

## **WELCOME**

When you contact the practice for the first time, our friendly reception staff will explain to you that your initial consultation will take about 20 to 30 minutes with the dentist, and includes all the necessary basic radiographs, and will cost £50.00.

A suitable appointment will be arranged, and you will be asked to pay a deposit towards the examination fee which goes towards the cost of your initial assessment appointment.

At your first visit you will be required to complete a confidential medical history form (if you have not already done so). Your dentist will then make a thorough clinical examination listening to any problems or questions that you might have. Care is taken to make a careful note of any requests that you have. A treatment plan will then be formulated and discussed in detail with you there and then and you will be given a written treatment plan and estimate. However, if your case is particularly complex a further appointment may be required but at no additional cost to you.

At the end of this appointment you should be have a clear idea of any dental problems that you have and the options available to you. If you wish to proceed with this recommended treatment you will book all the necessary appointments and pay a small deposit towards your next appointment.

We operate an automated appointment reminder system either by voice to your normal land phone or text message to your mobile phone. You will need to decide at this first appointment. However, whichever method you choose it can be changed or cancelled at any time.