



27<sup>th</sup> October 2020

To all our patients,

It has almost been five months since we resumed our full services, both routine and emergency. I am taking this opportunity to write to you, in view of the current situation, where the Borough of Rushcliffe, along with three other local areas are about to enter Tier 3 of the COVID-19 Alert Level.

Whilst we are reviewing the new way of working constantly, and still receiving updated guidance from different bodies, we are pleased to announce that we have not had to change any of our operating procedures and policies since we resumed on the 8<sup>th</sup> of June. Our dedicated team has worked extremely hard to offer convenient and prompt appointments to all our patients.

Furthermore, entering Tier 3 does not bring any changes to the way we have been working, and the patient journey at the practice, along with the services that we offer, will remain the same. That said, we have been tweaking our 'Guide to Attending during the Pandemic', and for the latest version please visit the website or use the links in the appointment reminder emails that we send out.

In an attempt not to increase the amount of plastic waste created in the surgery, we have continued to mainly use reusable fluid repellent gowns, and you'll find us either in an olive green gown or a yellow one. We seem to receive more positive comments for the yellow gowns, which go well with the blue head covers, shoe covers and our navy scrubs; they are proving to be also our favourites.

It has been an absolute delight to see all the different face coverings that you have; the different colours, designs, fabrics and stories behind them have been great. I suppose, one regret I have is that we haven't taken photographs of all the different designs to create a collage for display. Perhaps you could take a close-up head photograph of you wearing your mask, email them to the practice and we could create a display.

I would like to thank you once again for the positive support and comments we have received during the last 5 months. It has been a challenging time for all, but these comments have really helped.

My very best wishes to all of you and your families

Dr Niki Kitsiou and the Team

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### **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)