

6, Stuart Avenue,
Marple,
Stockport SK6 6JX.
9th September, 2001

Dear Julie,

I would like to thank you for giving me a wonderful new smile. Several days ago you removed my orthodontic brace and for the first time in my life I have a level row of upper teeth. At my age (52) I had not realised that orthodontic work was still possible and I am so grateful that you suggested it to me. I keep grinning into mirrors to make sure that it is really me. I would certainly recommend anyone to go ahead with orthodontic treatment, whatever their age, if you felt it suitable for them.

Throughout my treatment I have felt cherished by you and Margaret (and by Stephen when I occasionally had a problem during your maternity leave.) Everything was carefully and clearly explained before and during treatment so that I knew what to expect. Whenever I had a query or a problem, it was speedily and kindly dealt with and with infinite patience: nothing was ever too much trouble.

In fact, since becoming a patient I have been delighted with the treatment I have received and have recommended you to several colleagues, who have been equally impressed. The whole atmosphere of the practice is welcoming and every single member of staff reinforces that. It seems hard to believe that I have now actually lost any anxiety about coming to the dentist and even look forward to my visits. What more could anyone ask?

Yours sincerely,

Janet Phillips.