

# 5

## Health

- Who are the people?
- Where are they?
- What are they doing?



This unit is about health.  
You will learn how to:

### Listening and speaking

- ☐ Give personal information about yourself
- ☐ Understand questions and explain when you are ill
- ☐ Make an appointment with the doctor and dentist
- ☐ Ask for medicines at the chemist's

Sc/E1.3a, 4b; Lr/E1.4b

Sc/E1.3b, 4a; Lr/E1.1c, 2b

Sc/E2.2a, 3d; Sd/E1.1b; Lr/E1.2e, 5c

Sc/E1.2a; Sd/E1.1b; Lr/E1.1c, 2e, 3a, 5c

### Reading and writing

- ☐ Read and write information at the doctor's
- ☐ Know words for parts of the body
- ☐ Write appointments in a diary
- ☐ Read instructions on medicines

Rt/E1.1b; Rw/E1.1b, 2a, 3a; Wt/E1.1a

Rw/E1.1a; Ww/E1.1a, 1b, 1c

Wt/E1.1a

Rt/E1.1b

# Registering with a doctor

Filiz and her family are new to Birmingham. She goes to register with a doctor near her house.

## Activity A • At the doctor's

1 Who are the people in the picture?



2 The receptionist asks Filiz for information. Put the information in order. Listen. Write a number in the box.

First name	<input type="text"/>
Date of birth	<input type="text"/>
Family name	<input type="text" value="1"/>
Telephone number	<input type="text"/>
Address	<input type="text"/>
Nationality	<input type="text"/>

3 Your teacher will give you some cards. Match the words on the cards with the receptionist's questions.



4 Listen again and check your answers.

## Activity B • Giving personal information



Work in pairs. Your teacher will give you a form. Ask questions to complete it.

### Remember

- When you give the information, say names and numbers slowly and clearly.

# A doctor's surgery

## Activity A • Reading about a surgery

This is the leaflet about the Ashlea Surgery in Birmingham.

 **Ashlea Surgery**

### Services

- Well Man Clinic
- Well Woman Clinic
- Diabetic Clinic
- Asthma Clinic

### The team at the surgery

**Receptionist:** Annie Butler

**GPs:** Dr Leila Green,  
Dr Joseph Golden,  
Dr Solym Ahmed

**Nurse:** Sheila Thomas

**Number for appointments:**  
0121 987765

**EMERGENCY NUMBER:**  
0121 987764

### How to find us:

**Ashlea Surgery**



SMITHFIELD ROAD

PARK STREET

### SURGERY HOURS

Monday	8:00–4:00
Tuesday	8:00–4:00
Wednesday	8:00–6:30
Thursday	8:00–6:30
Friday	8:00–6:30
Saturday	9:00–11:30
Sunday	Closed



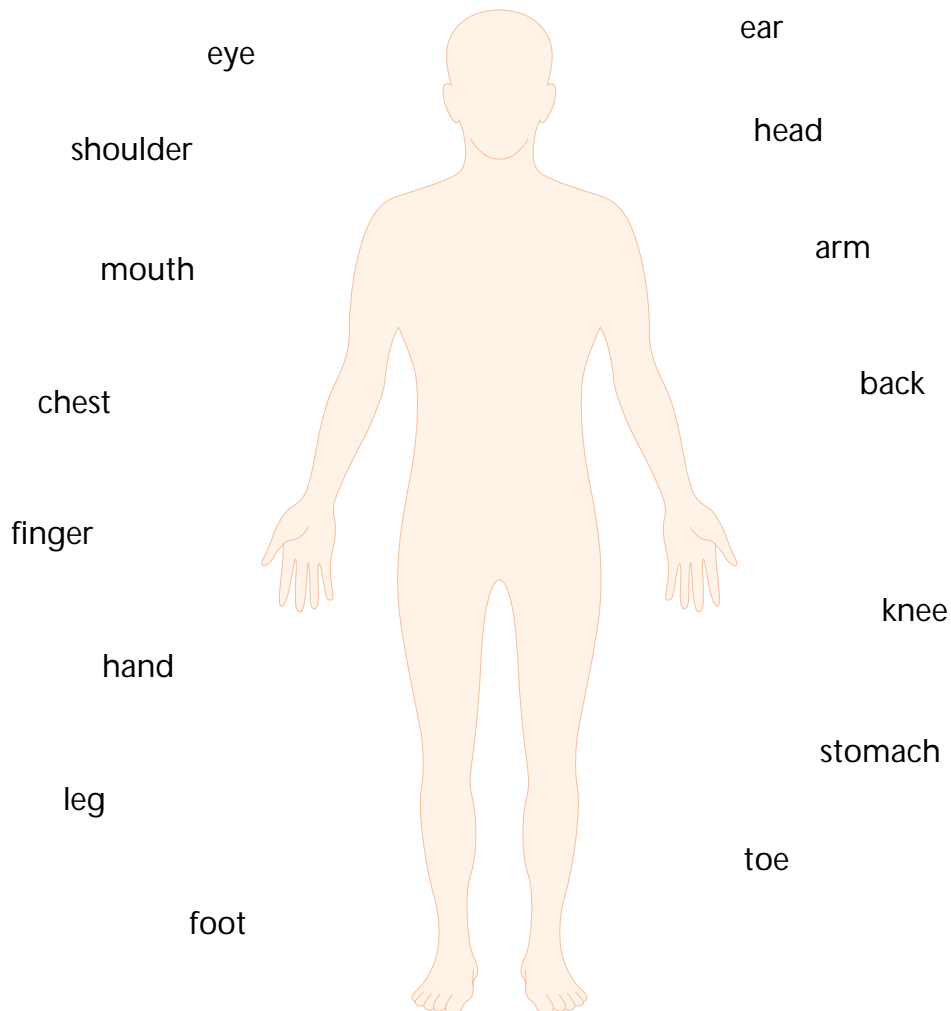
Work in pairs. Read the leaflet. Answer these questions.

- How many GPs are there at the surgery? 3
- What is the nurse's name? .....
- Which street is the surgery in? .....
- Which day is the surgery closed? .....
- What time does the surgery close on Wednesdays? .....
- What time is the first appointment on Saturdays? .....
- What is the number for appointments? .....

# The body

## Activity A • Words for parts of the body

1 Match the words and the parts of the body.



2 Write the plurals for these parts of the body.

ear .....

leg .....

foot .....

arm .....

finger .....

### Remember!



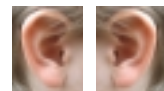
hand



hands



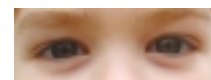
ear



ears



eye



eyes



foot



feet

# My health

## Activity A • What's the matter?

1 What's the matter with Gulay?

*I can't go to school today, Mum.  
I've got a sore throat.*



2 Look at these five people. What's the matter with them? Listen. Write the number of the conversation in the box.



Patrick



Tom



Florida



Harry

1



Jackie



3 Work in pairs. Look at the pictures. Ask about the people.

*What's the matter with .....?*

*He's got .....*

### Remember!

• When we speak we say:

*I've got a headache* = I have got

*She's got backache* = She has got

*He's got toothache* = He has got



# Appointments

## Activity A • Making an appointment

Filiz's daughter, Gulay, is ill. Filiz phones to make an appointment for Gulay.



1 Which doctor does Filiz ask for?

Dr Green ☐ Dr Golden ☐ Dr Ahmed ☐



2 When is the appointment? Tick the day and the time.

February	
Monday 17	<input type="checkbox"/>
Tuesday 18	<input type="checkbox"/>
Wednesday 19	<input type="checkbox"/>
Thursday 20	<input type="checkbox"/>
Friday 21	<input type="checkbox"/>
Saturday 22	<input type="checkbox"/>

09:00	<input type="checkbox"/>
-------	--------------------------

09:30	<input type="checkbox"/>
-------	--------------------------

09:15	<input type="checkbox"/>
-------	--------------------------

09:45	<input type="checkbox"/>
-------	--------------------------



3 Filiz is making an appointment for her husband at the dentist's. Listen to the conversation.

**Receptionist**

**Filiz**

Hello. West Street Dental Practice.

Hello. Can I make an appointment for my husband to see the dentist, please?

Yes, what's the name, please?

Ali Akpinar.

Can you spell that, please?

Yes, it's A-K-P-I-N-A-R. Ali Akpinar.

We've got an appointment on Friday evening.

On Friday evening. At what time?

It's at 6:30. Is that OK?

Yes, that's fine.



4 Work in pairs. Practise the conversation.

## Activity B • Writing appointments in a diary

Write the appointments for Gulay and Ali in Filiz's diary.



### February

Mon 17

Ali Home Office 12.30

Tue 18

Wed 19

Parents' evening Gulay's  
school 7:30

Thu 20

Fri 21

Sat 22

Sun 23

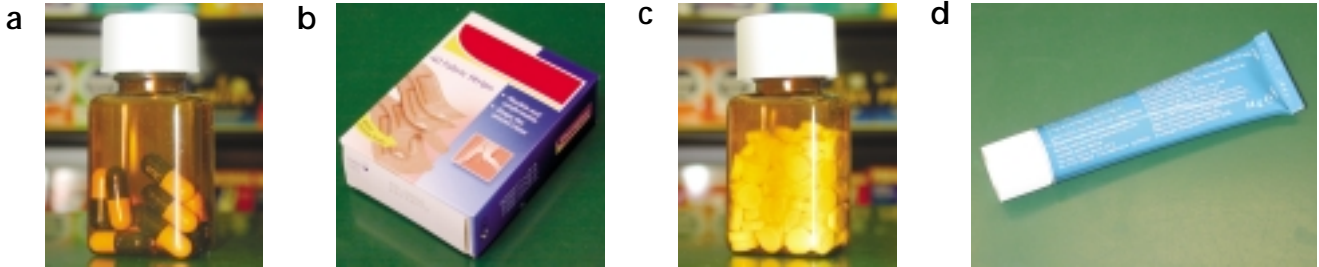
Yasar football training 9:30

# At the chemist's

## Activity A • Things you can buy at the chemist's

1 What are these things? Write the words under the pictures.

bottle   capsules   ointment   packet   plasters   tablets   tube



capsules

bottle



2 Filiz's son, Yasar, is ill.  
She goes to the chemist's.  
Listen. What does she buy?



3 Listen again and circle the correct words.

- a My son has got a cold / **flu**.
- b He's got earache / a temperature.
- c How much is it / are they?
- d Can I have a small / large bottle, please?



## Activity B • Asking for things

Work in pairs. Role play conversations at the chemist's.  
Your teacher will give you some cards.



# Medicine instructions

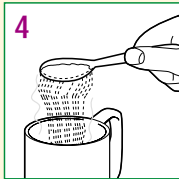
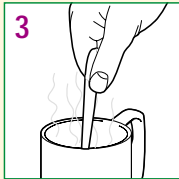
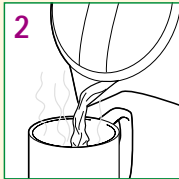
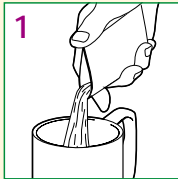
## Activity A • Reading instructions for taking medicine



- 1 Read the instructions for a medicine called Betterquick. What is the medicine for?

**Take *BETTERQUICK* for flu and colds**

**How to take:**



**How many to take: Adults and children 12 and over: 1 sachet every 4 hours**

**DO NOT GIVE TO CHILDREN UNDER 12**

- 2 Match the instructions and the pictures.

- a Stir well.
- b If you want, add sugar or honey to taste.
- c Open sachet of powder and pour it into mug.
- d Fill mug with hot water.

- 3 Can a six-year-old child take Betterquick?

## Activity B • Taking medicines



- 1 Listen to three people asking about medicines. Tick the correct answer.

- a 2 tablets 2 times a day ☐ 3 tablets 2 times a day ☐
- b 2 spoonfuls 3 times a day ☐ 2 spoonfuls 4 times a day ☐
- c after meals ☐ before meals ☐



- 2 Listen again and practise the questions.




- 3 Work in pairs. Role play conversations at the chemist's.

# Phone call to a college

Filiz is an ESOL student at Birmingham City College. Today she is ill. She can't go to college.




## Activity A • Phoning to say you're ill

-  1 Filiz telephones her college. Listen. What's the matter with her? Tick the box.

headache ☐

toothache ☐

backache ☐

-  2 Listen again. Match the questions and the answers.

a

*Hello. Birmingham City College. Can I help you?*

*Yes, it's W40356.*

b

*Sorry, can you spell your surname?*

*Yes. My name's Filiz Akpinar. I've got bad backache and I can't come to class this afternoon.*

c

*What class are you in?*

*Yes. A-K-P-I-N-A-R.*

d

*What's your teacher's name?*



*Maria Kelly.*

e

*Do you know your student number?*

*ESOL 4.*

## Activity B • Saying why you can't come to class

-  1 Practise the conversation in Activity A.
-  2 Work in pairs. You are ill. Phone your college and explain why you can't come to class.

### Remember!

- When we speak we use the short form.

*I'm ill* = I am ill

*He's ill* = He is ill

*I'm not well* = I am not well

*She isn't well* = She is not well

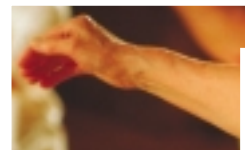
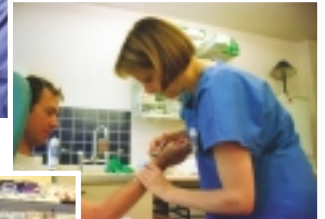


# Check it

## Activity A ● Health words

Look at the pictures and find the words.

s	e	a	r	a	c	h	e	v
x	h	t	b	c	h	s	p	m
n	n	u	r	s	e	k	f	h
y	r	b	k	s	m	w	c	p
q	d	e	n	t	i	s	t	y
r	o	v	b	m	s	n	l	p
n	c	w	d	b	t	x	f	f
m	t	c	k	t	z	l	j	e
t	o	o	t	h	a	c	h	e
b	r	n	l	p	r	f	h	t
c	r	t	n	f	m	s	v	n



## Activity B ● At the doctor's and the chemist's

Complete the sentences with the words in the box.

Can I have    How many    How much    I've got    ~~Can I make~~

- a Can I make an appointment to see the doctor?
- b ..... earache.
- c ..... tablets do I take?
- d ..... a packet of paracetamol?
- e ..... are they?



# Mini-projects

## Activity A ● Find a leaflet

Go to your local doctor's surgery and ask for a leaflet about the services.

## Activity B ● Your GP

Complete this information about your GP.

GP'S NAME: \_\_\_\_\_

ADDRESS: \_\_\_\_\_

PHONE NUMBER: \_\_\_\_\_ EMERGENCY NUMBER: \_\_\_\_\_

## Activity C ● The dentist

What is the name and address of your local dentist?

• Name: ..... • Address: .....

• Telephone number: .....

## How am I doing?

I can	Yes	I need more practice
Give personal information about myself	<input type="checkbox"/>	<input type="checkbox"/>
Understand questions and explain when I am ill	<input type="checkbox"/>	<input type="checkbox"/>
Make an appointment with the doctor and dentist	<input type="checkbox"/>	<input type="checkbox"/>
Ask for medicines at the chemist's	<input type="checkbox"/>	<input type="checkbox"/>
Read and write information at the doctor's	<input type="checkbox"/>	<input type="checkbox"/>
Know words for parts of the body	<input type="checkbox"/>	<input type="checkbox"/>
Write appointments in a diary	<input type="checkbox"/>	<input type="checkbox"/>
Read instructions on medicines	<input type="checkbox"/>	<input type="checkbox"/>



## Filling in a form

### Activity A • Capital letters and small letters

Match the words.

- |                 |               |
|-----------------|---------------|
| a first name    | ADDRESS       |
| b family name   | FIRST NAME    |
| c address       | DATE OF BIRTH |
| d telephone     | AGE           |
| e age           | NATIONALITY   |
| f date of birth | TELEPHONE     |
| g nationality   | FAMILY NAME   |



2 Fill in the form with your details.

## Green Oak Health Centre

---

Family name .....

First name .....

Date of birth .....

Address .....

.....

.....

.....

.....

Telephone number .....

Nationality .....

Male / Female (please circle)





# Signs

## Activity A • Signs in a health centre



1 Read the signs.

RECEPTION

TOILETS

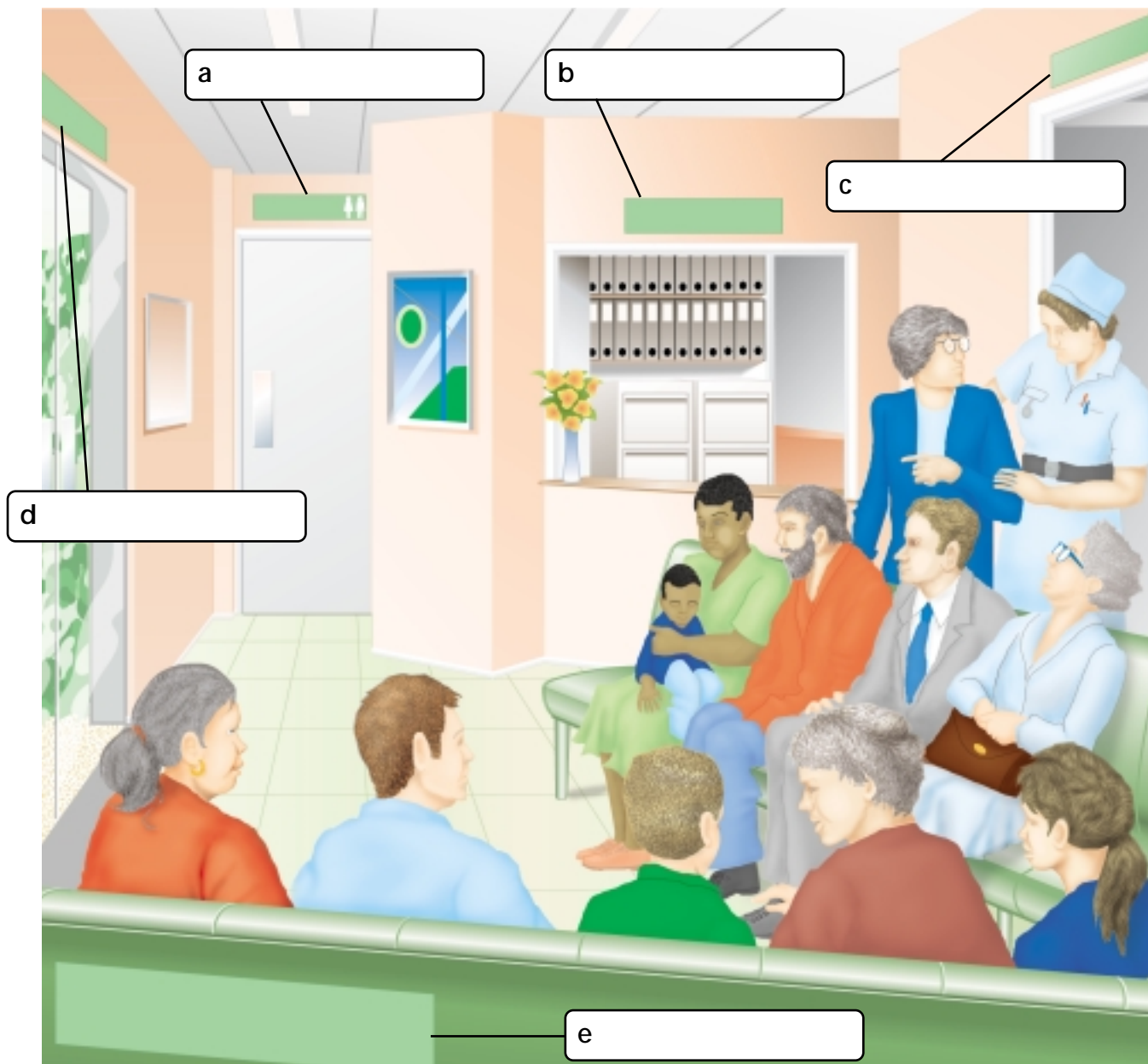
WAITING AREA

WAY OUT

COMMUNITY NURSE



2 Look at a picture of the health centre. Where do you find the signs? Write the words on the picture.





# Instructions

## Activity A • Reading instructions



1 Look at the texts. Which ones are instructions? Tick the boxes.

A

### Dosage

- Adults and children over 12 years: 1 or 2 tablets 3 times a day
- Children under 12: 1 tablet 3 times a day

**DO NOT TAKE MORE THAN 6 TABLETS IN 24 HOURS**

☐

B

### MARTLEY MEDICAL CENTRE

#### Surgery hours

Monday – Friday: 8:00–7:30  
 Saturday: 9:00–12:30  
 Sunday: closed

☐

C

### Meadow Walk Dental Practice

Your next appointment

Mr Harris

4:30 Tuesday 2nd May

☐

D

### DOSE

Take every 4–6 hours  
 Adults and children over 12:  
 one 5 ml spoonful  
 Children 6–12:  
 one 2.5 ml spoonful

☐

E

### Garland Dental Clinic

- We care for your teeth
- NHS treatment available
- New patients and children welcome
- Saturday morning and late evening appointments

☐


2 Work in pairs. Decide where you can find these different texts.



## Spelling

### Activity A • Word endings *-ck*, *-ch* or *-che*?



- Listen to the sentences. Mark the **k** sound.
  - My back hurts.
  - I've got toothache.
  - He's got problems with his stomach.
  - I'm sick.
  - She's got a headache.
  - Is your neck OK?
- Make two lists of the words with the **k** sound.

- ck	- ch/che
back	toothache

- Can you add other words to the list?

### Activity B • Remembering spellings

Try these ways to help you remember spellings.

- Choose a word in the list you want to learn to spell.
  - Trace it with your finger. Is it short or long? What is the shape?
  - How many letters are there?
  - What are the first and last letters?
  - Say the word.
- Close your book and try to write the word.

**toothache**

**neck**

**stomach**

**headache**



# Audio scripts

## Page 2 Registering with a doctor

### Activity A

Receptionist: Hello. Can I help you?  
Filiz: Oh, yes, hello. I'd like to register with the GP here.  
Receptionist: OK. What's your family name?  
Filiz: Akpinar.  
Receptionist: Can you spell that?  
Filiz: Yes. A-K-P-I-N-A-R.  
Receptionist: And what's your first name?  
Filiz: Filiz. F-I-L-I-Z.  
Receptionist: OK. What's your nationality?  
Filiz: Turkish.  
Receptionist: And what's your date of birth?  
Filiz: 18 ... 12 ... 1969.  
Receptionist: Right. And where do you live?  
Filiz: 21 New Street, Birmingham BR22 9YH.  
Receptionist: Sorry, what's the postcode again?  
Filiz: BR22 9YH.  
Receptionist: Do you have a telephone number?  
Filiz: Yes. It's 0121 83652.

## Page 5 My health

### Activity A

#### One

Man 1: Are you OK?  
Man 2: No. Not really!  
Man 1: Why? What's the matter?  
Man 2: I've got backache! It's always bad when the weather gets cold.

#### Two

Woman 1: Ow!  
Woman 2: What's the matter?  
Woman 1: Oh, this tea's too hot. I can't drink very hot tea at the moment. I've got bad toothache.

#### Three

Boy 1: You don't look well.  
Boy 2: No, I think I'm going to ask Mr Mohammed if I can miss football this afternoon.  
Boy 1: What's the matter?  
Boy 2: I've got stomachache. I think I ate something bad at lunchtime!

#### Four

Woman: Oh, know what, I feel terrible.  
Man: Why? What's the matter with you?  
Woman: I've got terrible earache. It's very painful.  
Man: Bad earache! You need to go to the doctor.

#### Five

Woman: You look terrible. What's the matter?  
Man: I've got a really bad headache.  
Woman: Take some paracetamol. It's good for headaches. I think I've got some in my handbag.

## Page 6 Appointments

### Activity A1/2

Receptionist: Hello. Ashlea Surgery.  
Filiz: Hello. Can I make an appointment for my daughter to see Dr Green, please?  
Receptionist: Yes. What's the name?  
Filiz: Gulay Akpinar.  
Receptionist: Can you spell her first name, please?  
Filiz: Yes. It's G-U-L-A-Y. Gulay Akpinar.  
Receptionist: OK. Dr Green's next free appointment is on Thursday morning.  
Filiz: Thursday. OK.  
Receptionist: Right. Is 9:30 OK?  
Filiz: Yes, that's fine. Thank you very much.

### Activity A

Receptionist: Hello. West Street Dental Practice.  
Filiz: Hello. Can I make an appointment for my husband to see the dentist, please?  
Receptionist: Yes, what's the name, please?  
Filiz: Ali Akpinar.  
Receptionist: Can you spell that, please?  
Filiz: Yes, It's A-K-P-I-N-A-R. Ali Akpinar.  
Receptionist: We've got an appointment on Friday evening.  
Filiz: On Friday evening. At what time?  
Receptionist: It's at 6:30. Is that OK?  
Filiz: Yes, that's fine.



## Page 8 At the chemist's

### Activity A

- Chemist: Can I help you?
- Filiz: Yes ... my son has got flu and he's got a temperature and a headache.
- Chemist: How old's your son?
- Filiz: Ten.
- Chemist: Well, we have this children's paracetamol. It's very good.
- Filiz: How much is it?
- Chemist: £3.25 for a large bottle or £2.50 for a small bottle.
- Filiz: OK. Can I have a small bottle, please?

## Page 9 Medicine instructions

### Activity B

- a**
- Chemist: Here's your prescription, Mr Davis.
- Customer: How many tablets do I take?
- Chemist: Take three tablets twice a day ... and make sure you finish the course.
- b**
- Chemist: This cough medicine's very good.
- Customer: How much do I take?
- Chemist: Take two spoonfuls, three times a day.
- c**
- Chemist: Try these tablets. They're very good for stomach problems.
- Customer: When do I take them?
- Chemist: Take them before meals.

## Page 10 Phone call to a college

### Activity A

- Receptionist: Hello. Birmingham City College. Can I help you?
- Filiz: Yes. My name's Filiz Akpinar. I've got bad backache and I can't come to class this afternoon.
- Receptionist: Sorry, can you spell your surname?
- Filiz: Yes. A-K-P-I-N-A-R.
- Receptionist: OK. What class are you in?
- Filiz: ESOL 4.
- Receptionist: OK. And what's your teacher's name?
- Filiz: Maria Kelly.
- Receptionist: Do you know your student number?
- Filiz: Yes, it's W40356.
- Receptionist: OK. I've got all that. Thanks for phoning.

## Page 16 Spelling

### Activity A

- a** My back hurts.
- b** I've got toothache.
- c** He's got problems with his stomach.
- d** I'm sick.
- e** She's got a headache.
- f** Is your neck OK?





# Answers

## Page 2 Registering with a doctor

### Activity A1

Filiz and the receptionist at the surgery

### Activity A2

First name – 2  
Date of birth – 4  
Family name – 1  
Telephone number – 6  
Address – 5  
Nationality – 3

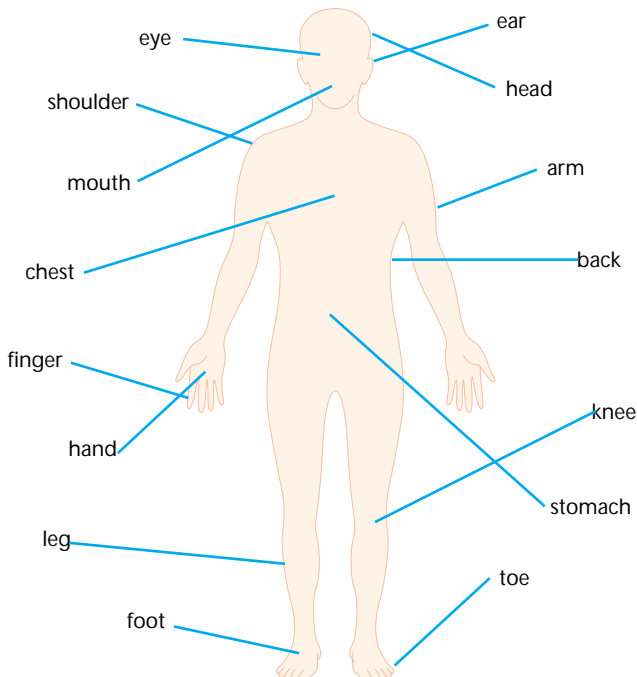
## Page 3 A doctor's surgery

### Activity A

- b Sheila Thomas
- c Park Street
- d Sunday
- e 6.30
- f 9.00
- g 0121 987765

## Page 4 The body

### Activity A1



### Activity A2

ear – ears  
leg – legs  
foot – feet  
arm – arms  
finger – fingers

## Page 5 My health

### Activity A1

She's got a sore throat.

### Activity A2

Patrick – 5  
Tom – 3  
Florida – 2  
Harry – 1  
Jackie – 4

## Page 6 Appointments

### Activity A1

Dr Green

### Activity A2

Thursday, 9:30

## Page 7 Filiz's diary

### Activity B

Suggested answers:

Thursday – 9:30 Gulay to doctor  
Friday – 6:30 Ali to dentist

## Page 8 At the chemist's

### Activity A1

- b plasters, packet
- c tablets, bottle
- d ointment, tube

### Activity A2

A small bottle of children's paracetamol

### Activity A3

- b a temperature
- c is it
- d small



## Page 9 Medicine instructions

### Activity A1

Flu and colds

### Activity A2

b 4 c 1 d 2

### Activity A3

No

### Activity B1

- a 3 tablets 2 times a day
- b 2 spoonfuls 3 times a day
- c before meals

## Page 10 Phone call to a college

### Activity A1

backache

### Activity A2

- b Yes. A-K-P-I-N-A-R.
- c ESOL 1.
- d Maria Kelly.
- e Yes, it's W40356.

## Page 11 Check it

### Activity A

s	e	a	r	a	c	h	e	v
x	h	t	b	c	h	s	p	m
n	n	u	r	s	e	k	f	h
y	r	b	k	s	m	w	c	p
q	d	e	n	t	i	s	t	y
r	o	v	b	m	s	n	l	p
n	c	w	d	b	t	x	f	f
m	t	c	k	t	z	l	j	e
t	o	o	t	h	a	c	h	e
b	r	n	l	p	r	f	h	t
c	r	t	n	f	m	s	v	n

## Activity B

- b I've got
- c How many
- d Can I have
- e How much

## Page 13 Filing in a form

### Activity A1

- b family name – FAMILY NAME
- c address – ADDRESS
- d telephone – TELEPHONE
- e age – AGE
- f date of birth – DATE OF BIRTH
- g nationality – NATIONALITY

## Page 14 Signs

### Activity A2

- a WAITING AREA
- b TOILETS
- c COMMUNITY NURSE
- d WAY OUT
- e RECEPTION

## Page 15 Instructions

### Activity A1

A, D

## Page 16 Key words

### Activity A1/2

-ck: back, sick, neck

-ch/-che: toothache, stomach, headache