



19<sup>th</sup> July 2020

To all our patients,

I hope this communication finds you in good spirits. I have been made aware, with some of the communications received by you, that you have had some very difficult situations in the last 3 months, and I do sincerely hope that you and your families get stronger day by day, emotionally, mentally and physically.

I have taken the decision to write this letter as we are entering our seventh week since resuming face to face dentistry. Both routine, and emergency face to face care have been offered at the practice since the 8<sup>th</sup> June. When a patient is attending for a treatment, assessment or an emergency, we are trying to also perform a routine check-up and screen for oral cancer. The hygienist is supporting me in this role, and if she notices any dental concerns she will bring them to my attention immediately.

I would like to thank you so much for the positive support and comments we have received, either by text, email or face to face, during the past 3 months, and especially the past 6 weeks. The team has not stopped thinking, reflecting and adjusting to your needs, and the practice's needs, through all the difficulties that have come our way. Your comments have been very reassuring, and they gave us a great deal of strength when we needed it the most. Some members of the team arrive in the premises at 6:45am in the mornings, and stay late in the evenings and lock the Health Centre to organise the appointments, and ensure the smooth running of the practice.

I would also particularly like to thank those patients who arrived at their rescheduled appointments, and who offered their appointment times to cover the more urgent needs of others. Also, thank you so much for adopting the changes at the practice whilst you attend. At this point, I would like to mention that we have had a small number of appointments missed, or cancelled at very short notice. We do appreciate that situations can change rapidly under the current environment, but please do understand that a new appointment required cannot be rescheduled easily.

Autumn will bring new beginnings with all schools, universities, libraries and businesses trying to continue with the increasing responsibilities in these extraordinary times. This will provide a bigger challenge to us all to ensure that we stay safe and continue with our everyday lives. Please continue to inform us if any particular circumstances have arisen, which could affect the smooth running of the practice. We have a number of patients who do not have access to email, but we are exploring the possibility to enable you to electronically fill in some necessary forms prior to your appointment; watch this space.

Tel: 01509 856 041

Email: [contactus@brookviewdentalcare.co.uk](mailto:contactus@brookviewdentalcare.co.uk)

Web: [www.brookviewdentalcare.co.uk](http://www.brookviewdentalcare.co.uk)

As the practice is part of the South Nottingham Emergency Scheme, all patients registered outside the NHS, have full access to advice and care during evening hours, weekends and bank holidays. During office hours, the practice will always offer advice, either by phone or email to all registered patients.

In the meantime, the good weather and the resumption of some flights may have caught your interest to change the scenery, even for a short period of time. Whether you are travelling within the UK or abroad, I wish you safe travels and a well-deserved break. I cannot wait to hear of holiday stories; hopefully not as stressful and adventurous as the pre-lockdown stories of people trying to get back to the country.

Have a great summer, and I hope to see you all in the coming months.

Do not hesitate to contact me should you require any further information.

My very best wishes to all of you and your families

Dr Niki Kitsiou and the Team

#### **Telephone numbers in the case of a dental emergency**

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**

Tel: 01509 856 041

Email: [contactus@brookviewdentalcare.co.uk](mailto:contactus@brookviewdentalcare.co.uk)

Web: [www.brookviewdentalcare.co.uk](http://www.brookviewdentalcare.co.uk)