

# Welcome to Portmore



PORTMORE DENTAL  
*where beautiful smiles begin*

We understand that choosing a dentist is a very personal decision. After all, it's a relationship that can last for many years and have an important influence on your overall health and self confidence. Our dentists are highly qualified practitioners with extensive experience in all areas of general dentistry, we also have excellent credentials in cosmetic dentistry and the important field of dental implants.

The team at Portmore believe that our patients deserve beautiful, natural and healthy smiles for life.



Whether you would like simple maintenance, to visit our hygiene spa, maybe create a fabulous Hollywood smile or get rid of those annoying dentures with dental implants, Portmore is the place for you and you will be welcomed with open arms.

The gentle, relaxing nature of your dental journey with us begins as you enter our reception area. The environment is tranquil and therapeutic and our aim is to ensure that every visit is enjoyable and relaxing. We know how to care for people, we want to connect with you, listen to your needs and be responsive to ensure that you enjoy the utmost level of care and beautiful dentistry. The Portmore team are warm, friendly and genuinely care about our patients experience from the moment you walk in the door to the moment you leave.

WELCOME TO PORTMORE

01932 807842

reception@  
portmoredental.co.uk

www.portmoredental.co.uk

# Your first visit?

As a new client to Portmore Dental, you will see our approach is based on listening to your wants and needs.

Our philosophy is that everyone can achieve a beautiful and attractive smile, irrespective of age. We want all our patients to feel confident and happy with their smiles.

You will visit our Treatment Coordinator before you meet the dentist, our Treatment Coordinator will take time to make you feel comfortable with the surroundings, introduce you to our team and

talk to you about your concerns, she will also discuss your treatment options in some detail. But really, this is your opportunity to tell us what you would like to achieve, how we can improve your smile, how we can improve your quality of life, how we can make you feel confident and feel like smiling all day long.

Once you have met our team, completed your medical history and

enjoyed a cup of fresh coffee your dentist will collect you from the patient lounge to begin the Oral Health Check. This is a comprehensive 8 Point Healthy Mouth Assessment, where we not only address your oral health but assess your lifestyle and diet.

YOUR FIRST VISIT



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### Oral Hygiene

During your visit, our dentists will complete a thorough, detailed examination of the areas where bacteria and toxins may have collected.



### Existing Restorations

We will assess the health, durability, function and life expectancy of any existing dentistry you may have.



### Bite & Jaw

During your inspection, we will assess the occlusion (how your teeth bite teeth and move across each other) jaw-joints and discuss any related issues which may result in unwanted wear of the teeth, fractured teeth, headaches, and broken restorations.



### Medical History

Your medical and dental history and health is discussed to determine how these conditions may affect your dental health, including cardiac disease, high blood pressure, and diabetes.



### Oral Cancer Check

Our dentist uses a VELscope to perform a detailed oral cancer screening.



### Smile Analysis

Our dentists will take time to listen to your wants and needs and talk to you about how we can improve your smile. Sometimes the smallest of changes can make a huge difference.



### Intra Oral Photography

Using intra-oral cameras, we can help patients better understand dental concerns and visibly see the changes which need to be addressed. A picture is always worth a thousand words!



### X-Rays

Necessary low dose digital x-rays are often used to check areas of tooth and bone invisible to the naked eye for thorough examination.

Before you leave, you will liaise with our front of house team who will work with you to schedule any further appointments that may be required and provide you with an estimate, treatment plan and payment options to ensure that every aspect of your visit with us is seamless and stress free.

# Just Relax...



PORTMORE DENTAL  
*where beautiful smiles begin*

We aim to make sure our environment is relaxing so that your journey with us is pleasurable and soothing;

We use **scented aromatherapy oil** to make sure the practice smells uplifting and tranquil.



We have **fresh flowers** delivered weekly to ensure our patient lounge is inviting.



We have a range of **daily papers** delivered to ensure you can catch up on the news if you arrive early.



We have a coffee machine and would be delighted to make you some **fresh coffee** and have a quick chat with you before your appointment.



We have a **Sonos music system** to ensure you are listening to soothing sounds during your treatment.



We have an amazing reception team –  
our **Directors of First Impressions!**

You will be made to feel so very welcome and immediately relaxed.

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# Cosmetic Smile Rejuvenation

Cosmetic dentistry is about creating a beautiful, natural smile that will last. Quite often, the simplest of treatments can make a huge difference to the appearance of a smile or a patient's confidence. Whiter teeth are just the beginning, cosmetic dentistry is about symmetry, youthfulness, vitality, it is about closing gaps, straightening teeth and of course health & function.

You can be confident that the Portmore team are highly qualified & experienced in cosmetic dentistry, with an understanding of colour, lines, and symmetry which is vital in creating a natural look.

Can you imagine a smile where the teeth are straight, evenly spaced, no big gaps, a smooth even gum line, no chips, cracks or staining, and beautifully white? That smile could be yours in a very short period of time, for less than you'd expect to pay. It can be a stunning transformation and can have a big impact on your confidence levels.

We can offer many types of cosmetic dentistry at Portmore, including:

**Tooth coloured white fillings** – a simple, inexpensive way of making a dramatic improvement to your smile. No more unsightly, toxic, silver amalgam fillings. Replace them with barely visible, tooth coloured resin for natural looking teeth.

**Same-day crowns** - Same-day white crowns with state of the art Cerec technology means that you can have comprehensive dental treatment completed in just one visit. Great news for those of you who are nervous or time poor.

**Smile makeovers** – Smile-makeovers are for those patients seeking a fairly radical change in their smile and appearance, usually after many years of suffering or embarrassment, or sometimes simply because they are at a time in their lives when a change is due. Very often, these cases require a multi-disciplinary approach, meaning that several different types of cosmetic dentistry may be used to achieve the smile of your dreams. For example we may use a combination of crowns, veneers, tooth whitening or orthodontics. This is where our skilled clinicians come into action – you see, Smile Makeovers require a lot of detailed planning, after all, we want your dream smile to last for as long as possible!



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*where beautiful smiles begin*

COSMETIC SMILE REJUVENATION

**Veneers** - Cosmetic veneers are a simple way of masking heavily worn or discoloured teeth, or creating the illusion of a straight smile where natural teeth are very crooked. A simple and straightforward forward way of achieving a really WOW smile. Cosmetic veneers can completely transform the way you look in a short space of time.



**Tooth whitening** - We offer two types of whitening at Portmore. Home whitening allows you to whiten your teeth in the comfort of your own home, it is safe and simple to use with great results and easy touch-ups! For those patients wanting an instant result, we also provide ZOOM tooth whitening. Zoom whitening is ideal for patients whose time is limited, or who have an important event for which they want to look their best. Zoom has been one of the most popular in-practice whitening procedures for many years. In Portmore, patients sit back comfortably while we brighten their smiles.

**Straighter teeth** - At Portmore Dental, we use systems like Invisalign or Six Month Smiles to move teeth in a shorter amount of time and straighten them. These cosmetic brace systems are great alternatives to traditional metal braces because they use clear aligners and/or work in a much reduced treatment time. With Invisalign, the teeth are straightened when the patient wears a clear plastic aligner over their teeth which give the patient more confidence in wearing them and not making it obvious that they're having their teeth straightened. Six Month Smiles is a fixed brace system that's allows us to move & straighten teeth in a very short space of time. For more complex cases, we work closely with specialist Orthodontists and can refer your case very easily should that be required.

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# Wrinkle Relaxation

## WRINKLE RELAXATION

At Portmore Dental, we also help you feel confident about your appearance by providing facial cosmetic treatments, which can continue to improve the appearance of the face and mouth.

Most of us dream about having younger looking, healthier, smoother more rejuvenated skin don't we? You will be amazed at the difference simple facial aesthetics can make to your overall appearance and your confidence.

Here are just a few of the other treatments we provide in our state-of-the-art dental facility:

### Wrinkle Removal

Our practice can help patients in reducing the appearance of fine lines and wrinkles on the face by using botulinum toxins. These are used to soften and freeze specific muscles of the face to help address the depth of wrinkles and folds on the face and to reduce continued development of the signs of aging. It is not our aim to make your face appear 'frozen' or 'stiff', simply natural and rejuvenated.

### Facial Contours

Using a wide range of dermal fillers, we can help patients enhance their looks by defining facial contours and softening facial lines and wrinkles. This can be done in conjunction with botulinum toxins.



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### Lip Augmentation

Our dentists can help by providing lip augmentation, which can provide fuller lips and a more defined lip line. This is done with special dermal fillers fabricated for use on these delicate areas.

### Muscular Tension Headache

Botulinum toxin is a medication that is used to help in reducing contractions of specific muscles. When injected into targeted areas of the face and jaw, it can help in reducing problems such as tension headaches caused by the muscles. It can also be used to relieve concerns such as bruxism, which is often apparent in patients with TMJ/TMD concerns.

The team of Portmore Dental is committed to helping others in improving not only their dental health but their overall appearance to provide the confidence they need to go about their life and enjoy the benefits of beauty.

### Dermal Fillers

Dermal fillers continue to grow in popularity as more people seek ways to reduce the signs of aging. They are frequently called liquid facelifts because they provide many of the effects of a surgical facelift at less cost and without the pain and recovery period. Additionally, because the purpose of fillers is to return the skin to its youthful fullness, they provide more natural looking results than a surgical facelift.

Over time, gravity, sun, age, hormonal changes, lifestyle choices, and environmental toxins take their toll on the skin. Lines develop on the forehead, wrinkles form around the mouth, crow's feet develop around the eyes, the lips thin and wilt and the cheeks become sunken.



# HYGIENE SPA MENU

At Portmore, we believe that the cornerstones of a beautiful & healthy smile are the gums and tissues that support and frame your teeth. We have developed our dedicated Hygiene Spa to offer an exciting range of treatments & services tailored to individual needs.

Good oral hygiene helps you to avoid the embarrassment of bad breath, missing or unsightly teeth, ensures that your speech and ability to chew properly aren't affected, and prolongs the life of your teeth.

Good hygiene techniques are the foundation for a lifetime of optimal oral health, without them, the best Cosmetic or Implant Dentistry can fail. We believe that by ensuring the foundations are as healthy as possible means that you will have a beautiful smile for years to come. The small investment you make for our Hygiene Spa is an invaluable and crucial part of your ongoing dental health.

The benefits of our approach include:

- Optimal health
- Pain-free teeth and gums
- An attractive smile
- Reduced dental costs
- Easy home maintenance



Our Hygiene and therapy team are a great source of information. They can provide training on the correct way to brush your teeth, how to floss effectively, how to use interdental cleaners, toothbrush care, hygiene aids that may be helpful, how much and what type of toothpaste to use, and much more. If you have dental care questions – ask your hygienist or therapist.

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## Diamond Shine

£49

Designed to remove stain and create a whiter, glossier smile

If you have an important meeting or interview, are going on holiday or simply want to look great for the weekend then the Diamond Shine session is designed for you!

This purely cosmetic treatment uses our 'Airflow' system which delivers micro-crystals to your enamel at high pressure to remove ugly staining quickly and effectively.

This simple, yet effective treatment will leave you oozing confidence, with a Diamond Shine goody bag containing everything you need to stay white for your important event!

## Regular Refresh

£60

Our Regular Refresh package is designed for clients who value their oral health by regularly attending our Hygiene suite.

By opting for this package every 6 months clients can be assured that they will be supported to maintain healthy teeth and gums. The aim is for fresh breath and a healthy, sparkly & stain free smile.

## Regular Refresh and Shine

£90

Designed for those clients wanting to upgrade their regular refresh to Diamond level! Leaving your teeth & mouth feeling completely revitalised!

## Fresh and White

£199

The deluxe Fresh and White package is designed as an investment in your long-term oral health. Personalised dietary and oral hygiene recommendations, along with a range of products (including a Sonicare toothbrush) to support you in maintaining a healthy mouth for life.

## VIP Fresh and White

£499

Why not upgrade your Fresh & White package to include in-house ZOOM whitening!

Treat yourself to instantly whiter teeth - because you're worth it!

## Straighter Smile Polish

£65

No matter which stage of your orthodontic treatment, we will tailor your appointment to suit your needs, before, during or after your braces. Allowing you a healthy, fresh mouth whilst waiting for your straighter smile!

# ABOUT YOU

Please complete BOTH SIDES of this form and bring it with you to your consultation

Full Name:

Address:

Date of Birth:

Postcode:

Phone (day):

Phone (evening):

Mobile Phone:

Email:

Occupation:

How did you hear about us?

Word of mouth

Facebook/Twitter

Recommended by a friend/family

Website

Local Press

Referred by a dentist

Other, please specify:

Have you left another practice in order to come here?

Yes/No

Which of the following statements best describes your feelings about visiting the dentist?

*I feel*

relaxed

little anxious

very anxious and nervous

Are there any dental procedures which you are particularly anxious about?

Please list your current medication

# MEDICAL HISTORY

YES

NO

Are you taking any medication at present?

Do you have or have you ever had high blood pressure?

Do you or have you experienced chest pain upon exertion? (Angina Pectoris)

Have you ever had a heart attack? (last 6 months, or ongoing care?)

Have you ever had any operations on your heart or experienced any heart problems?

Do you have a tendency to bleed after an injury or surgery?

Do you take regular medication that thins the blood? (Warfarin or Aspirin?)

Do you have epilepsy? Do you have a recognisable 'aura'?

Do you have or have you ever had any lung problems?

Do you suffer with shortness of breath?

Do you have problems lying flat? Do you require more than 2 pillows at night?

Do you suffer with asthma or any sinus problems?

Do you require an inhaler? Have you taken your inhaler today?

Do you have or have you ever suffered from diabetes? Do you require insulin?

Do you suffer from liver disease? Do you have kidney disease?

Have you ever had any problems with local anaesthetics sedation or general anaesthetics?

Are you suffering from or have you ever suffered from an infectious disease?

Do you have a problem with fainting?

Are you pregnant or trying to conceive?

Do you have any allergies to medication?

Do you have any other allergies?

Do you take any recreational drugs?

Do you drink alcohol?

How many units?

Do you suffer with shortness of breath?

Do you smoke?

How many cigarettes per day?

We recommend that our patients join our monthly payment membership scheme to receive discounts off treatment and to spread the cost of their routine care; would you like to receive details of our dental care plan?

YES

NO

Name

Date

Signed

# TERMS & CONDITIONS OF SERVICE

Portmore Dental Practice is a private practice. For additional information, photographs of cases and to meet the team, you can visit our website [www.portmoredental.co.uk](http://www.portmoredental.co.uk).

## OPENING HOURS

**Mon, Wed, Thursday**  
8am - 5pm

**Tues**  
8am-7pm

**Friday**  
8am - 12.30pm



We have ample parking available at the back of the practice.

Roadway House, 35 Monument Hill, Weybridge, Surrey, KT13 8RN  
T: 01932 807 842 [reception@portmoredental.co.uk](mailto:reception@portmoredental.co.uk)

## FEES

Examination from	£28
Hygienist visit from	£60
'New Patient' examination To include x-rays and follow-up discussion appointment	from £46
Implant Consultation To include all x-rays and follow-up discussion appointment	£275
Tooth coloured white fillings	from £125
Crowns	from £700
Root canal treatments	from £555
Home tooth whitening	£199
ZOOM Tooth whitening	£399

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## PAYMENT

Fees for routine treatment are payable on the day. We will provide all patients with an estimate for routine treatment and/ or a Payment Schedule for larger courses of treatment. We will always inform you of changes to treatment and/or cost.

We accept payment by cash, credit card or cheques. The practice offers a 0% finance facility. Should you wish to make use of this service, please speak to the Treatment Coordinator. If you choose this option, we ask that finance is in place before treatment commences.

### Our promises to you

We promise to ensure that you receive the highest level of dental care possible at all times

We promise to make your visits to Portmore relaxing, enjoyable and stress-free.

We promise to ensure that you receive written estimates for all proposed treatment prior to your appointments.

We promise to treat you with kindness & respect.

We promise to listen and to provide treatment according to your needs & requirements

### Patients can help the practice by;

Attending for appointments on time and giving 48 hours notification of cancellation wherever possible

Attending the practice regularly and adhering to the professional advice given

Providing us with honest and appropriate feedback on our services.

Joining our membership scheme and paying fees promptly.

Behaving in a courteous and friendly manner.

Our team take patient health, safety and wellbeing extremely seriously. If you have a complaint about our services, please ask the team for a copy of the 'Complaints Procedure'. We appreciate patient feedback on our services as this enables us to tailor the care we provide to suit individual needs & requirements.

### Cancellations/missed appointments:

The practice will confirm your appointments via an automated reminder system. Please ensure you have given us your up to date contact details. We ask for a minimum of 48 hours notice for cancelled appointments where possible. Missed appointments or those cancelled with insufficient notice may be subject to a charge at the discretion of the Practice Manager

## EMERGENCY ARRANGEMENTS

An out-of-hours emergency service is available for registered patients. This service operates between 10am and 5pm on weekends and bank holidays. The call-out charge for this service is £100, plus the cost of the specific treatment. Call 01932 855011