

WILLIAM SEMMENS

Southampton, Hants.
SO31 7BD

18 November 2007

Dear Barbara and Stephen,

I feel I must write to say how happy I am with all of my dental work and all of the help I received during the treatment. I must admit I was dubious about how things would go having had disasters with dental work in the U.K. Seven implants, twelve-root fillings and twelve crowns is a lot of work and I am not a good patient.

All arrangements you made were spot on. My first visit in February my wife and I were met at Krakow airport by Renata the translator and Henry the driver. We were taken for me to have x-rays then onto Dr. Christopher the dental surgeon we had met in Croydon only ten days earlier. We were then driven to the Grodek Hotel where we would be staying for the next three nights. The hotel is ideal, central but in a very quiet cul-de-sac close to the beautiful park that surrounds the old city.

The following morning we were collected and taken to meet Danuta and Joanna the lovely ladies who were to do all of my root canal work and crowns. Joanna spoke perfect English so she explained what she would be doing. She made me feel very confident and at ease and we hit it off straight away. No

treatment would be done on this visit, it would all be done on the final visit.

In the afternoon it was back to Dr. Christopher at the clinic for the first stage of the implant procedure. I needed some bone regeneration and a sinus lift as well as the implants. To be perfectly honest I really hadn't researched any of these procedures, I was just happy that at long last someone could sort out my mouth. There were two surgeons and two nurses during the operation, all were very kind and considerate. When all was finished we were driven back to the Grodek and supplied with ice-packs, antibiotics and pain killers. Surprisingly I had little swelling or bruising. The following day was a rest day and although uncomfortable nothing was unbearable. Friday morning we were driven back to the clinic to see Dr. Christopher who was extremely happy with how everything had gone and how things looked. That afternoon we flew home.

It was reassuring to see Dr. Christopher again in Croydon about a month after our return. He was happy with how I was healing and the next time I was to see him was in October, unless I felt things were not right.

October came and off we set again for Krakow for my final visit and to get my implants and crowns. Again we were met at the airport, this time by Dominika our translator and Richard our driver. What lovely people, every time we were with them we ended up laughing about something. Again we were taken for x-rays then on to Dr. Christopher who started work straight away preparing for the final stages. The following day it was off to Joanna and the start of my root-canal work. The next day which was Thursday we were taken back to Dr. Christopher for impressions. Friday, Joanna

worked on all the crown preparation. Saturday and Sunday were free days. Krakow is a beautiful city and a real pleasure to walk around. On the Sunday we caught the train to the Salt Mines a visit well worth doing.

Monday we went back to Dr. Christopher to have the bases for the implants fitted and impressions. Tuesday Joanna, impressions for my twelve crowns. She had also arranged that the technician who was to make the crowns was present so she could fully show him and explain what was needed. Wednesday another free day to enjoy Krakow. Thursday was to be a busy day, the day when all the hard work done by everyone would finally come together. In the morning we were driven to Dr. Christopher, even Dominika and Richard were excited. The teeth looked great, better than I had expected. Then on to Joanna for the fitting of the lower crowns and back in the afternoon for the upper crowns to be fitted. What a mouthful !!!! I cannot describe how delighted I was with the finished result. Joanna and Danuta were showered with kisses and hugs, much to their surprise and I hope delight. My new teeth are wonderful; I can now bite an apple and chew my food properly. I felt that the time would never come when the treatment started in February but here we are now in November and I have got used to having a full set of teeth, something I have not had for fifty-four years.

If any future clients wish to speak to me regarding the treatment I would be glad to put their minds at rest. Everyone has been marvellous and I cannot thank them and you enough.

Yours sincerely

W Semmer