

The urban edge

A look at one practice's journey into digital dentistry.



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Artificial intelligence (AI) is transforming dentistry. While concerns about data protection, ethics and inclusion remain crucial, the integration of AI into clinics can benefit both patients and a business's bottom line.

Savona Dental opened its doors in November 2025. Situated in the lively urban centre of Canary Wharf, it is built on a strong ethos of delivering a digital dental experience characterised by authentic patient-centred care.

Led by award-winning dentist Parneet Sehmi and his wife, Chanpreet Kalsi, a qualified sedationist, the couple have more than 40 years of combined clinical experience. Having established Hermes London Dental Clinic, transforming it from a low-profit practice into a five-star clinic

in Pimlico within the City of London, their goal with Savona was to expand their vision eastwards to meet the rising demands of busy Londoners in and around the E14 postcode.

This time, however, they established a strong brand from the very beginning. Parneet explains, "Turning Hermes London Dental Clinic from an underperformer into a successful, beloved clinic took a lot of blood, sweat and tears. This time around, we had the rare opportunity to build something entirely our own and exactly as we envisioned it. The new space allowed us to design every detail from scratch, including the technology and layout, as well as the patient experience."

After many years of growth and experience, opening a second clinic

felt like the natural next step, but the motivation was deeply personal; their choice of location was as much about where their hearts lie as it was about targeting the ideal demographic.

Chanpreet says, "We have lived in the area for more than 20 years. Our children attend school on the Isle of Dogs, and we are closely integrated into the long-established residential community there. Canary Wharf isn't just a business district to us; it is home. Choosing Canary Wharf was our way of bringing the standard of dentistry we are known for into the heart of the area that has shaped our lives. We wanted to create a clinic for the community we love, a modern, high-quality practice that reflects its diversity and spirit and a place we have proudly called home for two decades. We have watched it

grow and evolve, and have been part of the community every step of the way. The area has transformed dramatically, and we see this evolution as an exciting opportunity rather than a challenge.”

Designed and built from scratch in a commercial unit at the foot of the 56-floor luxury Harcourt Tower in South Quay Plaza, the clinic is a calming oasis in a now-vibrant part of the city. In a continuously revitalised area where office and residential spaces are developing, patients can immediately experience a sense of calm away from the hustle and bustle.

But the project was not without its challenges or happenstance. Parneet explains, “We were determined to preserve the unit’s incredible natural light. From the moment we first viewed the space, we knew its brightness and openness were essential to the calming, modern environment we wanted to create. However, maintaining that natural light meant pushing back against several proposed layouts that would have compromised it. We worked tirelessly with the builders and design teams, and there were many moments where it would have been easier to compromise, but we knew how transformative the right atmosphere can be in a clinical setting. The idea was to bring the outside in, using natural materials and a clean, open aesthetic that feels connected to the surroundings rather than shut off from them. The glass frontage allows the clinic to be filled with light, while the warm wood panelling adds a sense of softness and tranquillity.

“Halfway through the build, our landlords, Berkeley Homes, planted beautiful gardens and trees directly outside the clinic. It was wholly unexpected but perfectly aligned with the look and feel we were creating. Their landscaping enhanced the inside-outside connection further, and the greenery outside the windows has become one of the features that make the space feel serene and unique. The final result is a space that feels open, uplifting and beautifully lit throughout the day, and it has become one of the features patients comment on the most. It was worth every challenge to achieve the environment we believed in.”

The finest dental experiences go beyond just aesthetic appeal and



exceptional clinical dentistry. For practice owners who are digitalising their operational systems and incorporating AI, the benefits are evident – both in terms of a return on investment and patient satisfaction.

The couple’s investment in the clinic’s digital technologies, and AI in particular, introduces a new dimension. Capitalising on the ongoing revolution that is shaping dental care, it is elevating the patient journey.

Parneet adds, “We designed Savona Dental to be a fully digital, future-focused clinic, and wanted to launch with smarter workflows, seamless integrations and an elevated patient experience from day one. We use the iTero Lumina scanner because it delivers incredibly accurate, high-resolution digital

impressions in seconds. Our practice management software, CareStack Dental, streamlines all clinical and administrative workflows in a single integrated system. From digital forms and scheduling to clinical notes and patient communication, everything is connected, efficient and secure. We also invested in a CT scanner with OPG capability, giving us advanced 3D imaging on-site. This means we can diagnose with greater precision, plan implants and complex treatments more safely, and provide faster answers without referring patients elsewhere.

“Finally, our AI-integrated phone system helps us deliver a smoother front-of-house experience. It triages calls, manages high volumes and ensures patients receive timely responses, even during busy periods.”