



Perfect 32 Dental Practice

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A little bit about us at Perfect 32

Welcome to - and thank you - for choosing Perfect 32 Dental Practice. Perfect 32 is a cutting edge, independently owned, modern dental practice offering exceptionally high quality private dental care. It has been established since 2007 and was recently relocated to a purposely rebuilt state of the art premises in 2019. We offer a full range of dental, cosmetic and specialist treatments, including dental implants, cosmetic dentistry (such as veneers, crowns and composite bonding), specialist root canal treatment and specialist oral surgery treatments (such as wisdom tooth removal). We also offer routine and general dentistry, as well as routine hygiene and periodontal treatment.

Our surgeries are equipped with the latest cutting-edge technology including CT scanners, intraoral scanners, 3D printers and operating microscopes. We have 2 in house specialists and several dentists with special interests. Perfect 32 is proudly independently owned.

Our Ethos

Our ethos at Perfect 32 is to deliver the most comprehensive and highest quality dental care possible. We pride ourselves in our thoroughness and meticulous attention to detail.

As you may be aware, the standard, quality and fees for dental treatment can vary enormously, and for good reason. At Perfect 32 we firmly believe that the standard of care is directly influenced by excellent planning, unrestricted time in the dental chair to carefully and meticulously perform the procedure, extensive training and procedural knowledge, and using the finest quality materials. The quality of dental treatments such as composite bonding, veneers and dental implants can vary immensely from each dental practitioner. It is important that you select the dentist and dental practice that can meet your discerning expectations.

Our philosophy is to provide:

- The highest quality of dental care we can deliver.
- High levels of experience, training and education - our clinicians are continually updating their training and expertise, every single week.
- The highest quality materials - we only use the finest quality dental materials available to deliver reliable, long-lasting treatment.
- High levels of satisfaction - if there is any aspect of your treatment you are unhappy with, we will listen carefully and rectify any issues you may be concerned with.
- A friendly team, who will listen to your concerns, with no judgement or bias.
- We will provide pain free treatment in a calm and friendly environment, and ensure you understanding everything about the treatment we are providing.

Providing care to this level takes huge amounts of time; as well as time in the chair, a lot of work goes on silently behind the scenes. Our fees reflect these incredibly high standards that we work to, and the time and effort required in providing you with the highest standard of care possible.

Perfect 32 is not just a dental practice. It is a culmination of kindness, respect, experience, knowledge, dedication and technical perfection from every member of our team. Our promise is to provide the highest quality dental care in a respectful, kind and caring manner and to ensure you are thoroughly looked after. We know you will find great value in choosing Perfect 32 as your dental practice and looking forward to seeing you.

Your First Visit

During your first visit to the practice, you will be asked to fill in a comprehensive medical history form. You will need to bring with you a list of medications that you take, details of any medical problems you may have, and some glasses if you require these for reading and writing. We kindly ask you arrive 10-15 minutes early to fill in these forms.

After this, you will be invited into the surgery for your examination. During your examination we will ask you for details of any issues you may be experiencing or that you wish to speak to us about. It is important that you mention any issues you wish us to investigate at the beginning of the appointment. If you have no issues, our dentists will perform a comprehensive examination which includes an oral cancer check.

During your first visit, the dentist will typically take x-rays to check for tooth decay and gum disease. 2 x-rays are included as part of your first examination fee. If you have any other issues that we have identified, then you may need further x-rays, or separate investigations that may take extra time (such as tooth nerve testing). These extra x-rays and further investigations may carry separate charges and may need further appointments to perform these and discuss the results. The fee for extra investigations and appointments is listed on our price list 'Extra Consultation time'.

The majority of new patients we see will not require extra investigations, appointments or x-rays, however if you do have any additional issues that you would like us to examine then it is important you are aware of extra charges that may be incurred.

Emergency appointments

Our 6 surgeries are able to see emergency appointments every day, and in most cases, the same day you call. To secure an emergency appointment, it is advisable to call and book this appointment first thing in the morning. Our emergency charges are listed on the price list page. We will examine your issue, carry out any relevant diagnostics and x-rays and advise you of the required treatment. We are able to treat minor issues as part of this appointment fee, however most treatment fees are not included as part of the emergency appointment fee.

Please note - for larger issues, or issues that we are unable to diagnose on the day, we may need to schedule more investigative and consultation time.

IMPORTANT - we would strongly urge you ***NOT*** to take pain killers or analgesia on the day of your emergency appointment as these can mask the diagnosis and may mean we are unable to diagnose your issue correctly.

Treatment Guarantees

At Perfect 32 we are incredibly proud of the standard of care we deliver and feel that it is reflected in the longevity of our work. Our standard guarantee covers our treatment for the period of 12 months following completion of the treatment. Following this period, we have an industry leading limited guarantee. Most dental practices limit their treatment guarantee to only 12 months, so we are proud to be able to guarantee our work further than this.

General Dentistry Guarantee Period	
Failure and costs within: 0-12 months	Treatment will be repaired or replaced at no cost, or the original treatment cost may be deducted from further treatment, whichever is applicable.
13-24 Months	Treatment will be repaired or replaced at 33% of the original cost, or 33% of the original treatment cost may be deducted from further treatment, whichever is applicable.
24-30 Months	Treatment will be repaired or replaced at 66% of the original cost, or 66% of the original treatment cost may be deducted from further treatment, whichever is applicable.
30 Months Onwards	Guarantee period has finished. The full cost of treatment applies.

Please note: Our treatment guarantee is designed to cover technical failure and material breakages, debonding and major failures. It does not cover wear and tear, minor chipping, staining, repolishing or buffing, or if the tooth has suffered tooth decay, gum disease or trauma (impacts etc.).

Not all treatment is covered by our guarantee, such as root canal treatment, or uncrowned teeth following root canal treatment. For the avoidance of doubt, only definitive fillings, crowns, dentures and bridges are covered. Temporary restorations or treatments are not. Implant treatments are covered separately below.

Implant Treatment Guarantees

Our implant work carries a 3-year guarantee on the implant (fixture) and 18 months on the implant crown. Any failures of either implant (integration into the bone) or crown (fracture of the crown or abutment) within these periods will be replaced or rectified at no cost. Our guarantees require annual reviews and hygiene / maintenance schedules to be strictly adhered to. Failure to comply with our maintenance schedules will invalidate your implant guarantees. Terms and conditions apply - please see our implant documentation for further details.

Fee Guide

Our treatment fees reflect the time taken and training required to provide the highest standards of treatment we deliver. They are calculated based on the time taken and complexity of a treatment. Whilst we try to be as accurate as possible, please note that treatment plans are estimates only and may change to reflect any additional time taken to provide the treatment. Sometimes it is unavoidable that treatment may take extensive amounts of time to deliver the high level of care that is required; please be reassured that we will always try and be as cost effective as possible with our time and treatment plans.

The below is included to allow an appraisal of ballpark figures prior to attending the practice, so that you are aware of the levels of investments likely to be involved for the standard of work we provide.

Please NOTE: times provided are approximate times for our appointment booking only. Typically, there will be 5-10 minutes of resetting the surgery, disinfection and sterilising the surgery, autoclaving equipment, and writing comprehensive notes. The time stated is for the diary booking and will not necessarily be the full time you are in the surgery.

Service (As of March 2024)	Cost (Subject to change)
<p>New (Initial) Patient Examination</p> <p>This is a new patient examination for all new patients at the practice.</p> <p>It will include:</p> <ul style="list-style-type: none"> • A full medical history review • A comprehensive examination of your teeth and charting to our medical record system • Examination of your jaw joint • 2 x Bitewing radiographs • An assessment of gum health • Preventative advice as required • An overview of your dental health • Any recommendations for treatment required • Oral Cancer Check 	<p style="text-align: center;">£98</p> <p style="text-align: center;">+ further investigations as required</p>

<p>This examination is typically suitable for patients registered that have seen a dentist regularly / transferring from another practice, and for most patients with minor or isolated problems.</p> <p>However, please be aware if you are suffering from multiple or larger problems that may require extra investigations, you may require more time and further appointments for a more detailed examination. If this is the case, please advise our reception at time of booking, and see below for the costs associated with these appointments.</p> <p>Please note - any additional investigations during your initial patient examination, such as additional small x-rays, panoramic x-rays or CT scans carry extra charges and are not included as part of the initial patient examination.</p>	
<p>Comprehensive Patient Consultation Surcharge / Extra Consultation time (Per 30-minute block)</p> <p>If you have problems such as cosmetic queries, tooth ache, several broken teeth, worn teeth etc. that we are unable to deal with during your initial examination, then we may need to book extra time to assess these concerns. If you are aware of these prior to your appointment then please let us know so we can book an extended initial consultation. Alternatively, we can arrange these visits after the initial consultation appointment to allow us more time to investigate.</p> <p>During this time we may take:</p> <ul style="list-style-type: none"> • Comprehensive intra oral and extra oral photographs so that we can examine your mouth further • A cutting-edge 3D intra oral scan to create digital study models • Additional small x-rays, panoramic x-rays or CT scans (which will incur a fee if required) <p>We will then provide you with a treatment plan. If we are able to advise you of your treatment plan during the extended consultation appointment, we will do this and there will be no extra charge for this. However, if the planning is extensive, and requires us to spend time outside of the surgery to plan your case, this will incur a treatment planning charge - please see below.</p>	<p style="text-align: center;">£90 per additional 30- minute block</p>

<p>Treatment planning charges (out of surgery)</p> <p>For patients that have extensive treatment needs, our clinicians will need to spend extended amounts of time examining records, assess photographs and 3D scans and planning your treatment after you have left the surgery. With this information we will write and send to you a comprehensive report and treatment plan. We often will consult with other colleagues or hold meetings to discuss complex cases. Our professional rate for this is £160 per hour. Typically, more complex treatment plans will take 1 - 2 hours to write and plan. We will be able to advise you of an estimate of planning fees and time during your consultation appointment.</p>	<p>£160 / hour</p>
<p>Routine Examination</p> <p>A standard examination after initial registration. This is suitable for patients that are having routine examinations as part of a standard recall procedure. If you have minor problems, we will be able to assess and advise on their treatment within this appointment. If you have a problem that requires further investigations or more time than the examination permits, we may ask you to book a further investigation appointment (which may incur further charges).</p> <p>The appointment fee does not include any x-ray charges, such as small films, panoramic x-rays or CT scans.</p>	<p>£60</p>
<p>Emergency Appointment (20 minutes diagnostics + investigations)</p> <p>We will examine your issue you have and advise of treatment required accordingly. Treatment fees are not included in the emergency appointment fee and are in addition to this.</p> <p>1 x X-ray is included within the emergency appointment fee, any additional x-rays required after this will be chargeable.</p> <p>The emergency appointment fee typically covers 20 minutes of investigative or diagnostic appointment time - if you have an issue which is complex in nature and the diagnosis is not apparent, then additional investigation fees may be chargeable (at the cost of £60 per 20-minute block or £90 per 30-minute block, in line with our 'extra consultation time' fees).</p>	<p>£60</p>

<p>Gum Cleaning / Dental Hygienist / Dental Therapist Appointments Standard appointment (30-minute block)</p> <p>A visit to the hygienist is important to maintain your oral and gum health. Our standard appointment will consist of: Advice on the best way to maintain your gum health Advising you on where you may be missing during your routine Gum charting to identify areas of gum disease Deep cleaning of your gums Polishing of superficial staining</p> <p>Patients with greater amounts of gum disease or stain may require additional or longer appointments. Our dentists or therapists may recommend longer appointments to you. Depending on your gum health, our clinicians may recommend a recall interval of 3, 4 or 6 months.</p> <p><i>Please NOTE: times provided are approximate times for our appointment booking only. Typically, there will be 5-10 minutes of resetting the surgery, disinfection and sterilising the surgery, autoclaving equipment, and writing comprehensive notes. The time stated is for the diary block booking and may not reflect the full time you are in the surgery.</i></p>	<p>£77</p>
<p>Gum Cleaning / Dental Hygienist / Dental Therapist Appointments Extended appointment (40-minute block)</p> <p>As above, but with a longer appointment time.</p> <p>Patients with greater amounts of gum disease or stain may require additional or longer appointments. Our dentists or therapists may recommend longer appointments to you. Depending on your gum health, our clinicians may recommend a recall interval of 3, 4 or 6 months.</p>	<p>£102</p>
<p>Other charges such as Complex and Advanced Dentistry</p>	<p>Priced on case-by-case basis</p>
<p>Specialist Prices - Specialist Endodontics, Specialist Oral Surgery, Implants, Cosmetic Dental Treatment</p> <p>Please see website or enquire for further details</p>	