

I moved from Paris to London, 6 years ago. I have never been what we could call a good patient when it came to visit a dentist. Over the years I developed a kind of fear for dentists. It came to a point where I could not even pronounce this word "dentist". If I had been Harry Potter, the name dentist would have been called "Lord Voldemort Dentist" just to give you an idea.

So when I had cavities, I had no choice, because I needed to heal the pain to look for a dentist in New Malden as I was living there at that period of time. When I first met with Minesh, I was happy and pretty surprised to see a young lad such as Minesh. As far I could remember his first words were kind to me, like we have known each other for a long time.

I liked his professionalism as going through the dental examination, he talked to me with honesty. It was not like your mum or your dad arguing with you for all those sweets you had and damaged your teeth. It was a dentist, who used simple and direct words to tell you that you could have done better, that it's not too late and that once he will have filled your teeth, it will be your duty to keep them really safe.

I'm not an expert but Minesh's ability when filling my teeth was second to none. I remember asking myself if he has really done something as I could not feel any pain at all, which was a miracle in my case.

Because confidence was there in our professional relationship, I gave Minesh my words that I will be his first implant case as this was something I wanted to consider. Over the months I have been aware that Minesh was implant training and that I would be his first implant case. But it did not bother me at all. I use to consider that quality does not come necessary with age and that Minesh was mature and talented enough to make me a successful case.

Minesh took his time to explain to me in further details what the implant will be about. I had all the information that I needed. I liked the fact that he did not rush me. He gave me time to make up my mind. I will never forget about that journey to Cambridge!!! Even though the pain at the end was there as you can't expect to get an implant with not feeling a bit of pain afterwards... I was proud. Proud of having this implant, proud of Minesh for the good job that he has done. Every morning when I brush my teeth, you can't even imagine how happy I am to get such a strong and quality implant. As one might say, that implant gave me an opportunity to smile for no reason.

I was happy to hear from Minesh that he finished implant training even though it was not a surprise at all. So when he told me that he would be moving to another practice in Thames Ditton... I have to make a choice! And I did.

When you feel a good connection with someone in terms of quality of the service, honesty, sympathy, why should you not consider to do a little more to get this keep going on? That's the reason I decided to move and signed up in Minesh's new practice. Over the years what we have built in terms on confidence, deserves me to spend more time on the train to go to the practice.

Now when I visit Minesh, I do not feel like visiting a dentist. I feel like visiting a FRIEND who is a dentist. I never paid so much attention to my teeth than over the last years. Flossing, not eating sweets, visiting Minesh are those words that are part of my vocabulary now.

Minesh reflects an idea of doing a job does not mean just getting paid for it. You need to show devotions, empathy, sympathy. You need to be proactive, pay attention to details for people to trust you. I trust Minesh because I have never seen a young lad in front of me (ok except the first 5 seconds with me). Since I know him, I see a very professional dentist who cares for his patients and will make his best for you as a patient to have the great experience ever.

Now DENTIST is a nice word that can come though my lips.

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