



Greetings to all our patients,

I hope that you are all well and had a good summer. This is a short letter to inform you of our latest practice news and to bring to your attention some important dates coming up

At the end of this month it will be exactly ten-years since I became the practice owner; my goodness, time has flown by and I have loved every single minute of it. Perhaps, it's fair to say that there have been times I did not look very impressed though when equipment stopped working and challenged both the team and the engineers involved. We are always on new equipment and patient diagnoses tools.

You will notice some new faces in the practice now after the recent retirement of Louise and Linda along with Joanna's departure to join Community Dental Services.

Heather joined the practice in June 2026 as an experienced, qualified Dental Nurse:

Heather qualified as a dental nurse in 1995 and has post qualifications in management and oral health education. Heather is an experienced dental nurse and her roles in dentistry have including dental nurse trainer, head nurse, practice manager and most recently she was a mentor to newly qualified dental therapists and foundation dentists.

Heather loves building rapport with other team members and patients alike. She also enjoys being part of a patients journey and she prides herself on being empathetic, supportive, caring and professional.

Jessica joined the practice at the start of this month, September 2026, as an apprentice dental nurse:

Outside of work, Jess enjoys playing for her football team and spending time with friends and family. She loves travelling, exploring new places and going to music concerts.

Johanna is due to join the practice as a receptionist in October 2026; this will enable Jacqui and Stephen to focus more on their compliance and management duties at the practice.

Madeline has worked in the practice as our locum hygienist for almost 2 years, and, from the start of this month, she has taken on a more regular role covering the hygienist services on Tuesdays. You may also see her on occasional Thursdays when Laura is on annual leave. Erika will be assisting as a locum hygienist now on Tuesdays only when Maddy is on annual leave.

Maddy qualified as a dental hygienist from the Eastman dental school in London in 1996, graduating with the prestigious Nugents prize in recognition of her outstanding achievement that year.

With 30 years of experience, Maddy has worked in both private and community dental settings across London, Hertfordshire, Scotland and the East Midlands.

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Passionate about preventative dentistry and patient education, Maddy is committed to helping patients feel at ease while providing the highest standard of care in a caring gentle way.

Dates to remember:

- **8th October 2026:** the practice will be closed to enable the whole team to attend specialist face to face training on Autism and Learning Disabilities; 'Oliver McGowan Training'. Messages can be left on the practice voicemail for dental emergencies and we will be able to see you the following day.
- **3rd November 2026:** New electrical meters are being installed from 8:00am at the Health Centre. This will result in disruption to our phone lines and services prior to 10:00am. However, after 10:00am, the services will resume as normal.

I hope all the above is helpful to you. I will write to you again shortly before Christmas to confirm our opening hours during the festive season.

In the meantime, I do hope that we all cope with the darker mornings and evenings coming our way.

My very best wishes to all of you,

Dr Niki Kitsiou

Out of Hours Emergency Numbers

- Private patients should call 03301 759 995
- NHS patients should call 111

Reviews

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 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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