

*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 M Vasant** (Specialist in Prosthodontics)  
MGDS RCS (Eng) MGDS RCS (Ed) FFGDP (UK) FDS RCS (Ed) Dip Imp Dent (RCS Eng)

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

**(M) Dr Ranjan Nath,**  
BDS (London) BDS Dip Primary Care (Kent)

**(M) Hamed Sarefi** (Specialist in Endodontics)  
DDS MCLinDent (Endo) MEndo RCS (Ed) MSc (Res).

**(F) Meera Gupta**  
BDS (Lon), MJDF RCS (Eng), MSc Restorative Dental Practice

**(M) Ronuk Vasant** (Specialist in Prosthodontics)  
BDS (Lon) MFDS (RCS Ed) MCLinDent Prosthodontics (Lon) MRD RCS Eng)

**(M) John Duker** (Specialist in Oral Surgery)  
FDS RCS (Eng), LDS RCS (Eng)

**(M) Zaid Alabdi** (Specialist in Oral Surgery)  
BDS, FDS RCPS (Glasg), Adv DipImpDent RCS (Eng), MSc ImpDent URJC (Mad)

**(M) Tilemachos Makropoulos** (Specialist in Periodontics)

DDS(GR), MCLinDent Periodontology (LDN),  
RCS Eng MPerio, Specialist in Periodontics,  
EFP CCST in Periodontology and Implant Dentistry

**(F) Marvi Talpur** (Orthodontist)  
Orthodontist – MSc Orthodontics (UCL), MOrth RCS (Edin)

#### Hygienists

**(F) Shay Valimohammed**

**(F) Aleksandra Marszalek-Gajewska**

**(F) Zainab Zamir**

FdSc Oral Health Science Uni Of Essex

### Services Available

At present we can see NHS patients who fall into the following categories: Children under 18 years and those 18 years in full time education, expectant mothers, mothers with a child under 1 year, or if you are claiming one of the following: income support, universal credit, income based job seekers allowance, income related employment & support allowance, pension credit guarantee credit or if you are named on a NHS tax credit exemption certificate, HC2 certificate. Please note, you need to provide proof of your exemption at each appointment.

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.

Services available privately at our practice are:

- 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](mailto:appts@mkvasant.co.uk).

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

### Cancellations and Failing 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 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 111 or visit [www.nhsdirect.nhs.uk](http://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 easier to download a medical history form from our website [www.mkvasant.uk](http://www.mkvasant.uk) 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 patients express permission.

### Foreign Languages

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

### Comments, Suggestions Complaints

There is a suggestion box in the entrance hall. If you have any complaints, please ask the reception for a form for our in-house complaints procedure.

### 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.

### Dental Care

We stock a full range of dental hygiene products at competitive prices. (Toothbrushes, mouthwashes, dental floss, denture cleaners etc) ask at reception.



### Opening Hours

Monday	8.00am – 7.00pm
Tuesday – Friday	8.00am – 5.30pm
Saturday	8.30am – 1.00pm

  
mkvasant  
and associates

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London  
SW16 4DN

**Tel: 020 8764 1424**

**Fax: 020 8679 3126**

**Web: [www.mkvasant.co.uk](http://www.mkvasant.co.uk)**

**e-mail: [appts@mkvasant.co.uk](mailto:appts@mkvasant.co.uk)**