

## Complaints

We aim to make your experience at the practice as pleasurable as possible. However, should you have any complaints or comments, please contact the Practice Manager Kim Goodwin by email at [vallancedentalpractice@yahoo.co.uk](mailto:vallancedentalpractice@yahoo.co.uk) who will be able to deal with your complaint and talk you through our procedure. Alternatively, you can pick up a copy of the procedure from reception.

## Confidentiality

We take patient confidentiality extremely seriously at the Vallance Dental Centre and all personal information is treated in the strictest confidence. Only members of staff have access to patient information. All our patient records are securely stored at our practice to ensure that any patient information is only accessed as part of your treatment. No information will ever be released to a third party without your express permission or where required by law. We have a strict confidentiality policy. To see a copy of this policy or if you would like further information regarding your rights to view your patient records please contact please ask at reception.

## Patients With Disabilities

If you do have any disability that you think we need to know about please give us a call before your appointment and we will do our best to put suitable arrangements in place to accommodate your needs.

## How To Find Us



Mellor, Wilkinson & Shokraee  
The Vallance Health Centre  
1st Floor Dental Department  
Brunswick Street  
Manchester  
M13 9UJ

[vallancedentalpractice@yahoo.co.uk](mailto:vallancedentalpractice@yahoo.co.uk)

0161 273 5998

# THE VALLANCE DENTAL CENTRE



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Thank you for choosing the Vallance Dental Centre as your dental practice. If you are a new patient we would like to take this opportunity to welcome you to the practice.

Our philosophy at the Vallance Dental Centre is to promote dental health through preventative advice and supportive treatment. We recommend regular dental check ups to ensure you maintain a healthy dentition.

We provide the full range of NHS treatment (except orthodontics and sedation) to all members of the public.

We also provide treatment on a private basis, including cosmetic dentistry to improve your smile. For further information on our full range of services, please see our private fee list or speak to a member of staff.

If you would like to make an appointment please telephone the practice and we will be pleased to arrange a convenient time for you.

## Our Team

### Dentists

Howard Mellor BChD (1981) DGPUK (1997) GDC 55173  
Karim Shokraee BDS (2009) GDC 177586  
Darren Wilkinson BDS (2009) GDC 177464  
Arfeen Aslam BDS (2008) GDC 156196  
Vasiliki Bilerou DipDS (2009) GDC 207656  
Stamatios Kioufis DipDS (2007) GDC 207305

### Hygienist

Mariam Rasool BSc (2011) GDC 220476

### Practice Manager

Kim Goodwin GDS 125889

## Opening hours

Monday	8:30am-8:00pm
Tuesday	8:30am-8:00pm
Wednesday	8:30am-4:30pm
Thursday	8:30am-8:00pm
Friday	8:30am-5:30pm
Saturday	Closed
Sunday	Closed

The practice is closed for lunch from 12:45-2pm on Monday & Wednesday and from 12:45-1:30pm on Fridays

Should you have a dental emergency outside of the practice opening hours, please call the Manchester out of hours dental service on 0161 337 2246 who will be able to assist you.

## At Your Appointment

Please bring any medical information such as details of prescription medication to your appointment.

If you are exempt from NHS treatment charges please bring proof of your exemption with you. If you claim for an incorrect exemption you may be liable to a £100 fine from the NHS Business Services Authority.

Should you require a treatment plan outlining details of proposed treatment & costs please ask your dentist if you are not provided with one.

## Payment

NHS fees are set annually by the government, current fees are displayed around the practice reception area.

Private fees are set out in our private fee list, please find these in our reception area or ask a member of our reception team.

It is practice policy that a deposit on treatment is taken and full payment is received before the final appointment.

We accept cash and all major credit and debit cards.

## Cancellation and Attendance

Missed appointments waste time and resources which are needed for other patients. Please give 24 hours notice if you wish to cancel your appointment so we can offer your appointment to another patient. Our practice policy is that if, on more than one occasion, patients cancel with less than 24 hours' notice or do not attend an appointment, then we will no longer be able to offer NHS treatment. We will of course take any special circumstances into account. We may still be able to offer private dental care, but will require a non-refundable deposit.

## Cosmetic Dentistry & Dental Implants

If you wish to improve the appearance of your smile or have dental implants placed we have a dentist with experience and a special interest in these treatments. Please ask your dentist or at reception for further information

## Appointment reminders, recalls and your details

We send out appointment reminders and reminders to book your recall check up appointments by text message. Please keep your personal details up to date with us in order to continue receiving these messages.

## Your Dentist

You can express a preference about which dentist you will see for your first appointment. We will make all reasonable efforts to ensure that the request is met, but this may not always be possible. Should you wish to express a preference of practitioner, please state who you would like to be seen by when booking your appointment. It is our policy after your initial check up for each patient to see the same dentist on a continuing basis.