

Dr Philip Tangri
Scott Arms
914 - 916 Walsall Road
Great Barr
Birmingham B42 1TG

2nd November 2010

Dear Dr. Tangri

Firstly I would just like to thank you for the amazing work you did on my implants and for the time and effort that you spent making sure that everything was 100% right. I am thrilled with the results which definitely exceeded my expectations.

The quality of care was excellent throughout, from my initial thorough consultation with you, through the implant process and now the after care. I am now with Scott Arms for all my dental care.

Every member of your staff is friendly, efficient, professional, very reassuring and caring. I particularly appreciated the fact that you offered to be personally available to me at any time and, in fact, came in at very short notice on a Sunday to deal with a slight problem.

It has been very reassuring that Scott Arms has a 24 hour helpline and that I have easy access to a professional should I ever need it, day or night, even on bank holidays.

To people considering having implant treatment, my advice would be to have an initial consultation with you and to heed your advice. In my case you advised that the best outcome would be achieved by commencing on one side of my mouth, followed in due course on the other, whereas I had thought of doing one side only.

I would also advise others to follow the timescales that you suggest as this will ensure that everything heals correctly and has time to settle down. Pain and discomfort was much, much less than I had anticipated.

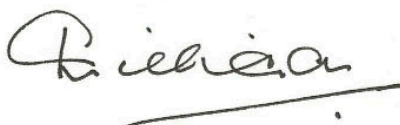
My implants have had an enormous impact on my life:-

- I now smile and laugh without covering my mouth
- I can eat better because I can chew my food
- My facial appearance has improved greatly, whereas before I was getting that sunken look
- I feel younger!

At the time I initially winced at the estimated cost but it has, without doubt, been an excellent investment, well worth the time and the money.

I would just say to anyone considering implants or dentures to go for implants, you won't be in better hands.

Yours sincerely



M F Gilligan