



To all our patients

I would like to thank all our patients for your understanding and your good words during the last few weeks. It has been a difficult time for everyone, and we have continued to provide a full service for as long as we could.

In the wake of the ever-changing guidance regarding the coronavirus (COVID-19), it has become necessary to take additional steps to protect our patients and staff by temporarily reducing the amount of routine dental services that we currently provide.

We will continue to operate an emergency dental service for our registered patients in pain, or those that have dental swelling, excessive bleeding or trauma; in some cases we may have to attend for certain restorations, especially, if they cause trauma or, if they affect the appearance of the upper front teeth.

If you would like to make, re-arrange or cancel appointments ring the practice on 01509 856 041, leave a message and your call will be returned as soon as possible.

If you are contacting the practice with a dental emergency, or if you would like dental advice during office hours ring 07533 765 841.

OUT OF OFFICE HOURS

If you have a dental emergency out of office hours call the numbers below:

- Denplan and private patients should call 01845 469299
- NHS patients should call 111

Information for patients with appointments in April

If you have an appointment at the practice before the end of April, this appointment will be cancelled automatically. We are currently working through all the April appointments and re-arranging them for late June or July. Appointments will be arranged automatically for a similar day/time as the previous appointment and a notification of the new appointment will be sent to you either by email, text or letter. If the appointment is not suitable then contact us to rearrange. Due to the high level of calls we have been receiving and are likely to receive for rearranging appointments we would prefer for you to contact us by email on contactus@brookviewdentalcare.co.uk if this is possible. If not, then call 01509 856 041, leave a message and we will call you back to rearrange.

Decisions will be made about appointments from May onwards in the coming weeks, and we will contact patients accordingly.

We do look forward to a time when we can offer our full services again, and wish everyone all the best at this difficult time. Stay safe.

Kind regards

Dr Niki Kitsiou

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Email: contactus@brookviewdentalcare.co.uk

Web: www.brookviewdentalcare.co.uk