reception.

Dental Care products

We stock a full range of dental hygiene products at competitive prices. These include toothbrushes, mouthwashes, dental floss, denture cleaners etc. Please ask at the reception.

Opening Hours

Monday (Late night)	8.00am - 8.00pm
Tuesday - Friday	8.00am - 5.30pm
Saturday	8.30am - 1.00pm



Providing NHS Dentistry



mkvasant and associates

The Dental Centre

Practice Information

M K Vasant and associates
1210 London Road
Norbury
London
SW16 4DN

Tel: 020 8764 1424

Fax: 020 8679 3126

e-mail: appts@mkvasant.co.uk

www.mkvasant.co.uk