



15<sup>th</sup> June 2023

**To all our patients,**

Greetings to you all.

I hope you are well and are enjoying the weather we are having; I cannot believe that it is summertime already. Many of you are going to be taking holidays in the next few months. I wish you all a good summer.

This is a short letter to provide you with the latest news from the practice.

**Fire Compartmentation Works**

Following our previous website message two weeks ago, the fire compartmentation work has gone well and is coming to an end; thank you for your understanding whilst the work was happening. There is still some remedial work but this should not cause any disruption.

**Recent Survey and Reviews**

An email was sent out just over a month ago, with a link to an online patient satisfaction survey Denplan was running for Brookview Dental Care prior to a Denplan Excel inspection that is due to take place at the end of this month; the survey was open to all patients at the practice. We are overwhelmed and proud at the results of the survey. For those who were able to take the time to respond, I want to personally thank you, and if you wish to read the comments then please use the links below:

- [What do you like best about your dental practice?](#)
- [And please tell us one thing which could be improved about your dental practice](#)

We are certainly vowing to keep providing the standard of care you all expect and please feel free to always provide feedback on the service you receive. Your feedback is very important to us for our ongoing audits and to improve our services. Your feedback can also be sent in by email on [contactus@brookviewdentalcare.co.uk](mailto:contactus@brookviewdentalcare.co.uk) or public reviews can be left through Google or Facebook.

- Google reviews can be left by clicking on <https://g.page/r/Cbo5qqcxOhaiEAg/review>
- Facebook reviews can be left by clicking on <https://www.facebook.com/brookviewdentalcare/reviews/>

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

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

## Work Experience

In 2018, Tara, who was a student taking her GCSEs at the time, attended the practice to do work experience for a week. She is now a Year 3 University student and is returning to do more work experience in July 2023 in our premises. Tara has written a brief paragraph about herself and we look forward to welcoming her back to the practice in July.



'I live in Kingston on Soar and I'm going into my third year at the University of Liverpool studying Biomedical Science. My hope is to study Dentistry after graduating from my current degree. I visited Brookview in 2018 for a week of work experience during my GCSEs. I enjoyed getting an idea of the general running of the practice and meeting patients. I felt very welcomed by the team and I am excited to return for a second time'

## Hygienist and Therapist Services

The hygienist services at the practice are continuing to go from strength to strength. From late August the team will be supported further by Laura Jones (GDC: 218589) who is a qualified Dental Hygienist and Dental Therapist. Laura will be able to assist the clinicians with certain treatments.



Laura began her career in dentistry as a dental nurse in 2010, after which she graduated with a BSc in Dental Hygiene and Therapy (Clinical Distinction) from the University of Birmingham in 2016. Since qualifying Laura has worked in general practice and for Community Dental Services where she developed skills such as providing inhalation sedation for anxious patients, performing preventative dentistry and being involved in epidemiology by examining dental school surveys.

As a Dental Therapist Laura will work alongside the other clinicians in the practice to treat periodontal disease and some aspects of general dentistry such as extractions of teeth for children, the taking of radiographs and the placement of fillings in both adults and children.

Outside of work Laura enjoys spending time with her family and friends; she especially enjoys long walks with her dog and young daughter.

## Contact details for out of hours emergencies

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

Once again, I would like to take the opportunity to thank you for your continued support and wish you all the best.

Kind regards

Dr Niki Kitsiou and the Team

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