

Mr Kevin Lochhead
West End Dental Practice
178 Rose Street
Edinburgh
EH2 4BA

Dear Kevin

As you will be aware I have just recently completed my treatment plan with your practice for a complete fixed upper denture supported by implants and would like to take this opportunity to thank you and all your staff for the kind attention and professionalism that I received during the time spent at your practise.

Like many people, I had not heard of dental implants so when a colleague at work mentioned your practise I set out to find out more about this quite unique type of dentistry and was totally amazed that there was more to gain than just a nice smile, and more importantly realised the damage that periodontal disease can cause not only to my teeth but to my whole facial structure, I found that your web site was very informative and helpful and certinaty gave me a good insight to what was to follow.

After my initial consultation with Mr Lochhead and a treatment plan in place where upon all my questions and queries were answered honestly I then took the decision to embark on a year or so programme which was demanding both in financial and personal terms, however at no time did I have second thoughts or regrets and the early visible results coupled with your staffs unfailingly professionalism who were all totally committed to me as an individual gave me immediate promise of the final outcome.

At no time as promised by yourself was my looks or functionality compromised in any way in fact people commented on my new look from a very early stage in my treatment on how well I looked which gave me the confidence to tell them I was in fact getting implants where upon I was asked numerous questions, Did it hurt? I can honestly say it was never painful although some parts were a little uncomfortable. Did it cost a lot? Well yes it did but it's the best investment I have ever made.

At one of our early meetings you stated that you were the captain of a team and that all your team members worked together as a team and I can certainty say you were right !

I can't remember everyone's names so my apologies to those I miss out but I thank Glenn Lello for his precision in placing the implants, the girls at reception Emma and Karen for the pleasant manner in which I was greeted, the various nurses that

assisted while I was being treated, George for his work in construction, Moira the hygienist for rounding off my treatment with a bottom half to match the top so to speak in a very cheerful way, to all those in the back ground that I probably never met a thank you to them and of course to yourself Kevin a big thank you.

Once again I would like to thank you and all your staff for an exemplary dental service and customer care and I will have no hesitation in recommending your practise to family and friends to what I'd describe as a:

A DENTAL PRACTICE OF EXCELLENCE