

27th November 2022

Greetings to all our patients,

With only four weeks until Christmas Day, I felt that this is a good time to write to you as the run up to Christmas can be very busy.

There are long and dark nights now, but as the festive season lights will start to glow, hopefully, the fun and joy and excitement the festive season brings can make smiley faces. This Christmas will be the first Christmas in three years that it will be possible to get together with friends and families and loved ones, without major restrictions. We also at Brookview Dental Care are looking forward to get together outside the premises and celebrate our hard work and achievements.

As you may already know, our equipment servicing, peer reviews, clinical audits and professional training are ongoing and the small break from Christmas to New Year will assist us to reflect and modify our policies and procedures. One policy that will not change is our policy on risk assessing all patients on entering the premises which we feel has had a huge benefit to all the patients and ourselves. The policy on wearing masks at the practice will remain; particularly during the winter months. This is due to the small waiting area at the practice and to support the safety of our vulnerable patients.

The team couldn't be more grateful to all our patients who gave us plenty of notice with their ill-health and other commitments and assisted us in making the risk assessments of the day successful and complete. I would also like to reiterate that if you aren't able to attend an appointment, then contact the practice as soon as you can, as repeated short notice cancellations and missed appointments create a clinical time loss and results in a delay of treatment for all patients.

I have now been the Principal Dentist and Manager of Brookview Dental Care for over six years and with the arrival of two fellow Dentists, Dr Anum Noor and Dr Frazer Wanstall, I am very proud of what the practice has achieved. Year on year, we have always seen increases in running costs at the practice, but this year in particular, the increases have been exacerbated by the War in the Ukraine, the COVID-19 pandemic and major political events. There will be a price increase of 4% - 5% and the new prices will take effect from January 2023, and they will be provided for you in the treatment estimates that you receive.

In December, we'll sadly say goodbye to our amazing Hygienist/ Therapist Bethany Wood, who is migrating to the USA with her fiancé. We wish them both all the best and success that they deserve. Bethany's excellent work will be continued and supported by Laura Adams who most of you will be meeting in the new year.

Laura Adams

Laura joined the dental industry as a dental nurse in 2008. In 2014 she relocated to Bristol to study dental hygiene where she developed her passion for providing oral hygiene advice and excellent patient care. Laura particularly enjoys supporting patients who are nervous about visiting the dentist.

When she isn't in the surgery, Laura is a tutor for dental nurses helping them to qualify.

Outside of work Laura enjoys spending time with her young family.

Tel: 01509 856 041

Email: contactus@brookviewdentalcare.co.uk

Web: www.brookviewdentalcare.co.uk

May I take now the opportunity to thank you once again for all the support and help that you have given the team during the past year. We wish you all, and your families, a very safe and peaceful Christmas, and we are looking forward to seeing you in the New Year.

Please make a note of the details below when contacting the practice during the festive season.

Dr Niki Kitsiou and the Team

Tel: 01509 856 041

Christmas 2022

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

- Friday 23rd December: **8am to 4pm**
- Monday 26th December: **Closed/ Bank Holiday (see out of hours below)**
- Tuesday 27th December: **Closed/ Bank Holiday (see out of hours below)**
- Wednesday 28th December: **Emergency Line** between 9am and 5pm: **0753 376 5841** and out of hours see below
- Thursday 29th December: **Emergency Line** between 9am and 5pm: **0753 376 5841** and out of hours see below
- Friday 30th December: **Emergency Line** between 9am and 4pm: **0753 376 5841** and out of hours see below
- Monday 2nd January: **Closed/ Bank Holiday (see out of hours below)**
- Tuesday 3rd January: **9am to 4pm**

Contact details for out of hours emergencies

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

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