

7th December 2021

Greetings to all of you,

We are almost a week into December, and I am sure that the run-up to Christmas has started for many of you, and the next few weeks will go fast. Another year will come to an end, and I felt that now was a great opportunity to get in touch with you again.

I want to thank you all for the support, messages, emails, comments and gifts that we have received throughout the last 5 years in the practice; especially, since the COVID-19 pandemic started. Thank you so much for asking the team how we have all been throughout the process. I can answer on everyone's behalf that we are all well and we continue to work hard as many of you are also doing. Over the past year we have heard that approximately 950 dentists have left the profession and thousands of dental nurses have changed roles within the sector. Many dental teams did not come back together in some establishments to provide the care as they did pre-COVID. As a team, we are proud of what we've achieved, particularly during the last 18 months.

At present, the World is making its way through the Greek Alphabet in naming the COVID-19 variants, and, we are hoping that the Omicron variant is not going to prove too tricky. I have now officially stopped working at the vaccination centres over the weekends. Some of the larger centres in Nottinghamshire did close in the middle of October and depending on the developments of the pandemic this may of course change again. We will continue to tweak the policies and procedures in the practice and follow all the relevant legislation during the winter months with respect to COVID-19. When you attend the practice a link to the guide to attending will continue to be sent out in advance so you all know what to expect. Equally, when you arrive at the practice the team will always assist and guide you.

I last wrote to you on the 22nd August 2021 when there had been some changes around wearing face coverings in the community and face masks were not mandatory to be worn. However, anyone attending a healthcare setting was still required to wear a face covering, and we believe that this will be the case for the foreseeable future. I would also like to reiterate that you must always inform us if one of your household members is tested positive for COVID-19, and unfortunately, if this is the case, then you cannot attend the practice. However, in a true dental emergency, certain policies and procedures are in place, and please be assured that should you require emergency dental treatment, you will be able to attend the practice. Please do continue to fill in the forms online prior to attending the practice, and do inform us of any dental problems or illnesses that you or any member of your household may have, in order for us to plan your appointments and manage the environment in a safe way. Overall, this approach has been successful thanks to everyone's input.

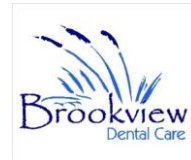
Thank you all again for allowing us to change your appointments depending on risk assessments on the day, and the team is particularly thankful to those who give plenty of notice to cancel their appointments; rather than just not attending them. This allows the team to manoeuvre the bookings and assist with patient treatment needs.

In April 2020, I first mentioned that the practice was exploring the opportunity to be involved in a research project across England and Scotland. The study is being conducted by the Universities of Dundee, Aberdeen, Glasgow, King's College London and Sheffield. The concept is based on developments and further evidence for minimally invasive dentistry. In early September 2021 we were given the green light to start accepting patients for the study. Currently there are 23 practices in the UK that have reached this status and we are one of them. Some of you will be welcomed to

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participate in this study, and we will give you the relevant information at the time. If you are asked to participate, it is not mandatory, and do feel free to opt out. You will still receive your dental treatment as required. The study is called the **Selective Caries Removal in Permanent Teeth (SCRiPT)** and more details can be found by visiting

<https://w3.abdn.ac.uk/huru/SCRIPT/Public/Public/index.cshtml#> .

In October 2021 we had the Denplan Excel Peer Review and I'm pleased to announce that the practice has been recertified as a Denplan Excel Practice. During the review, the practice was independently assessed and complied with the principles and practice of clinical governance. The next recertification review will take place in 2023.

We are now in the process of modernising Surgery 2. The cabinetry will remain the same but you will notice a new dental chair and a new mobile x-ray unit by February 2022.

There will be some changes in the team at Brookview Dental Care in January 2022. Erika, our hygienist will be leaving the practice as she is relocating nearer her home. Erika will have been at the practice for almost 3 years, and she has supported us and the patients fully during the pandemic. We wish her all the best in the future. Bethany will be Erika's successor, and she has a double qualification as a Dental Hygienist and a Dental Therapist. We are looking forward to welcoming Bethany to the practice. Some of you may see both Erika and Bethany at the surgery in January working together, in order to enable the smooth handover of patients from one clinician to another. Bethany will be assisted by Julie, who will also be joining the practice in the New Year. Julie qualified as a dental nurse in 1992 and has qualifications in Radiography and Fluoride Application. Julie is taking over from Melissa, who has decided to follow a different career pathway.

May I take the opportunity to thank you once again for all the support that you have given the team. We wish you all, and your families, a very safe and peaceful Christmas, and we are looking forward to seeing you all in the New Year. Please make a note of the details below when contacting the practice during the festive season.

Our very best wishes,

Dr Niki Kitsiou and the Team

Christmas 2021:

The contact details for emergencies during our normal opening hours are as follows:

- Friday 24th December: **8am to 2pm**
- Monday 27th December: **Closed (see out of hours)**
- Tuesday 28th December: **Closed (see out of hours)**
- Wednesday 29th December: **Emergency Line only** between 9am and 5pm: **0753 376 5841**
- Thursday 30th December: **Emergency Line only** between 9am and 5pm: **0753 376 5841**
- Friday 31st December: **Emergency Line only** between 9am and 4pm: **0753 376 5841**
- Monday 3rd January: **Closed (see out of hours)**

Contact details for out of hours emergencies

- Private patients should call **01845 469299**
- NHS patients should call **111**

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