

PATIENT GUIDE

Your first visit: what happens

What we look at, what we ask, and what you leave with after a first appointment. · 30 Aug 2026

A first visit is a conversation and a look, not a commitment. We want to understand what you have noticed, what you would like to change, and what your teeth and jaws are doing right now. Most people leave knowing whether treatment makes sense, roughly what it would involve, and what happens next.

Before you arrive

If you have had x-rays taken by your dentist in the last year, ask them to send the images across, or bring them on your phone. It saves repeating them.

Write down anything you have wondered about: a tooth that sticks out, a bite that feels uneven, jaw clicking, a smile you would like wider. Small observations are useful.

In the room

1. We listen first

What bothers you, what you have noticed, what you hope for. This shapes everything that follows.

2. We look

Teeth, gums, how the top and bottom teeth meet, the jaw joints, the profile, and how everything works when you speak and swallow.

3. We explain what we see

What is happening, whether it is worth treating, and what the choices would be. You can ask anything.

4. We agree on the next step

That might be records, a growth check in a year, or simply nothing for now. There is no pressure either way.

What you leave with

A clear picture of what we found and the options that fit it. If treatment is a good idea, we will usually suggest a records appointment so we can plan properly (see the records guide). If it is better to wait, we will say so and tell you when to come back.

Good to know

- Bring a parent or support person if you would like one in the room.
- The visit takes around 30 to 45 minutes.
- Nothing is fitted or started at a first visit.

Common questions

Do I need a referral?

No. Your dentist may have suggested us, which is helpful, but you can book directly.

Is my child too young for a first look?

A first look around age seven to nine is common. Most children need nothing yet; a few benefit from early treatment, and it is easier to spot that early.