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Box 1: Quotes from the consultation observation relating to the decision to be made

Explicit need for decision	<p>“So the reason you are here today is really for us all to put our heads together to see what the best possible treatment for you is <i>to try and deal with those spaces</i>” [Dentist 6]</p> <p><i>“I think you just need to be armed with all the information, so you can make an informed decision with time”</i> [Dentist 5]</p>
More than one option	<p><i>“There’s different things that we can do to help you out so what we’re going to try to do is explain the different ways of doing it”</i> [CC03, Orthodontist]</p>
Preference-based decision	<p>“I think with you it could probably go either way but it just needs a bit more planning” [CC02, Orthodontist]</p> <p><i>“I don’t think one is better than the other.... Its more implications for you in the long term”</i> [CC03, Restorative Dentist]</p>
Complexity of decision	<p>“We struggle with concepts sometimes we find it complicated and we do this all the time, so please ask as many questions as <i>you’d like</i>” [CC05, Orthodontist]</p>