

22nd August 2021

Greetings to all of you,

I believe it is a good time to write to you as we are approaching almost 5 years since I took over the practice as a new manager and the principal dentist. It has also been almost 15 months since we resumed all our dental services after the start of the pandemic.

Your input and support throughout all this time to all the team has been overwhelming, and I never thought that I would have had the chance to bond so much with most of my patients, even if I wished for that to happen. We still live in strange times, and I believe that most of us have managed and adapted reasonably well.

The team has worked hard to rise to the high expectations that we set at the practice. We continue to miss, Julie, Elaine and Chris following their retirements; but, they continue to keep in contact with us. They either drop by to see how we are or even to take a lab work to the post office in order to spare us a few more minutes for our lunch. I am so proud of what the team has achieved over the last 5 years.

Some of you will have met Mr Rob Cope and the implant coordinator/ nurse, Jenni Harris, who works alongside him. They have been working at the practice for the past 4 years, and they are involved in more complex oral surgery and dental implant work in our practice. You may have also come across our locum dentist, Dr Anum Noor, who is working at the practice to see our emergency patients when I am on annual leave; I was pleased to hear and read your very positive feedback.

Last, but not least, most of you have met our hygienist, Mrs Erika Oliveira, who took over from Mrs Nikki Connell in April 2019. Erika has opened more hours in the practice and has supported me to monitor patients more regularly according to their treatment needs. Erika was also happy to continue with periodontal therapy without the use of the Ultrasonics in order to minimise the risk of Aerosol Exposures, and yet provide treatment according to the guidelines and legislation. However, this does introduce a higher risk of repetitive strain injury, so we are all looking forward to when Ultrasonics will be reintroduced more regularly during the hygiene phase treatment.

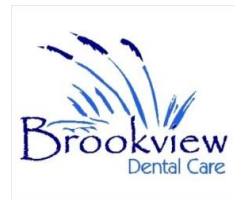
This month was supposed to be a milestone at the practice to see how our policies and procedures may change at the practice. It is highly possible that we continue to have similar policies in place until the end of 2022. We are expecting to stop using the gowns at some point, but the respirators are expected to remain. As our daily risk assessments continue in the practice, you will be advised when you can come to the waiting room and sit, and of course we will keep you up to date with any changes. Whilst the use of masks in shops, restaurants and most of your everyday life is not mandatory, in all Health settings including dental practices, masks are still required. Policies and procedures will always be strict in these settings.

You may know that I have been working at a vaccination centre in Nottingham since January, but I have now taken a short break from this as part of my annual leave. We are all awaiting guidance on the vaccination booster programme, and it is likely that I'll restart that work at some point in the coming weeks.

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Let's hope that the new Covid-19 variants arising are evolving slowly, and the double vaccination continues to give us the protection that we need for a stronger and, even more positive future. It certainly appears to feel like we have just started to live with the virus, and continue with our everyday life.

Once again, I do want to thank you for allowing us to change appointments and reschedule them in order to fit everyone in and ensure that our risk assessments are being followed and remain robust; you have helped us tremendously.

I do wish you and your families well and please do not hesitate to contact the team if you have any concerns, or if there is anything else that we can do for you.

I do hope that during the next 5 and 10 years the practice continues to provide you all with the care and satisfaction that you've come to expect from us.

Dr Niki Kitsiou and the Team

The telephone numbers in an emergency or if you require advice, are as follows:

- **During office hours:** Call the main practice number **01509 856 041**

- **Out of office hours:** Call the relevant number below:
 - Private patients should call **01845 469299**
 - NHS patients should call **111**

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