

# 3

## The health service

Where are these places?

Who works there?

Which local health services do you use?



### What you will do

This unit is about the health service and how to use it. These are the skills you will practise. Which are the most useful to you? Tick the boxes.

### Listening and speaking

#### Skill

- ☐ Listen for detail when making arrangements and appointments
- ☐ Listen for gist from a radio programme
- ☐ Listen for questions and short forms
- ☐ Make an appointment over the telephone
- ☐ Give advice about health
- ☐ Ask questions to get information

#### Skill code

Lr/E3.1c, 2b, 2d  
Lr/E3.1b  
Lr/E3.2d  
Sc/E3.1a, 3a, 3b, 4d  
Sd/E3.1e  
Sc/E3.3b; Sd/E3.1d, 1g

### Reading and writing

#### Skill

- ☐ Read texts to find specific information
- ☐ Recognise specialised vocabulary for health
- ☐ Punctuate a text
- ☐ Read and fill in medical forms
- ☐ Plan, draft and proof-read letters of advice

#### Skill code

Rt/E3.7a, 8a  
Rw/E3.1a  
Rs/E3.2a  
Rw/E3.2a; Wt/E3.5a  
Wt/E3.1a, 2a, 4a

### Project work

At the end of this unit you will answer letters from a problem page and prepare a wall display.

# The NHS

## Activity A • Reading about the National Health Service (NHS)

- 1 Work in pairs. What do you know about the National Health Service in Britain?  
Discuss these questions.
  - Who uses it?
  - When did it begin?
  - How are hospitals and other services paid for?
- 2 Read the leaflet on page 3 about the National Health Service. Were you correct?
- 3 These are the headings from the leaflet. Write them in the correct place (A, B or C) on the leaflet.  
Who can use the NHS?  
Who works for the NHS?  
When did the NHS start?
- 4 Look quickly through the leaflet. What do these numbers refer to?

700,000

50,000

1.4 million

10,000

8.5 million

- 5 Find words in the text with the same meaning.
  - a a doctor who trained in particular health problems ..... **consultant** .....
  - b a meeting with a doctor .....
  - c the name for a doctor working in a health centre .....
  - d to send patients to see a specialist in the hospital .....
  - e a specialist in mental illness .....
- 6 What is the difference between Primary Care and Secondary Care?

## Activity B • Talking about health care

Work in groups and talk about how your country provides health care.  
Discuss these points.

- What services are available?
- Who pays for them?
- What are the good things about health care?
- Are there any problems and difficulties?

# about the NHS

A .....

The National Health Service (NHS) was introduced in 1948 to provide free health care for everyone. Before then, people had to pay for health care. Not everyone could afford it. The NHS has made a great difference to people's lives.

Every working person in the United Kingdom pays National Insurance contributions. In 2002 the budget for the NHS was £65,000 million.

B .....

Around one million people work for the NHS in England. These include doctors, nurses, health visitors, opticians, dentists and special therapists such as physiotherapists and psychiatrists.

When people have a health problem, they go to their doctor, who works in a surgery or health centre. People living in the area register with their doctor or General Practitioner (GP). GPs are the first point of contact of the NHS. This is called Primary Care.

For more specialised treatment, GPs refer patients to a hospital. There they may see consultants who specialise in particular areas of health, for example heart specialists or paediatricians. People are also

referred to hospital for special tests or X-rays. This more specialist care through hospitals is called Secondary Care.

C .....

Everyone has a right to be registered with a local GP, and when people have a health problem, they go to a local surgery or health centre. Consultations are free.

## FACTS AND FIGURES

In a typical week

- 1.4 million people receive help
- 700,000 people visit the dentist
- Over 10,000 babies are delivered by the NHS
- NHS ambulances make over 50,000 emergency journeys
- Pharmacists give out approximately 8.5 million items on NHS prescriptions
- NHS surgeons perform around 1,200 hip operations.


Find out more by visiting the website [www.nhs.uk](http://www.nhs.uk)

# Appointments



## Activity A • Listening: telephoning for appointments



The Four Elms Health Centre is a large, busy medical centre which offers many different services to its patients.

-  1 Listen to three phone calls. Write the purpose of each call in the first part of the table.

| Call | Purpose of call | Day and time | Who with? |
|------|-----------------|--------------|-----------|
| 1    |                 |              |           |
| 2    |                 |              |           |
| 3    |                 |              |           |

-  2 Listen again and complete the details about the appointments.
-  3 Listen to phone calls 1 and 2 again. What reasons do the callers give to explain why the appointment is no good for them?

## Activity B • Speaking: changing arrangements

Work in pairs. Practise giving apologies and different explanations for these situations.

- You didn't phone your friend last night.
- You can't meet your friend tomorrow.
- You are late for an appointment.



### Activity C • Speaking: showing preference

1 Look at these sentences from the first phone call.



2 You are making an appointment. Look at the receptionist's suggestions. You are not happy with them. What do you say?


*There's an appointment in the morning.*

*Can you come at 3 o'clock?*

*Do you mind seeing a male doctor?*

*Can you come back tomorrow?*

### Activity D • Speaking: using stress to show urgency

 Listen to four people asking for appointments. Underline the words the speakers stress to show that they need the appointment urgently.

- a I'm sorry, I can't wait until tomorrow.
- b I really must see him today.
- c It really is important.
- d It isn't possible for me to come then.

### Activity E • Speaking: making an appointment

Work in pairs. Role play a telephone call to change an appointment with your doctor, dentist or optician. Use the flow chart to help you.

#### Patient

Give your name and explain the problem.

Say it's not possible and ask for another time.

Say how urgent your problem is and suggest another solution.

Repeat the details of the appointment and end the call.

#### Receptionist

Suggest a new time.

Say it's difficult and explain why.

Agree. Suggest a time.

# Medical forms

## Activity A • Listening and writing: filling in forms

- 1 Merzad Albani has moved into the area. He is at Four Elms Health Centre to register with a GP.  
Why do you think it is important to fill in a medical form?
- 2 Look at part of the form Merzad has to complete. How many health problems are mentioned? Use your dictionary to find out the meanings.
- 3 Listen to Merzad and use the information to complete the form with his details.



Next of kin (state relationship): \_\_\_\_\_

### Medical History (ALL DETAILS WILL BE STRICTLY CONFIDENTIAL)

Please give details of any operations: \_\_\_\_\_

Do you have any of the following?

|               | Yes                      | No                       | If yes, please give details |
|---------------|--------------------------|--------------------------|-----------------------------|
| Asthma        | <input type="checkbox"/> | <input type="checkbox"/> | _____                       |
| Epilepsy      | <input type="checkbox"/> | <input type="checkbox"/> | _____                       |
| Diabetes      | <input type="checkbox"/> | <input type="checkbox"/> | _____                       |
| Heart disease | <input type="checkbox"/> | <input type="checkbox"/> | _____                       |

Are you taking any medicines, tablets, creams etc?

|       |            |               |
|-------|------------|---------------|
| Name: | How often: | Date started: |
| _____ | _____      | _____         |
| _____ | _____      | _____         |

Do you have any allergies (e.g. to medicines, foods, animals etc.)?


Do you smoke?      **NO / YES**      If yes, how many a day? \_\_\_\_\_  
Ex-smokers: When did you stop? \_\_\_\_\_

Do you drink alcohol?      **NO / YES**  
If yes, how much do you drink each week? e.g. 5 pints of beer \_\_\_\_\_

# Symptoms

## Activity A • Listening for specific information



- 1 What is NHS Direct? Have you used it?
- 2  Martha is worried about her teenage daughter so she phones NHS Direct. Listen to the phone call and tick the correct answers.
  - a What are her symptoms?  
rash ☐ temperature ☐ headache ☐ dizziness ☐
  - b What is the diagnosis?  
meningitis ☐ tonsillitis ☐ asthma ☐ migraine ☐
  - c What advice is Martha given?  
.....

## Activity B • Practising punctuation

- 1 Read the information below out loud. How easy is it to understand?

**NHS Direct** is a fast 24-hour telephone helpline calls are charged at a local rate it opened in march 1998 and the service is available in england scotland wales and northern ireland it gives confidential health care advice and information nhs direct nurses receive around 25,000 calls a week from people asking for medical advice you can also get online advice on the Internet from [www.nhsdirect.nhs.uk](http://www.nhsdirect.nhs.uk)

- 2 Correct the punctuation and rewrite the text to make it easier to read and understand. Use capital letters, full stops and commas.

## Activity C • Vocabulary: informal expressions

Work in small groups for this matching exercise. Your teacher will give you sets of cards. One set has everyday informal phrases for describing how you are feeling, and the other set gives the meanings.

# Advice

## Activity A • Reading a newspaper article

Read the newspaper article below. Why do you think Daniel is overweight?

### Overweight?

**Daniel is one of the growing number of overweight children in Britain.**

Daniel says: 'I usually get up late, so I don't have time for breakfast, but I eat a packet of crisps in the car on the way to school. At break-time, I eat some biscuits and drink a can of Coke. We've got a new canteen at school and there's a good choice of food for lunch. Tuesdays and Fridays are my favourite days because we can have chips.



*Daniel Thomas, 11, from Cardiff*

I'm always starving when I get home, so I eat a piece of cake. I usually play on the computer or watch TV until my mum calls me for supper. We have something like pizza, pasta or chilli con carne.'

## Activity B • Listening for specific information



Listen to some extracts from a radio programme about children's lifestyles. The extracts mention three problems that affect children's health. What are they?

## Activity C • Speaking: giving advice

Daniel's mother is worried about him. What advice would you give to her?

### Remember

- One way of giving advice is to use *should*.

What **should** I do?

I think you **should** see the doctor.

You **should** eat healthy meals.

You **shouldn't** eat chocolate.

- *Should* is a modal verb and is followed by the infinitive, without *to*.

You **should** ~~to~~ take exercise.



# Problem pages

## Activity A ● Reading and writing: letters asking for advice

In many magazines and newspapers you will find an advice or problem page. Do you ever read them? Do you find them useful? What sort of problems do the people have?

- 1 Read this letter from a problem page.

### How will my asthmatic four-year-old cope with school?

My son is starting school in September, and as well as the normal worries parents have when their child starts school, I'm really worried about how he'll cope if he has an asthma attack at school. I'm afraid he won't remember to use his inhaler and the school won't know how to deal with it effectively. In many ways I'd rather keep him at home until he's a bit older but friends say I'm being overprotective.

What do you think I should do?

- 2 Answer these questions about the letter.
  - a What is the reason for writing?
  - b Is the layout the same as a normal letter?
- 3 A problem page letter usually has three parts:
  - the main title
  - a description of the problem
  - a sentence asking for advice.Look at the letter and underline the parts in different colours.
- 4 Work in pairs. What advice would you give the writer?

## Activity B ● Reading: organising information

Work in groups. Your teacher will give you the parts of two letters from a problem page. Sort and order the sentences into two separate letters. Compare your letters with other groups.

# Replies

## Activity A • Reading: letters giving advice

- 1 Dr Martin writes replies to the problems on the problem page. Read his reply to the letter on page 9 and answer the questions.
  - a How many solutions does Dr Martin give? What are they?
  - b Which one do you think Dr Martin prefers?

You have two choices. You can keep your son at home for a little longer or you can send him to school now. Either way, contact the school and talk it through with them. Many children suffer from asthma these days and schools usually have a lot of experience with this problem. Ask them about any training they give their staff and what they do if a child has an attack. Also contact other parents with asthmatic children for ideas and support. If you decide to keep him at home a little longer, this preparation is also useful. The important thing is to make the decision that feels best for you and your son.

- 2 Read the reply again and underline the phrases Dr Martin uses to give his advice. One has been done for you.
- 3 Which verb form is used?

## Activity B • Writing: letters giving advice

- 1 Work in pairs. Choose one of the letters from Activity B. What advice can you give? Make a list of ideas and then write three or four sentences. Start each sentence with the imperative form of the verb.

Example

Contact your GP to discuss the problem.

Don't try to make her eat foods she doesn't like.

- 2 Now write your reply to the letter.
- 3 Work with another pair who wrote a reply to the other letter. Read and comment on each other's replies. Think about grammar, spelling and punctuation.
- 4 Rewrite or word-process your reply. Put the replies on the wall for everyone to read.

# Entitlements

## Activity A • Reading about entitlements

- 1 Are all NHS services free? What do people have to pay for? Does everyone have to pay?

Read this information from a leaflet.

### HELP WITH HEALTH COSTS

#### Are you entitled to help?

- Everyone under the age of 16, and young people under the age of 19 in full-time education, can have free prescriptions, dental treatment, sight tests and vouchers towards glasses from the optician.
- Over 60s get free prescriptions and sight tests. If they receive income support, housing or council tax benefits they may also get help with dental charges.
- People on income support are entitled to free prescriptions, dental treatment, sight tests and vouchers for glasses.
- Pregnant women get free prescriptions. They also receive free dental treatment and examinations until the child is 12 months old.
- People on a pension with savings of less than £1200 can also claim travel costs to and from hospital.

**For more information see leaflet HC11, available from any main post office, social security office, or NHS hospital.**

- 2 Which healthcare costs are each of these people entitled to?



Amina is 21 and has an 11-month-old baby. She has just returned to her job as a medical receptionist.



Charlie is 67. He doesn't receive any benefits, just a state pension. He also has savings of £1500.



Mustafa is 49. He is married and has two children. He is unemployed and receives income support.



Nasreen is 18 and a first-year science student at Manchester University.

- 3 Look at the information again. Underline the health care costs you are entitled to.

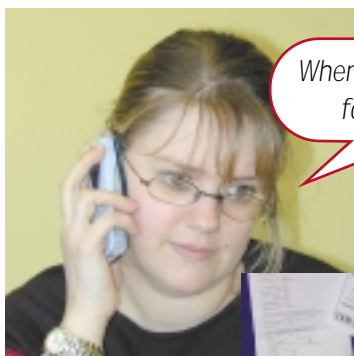
# Going into hospital

## Activity A • Listening: asking about future arrangements

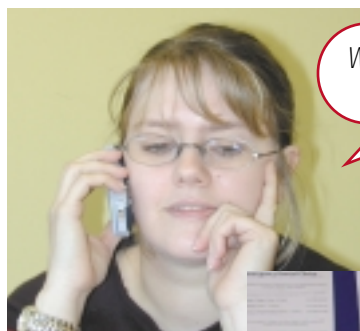
Samantha's GP has referred her to the hospital for minor surgery. She is a day patient.

Samantha is worried and would like some more information. She phoned her health centre and spoke to the receptionist.

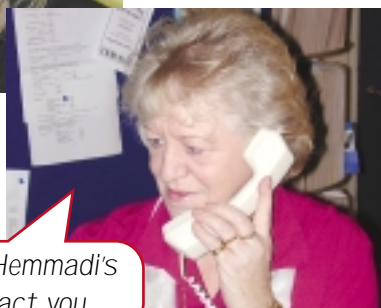
- 1 Look at these two questions and answers. What verb does Samantha use in her questions?



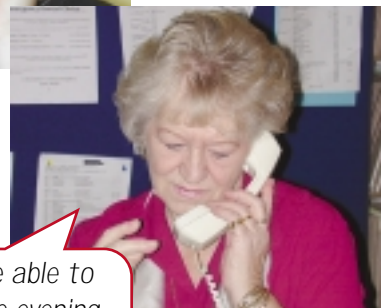
*When will I know the date for my operation?*



*Will I be able to go home straightaway?*



*Early next week. Mr Hemmadi's secretary will contact you.*



*No, you won't be able to go home until the evening.*

- 2 Samantha wants to know more about her hospital appointment. What can she say when she phones the health centre?

how long / be in?  
have / general anaesthetic?  
eat or drink in the morning?  
need someone / stay / all day?  
drive home?  
work / next day?  
when / know the results?

Thurs - ring hospital and find out.

How long will I be in hospital? .....

Will I have a general anaesthetic? .....

.....  
.....  
.....  
.....



- 3 Now listen to the information the receptionist gives her. Does Samantha get answers to all her questions?



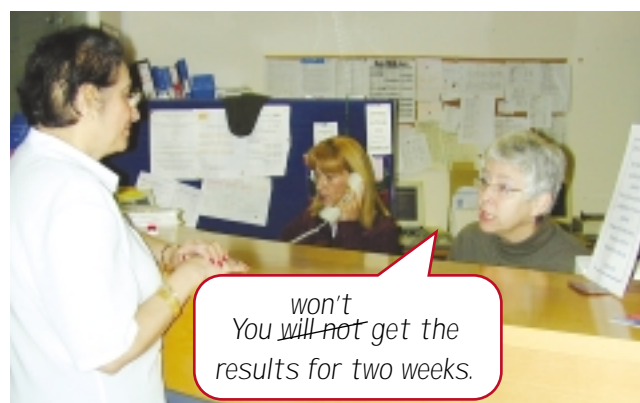
- 4 Listen again. What does the receptionist say about these things?

- a Cancelling the operation
- b Samantha's clothes and jewellery
- c Bringing someone with her to the hospital
- d Going home after the operation



## Activity B • Language: explaining future arrangements

- 1 You form the future with *will* + verb but when we speak we use the short form *'ll*. Look at these examples and then listen to them.



- 2 Listen to these sentences. What words do you hear?
- The dentist will see you at 10 o'clock.
  - I ..... you with the results as soon as I get them.
  - We ..... to see the doctor again.
  - You ..... definitely feel better soon.
  - It ..... safe for you to drive home.
  - She ..... able to go home tomorrow.
- 3 Practise saying them.
- 4 Work in pairs. Practise asking and answering questions about Samantha's visit to hospital.

## Activity C • Speaking: discussing future arrangements

- Think of questions you would ask in one of these situations.
  - You are going to hospital for some tests.
  - You are thinking about changing to contact lenses instead of glasses.
  - Your child's teeth are not straight and you think he or she needs braces.
  - Someone from your family/a friend is going into hospital for an operation.
- In pairs, role play one of the situations.



# Project

Use the skills and language in this unit to write and answer letters from a problem page and prepare a wall display.



## **Activity A • Write a problem page letter**

A local self-help group has started a newsletter for people in the local community. Part of the newsletter deals with health and parenting and it has a problem page.

- 1 Work in pairs. Think of a problem to write for advice about. You could use your own problem or a problem you discussed in the unit.
- 2 Plan and draft a letter asking for advice.
- 3 Write or word-process the letter, checking for content, language, spelling and punctuation. Use a dictionary if necessary.

## **Activity B • Discuss problems and give advice**

You work for the newsletter. You meet once a month to discuss the letters it receives for the problem page.

- 1 Work in groups. Read the two letters your teacher will give you. Discuss and agree the advice you can give for each letter.
- 2 Decide on the reply for each letter.
- 3 Work in pairs. Choose one of the problems and research any information for your reply using, for example, the Internet, medical encyclopedias, leaflets and magazines.
- 4 Prepare a draft reply for your problem.
- 5 Work in groups and proof-read each other's replies.
- 6 Write your reply neatly or word-process it. Display it with the original letter on the wall.



## Check it

### Activity A • Quiz

How much can you remember from the unit?

1 When did the NHS start?  
a 1944    b 1948    c 1958

2 What does GP stand for?

3 What does *next of kin* mean?

4 Where can you phone for health advice?

5 Who is entitled to free prescriptions?

6 What are some of the symptoms of flu?

7 Write two sentences, one positive and one negative, to give advice to someone with a sore throat.

8 You need to change your dental appointment. What do you say? (Apologise and give an explanation.)

### Activity B • Correcting an e-mail

Read this e-mail and correct the nine mistakes. Think about the style of the writing, punctuation and spelling.

Dear Dot,

Just to let you know that I won't be able <sup>to</sup> come to visit you next month after all. Remember I told you that I wasn't feeling very well? I tell my GP and he think that I should to go to the hospital for an examinasion.

My apointment will be in about four weeks, so I cant make any plans to go away. I think I won't have to stay in overnight but the tests will take several hours, and Ill have to take it easy afterwards.

I must say I'm a bit nervous about it and I'd rather to come and see you instead. I'll definitely come to stay as soon as I can.

Give my love to Brenda, Suzanne and Elaine.

I'll let you know when there's any news. Don't worry.

Love

Maria



## Mini-projects

### **Activity A • Talk about home remedies**

Do you always take medicine when you are ill? What do you do if you have an insect sting, a cough, a sore throat or a headache? Are there any home remedies that you use? Tell other learners what you do.

### **Activity B • Write about home remedies**

Write an article of about 200 words about a home remedy that is used in your country. Word-process the article if you can.

### **Activity C • Read advertisements for health products**

Look through a variety of magazines and find advertisements for health products. Which advertisements are the most effective and why?

Discuss your ideas with a partner.

### **Activity D • Use the Internet to find out about NHS Direct**

If you have access to the Internet, look at the NHS Direct website. What information is available?

### **How am I doing?**

Look back at the skills listed on page 1. Then finish the sentences below.

I am confident with .....

.....

.....

I need more practice with .....

.....

.....

Date .....





# Audio scripts

## Pages 4 and 5 Appointments

### Activity A

#### Phone call 1

Receptionist: Good morning. Four Elms Health Centre.

Herman: Good morning. I'd –

Receptionist: Hold the line, please. ... Sorry to keep you waiting.

Herman: Is it possible to make an appointment to see the nurse, please?

Receptionist: Yes, but she's only here in the afternoon this week. She can see you on Thursday.

Herman: Isn't there anything sooner?

Receptionist: No, I'm afraid not.

Herman: Oh, OK.

Receptionist: She can see you at 3 o'clock on Thursday. How's that?

Herman: I'd rather come earlier if possible. I have to pick my grandson up from school.

Receptionist: Oh, um, it's a bit difficult. Ah, wait a minute. We can fit you in at 2:30. Is that any better?

Herman: Yes, that's fine.

Receptionist: OK. So what's the name?

Herman: Herman Deleon. That's D-E-L-E-O-N.

Receptionist: Right. I've got that. And your appointment is at 2:30.

Herman: 2:30 on Thursday.

Receptionist: Yes, that's right.

#### Phone call 2

Receptionist: Good afternoon. Four Elms Health Centre.

Richard: Oh, hello. My name's Richard Thomas. I made an appointment to see the optician at 4 o'clock tomorrow, but I need to change it.

Receptionist: Well, you haven't given much notice, Mr Thomas.

Richard: I'm sorry about that, but my wife's arranged a weekend break in Blackpool and we're leaving tomorrow morning.

Receptionist: I'll have a look to see if there's anything for next week. ... What about the same time next Friday – the 26th – with Miss Roberts?

Richard: Oh. I'd rather see Mrs Razvi. I always see her.

Receptionist: I'm afraid the first appointment with her is on Tuesday 30th at 11 o'clock.

Richard: And there's nothing before that?

Receptionist: No.

Richard: Oh, well, OK, I'll have to take that, but could you let me know if she has a cancellation? I'd really like to see her before the 30th.

Receptionist: That's Tuesday 30th at 11 am, Mr Thomas, and I'll let you know if there are any cancellations.

Richard: Thank you.

#### Phone call 3

Receptionist: Good morning. Four Elms Health Centre.

Anwar: Yes, hello. I need to see the dentist this morning.

Receptionist: Well, I'm afraid he's really busy. Can you come tomorrow?

Anwar: I'm sorry, my tooth's killing me. I didn't sleep at all last night. It's really urgent. I just have to see him today. I can't wait until tomorrow.

Receptionist: OK. Just a minute, please. ... OK, what's the name, please?

Anwar: Hassan. Anwar Hassan.

Receptionist: If you can get here by 10 o'clock the dentist will see you then.

Anwar: Oh, that'll be great.

### Activity D

- a I'm sorry, I can't wait until tomorrow.
- b I really must see him today.
- c It really is important.
- d It isn't possible for me to come then.

## Page 6 Medical forms

### Activity A

Doctor: So tell me about your family.

Merzad: Well, I live with my wife Fariba and our three children.

Doctor: What about your medical history?

Merzad: Medical history? I haven't had any serious illnesses. I had a car accident in 1996, and I had to have an operation on my leg, which left me with a slight limp. It's still painful sometimes, so I just take a couple of paracetamol when it gets bad.



Doctor: Do you have any allergies?  
Merzad: Allergies? No, nothing that I know of!  
Doctor: Do you smoke?  
Merzad: No, I decided to give up smoking last year. I started having mild asthma attacks so I went to the doctor about six months ago. She gave me a prescription for an inhaler and told me to give up smoking. It helped a lot but I still need to use the inhaler about once a day.  
Doctor: And do you drink?  
Merzad: Alcohol? Oh, no, I've never had a drink in my life.

## Page 7 Symptoms

### Activity A

Nurse: Hello, NHS Direct. Can I help you?  
Martha: I wonder if you could give me some advice. It's not for me, it's for my daughter – she's 15. She's got a terrible headache and she really isn't well. I'm getting a bit worried.  
Nurse: Does she have a rash?  
Martha: No.  
Nurse: What about the following symptoms? Does she have a temperature or feel hot and sweaty?  
Martha: No.  
Nurse: Is she drowsy?  
Martha: Sorry, I didn't quite understand.  
Nurse: Is she sleepy all the time?  
Martha: Oh ... um ... no.  
Nurse: Does it hurt when she bends her neck?  
Martha: No.  
Nurse: Does the light hurt her eyes?  
Martha: Not really ... but she was complaining about flashing lights.  
Nurse: Well, I think she has a migraine. You should give her some paracetamol now and then go to the chemist's later – they sell tablets especially for migraine. Of course she should rest, preferably in a darkened room.  
Martha: So she should take paracetamol now and then get something from the chemist's.  
Nurse: That's right. But remember that if the condition gets worse you should contact your GP.

Martha: Thanks very much for your advice and help. I feel less worried now. I thought it may have been meningitis.  
Nurse: That's all right, but in future maybe she should avoid certain foods, like cheese or chocolate.  
Martha: Oh, right! Thank you very much. Bye!

## Page 8 Advice

### Activity B

Presenter: ... and this research shows that breakfast can help kids perform better in school. It has been shown that the behaviour and concentration of children who eat breakfast improve noticeably. When they are sleeping the body's energy runs down, and that's why eating breakfast is important. A bowl of cereal, for example, is a good way to give them the energy to start the day. ...

Children these days are eating food, especially snacks, which contain a high level of sugar and fat. This food provides instant energy but has very little nutritional value. Many children are overweight and are likely to grow up into obese adults with all the resulting health problems such as ...

Of course another reason why today's children are becoming overweight is lack of exercise. Playing outside is a thing of the past – they'd rather sit in front of the television or play computer games. Children don't even walk to school these days. Very often they are driven short distances ...

## Pages 12 and 13 Going into hospital

### Activity A

Mr Hemmadi operates on Tuesday mornings, so don't eat or drink anything from midnight on the Monday. That's very important, because he'll have to cancel your operation if you've eaten anything and you'll have to wait for another appointment.

About clothes – they'll give you a locker for your clothing, but don't wear any jewellery or bring any valuables with you. Oh, and don't wear make up or nail polish. A lot of people forget about that.



Because you're having a general anaesthetic, you'll need to bring someone with you. It can be anyone over 18. It's important that they can stay with you until you're discharged. If everything is OK, I think you'll probably be able to leave hospital after about five hours. The anaesthetic may affect you for the rest of the day, so it won't be safe for you to drive home.

Oh, and one last thing. If you're on any tablets or medication, please bring them with you. And try not to worry, the staff are lovely and I'm sure they'll look after you.

### **Activity B1**

He'll see you at 10 o'clock.

I'll call you when I get the results.

You won't get the results for two weeks.

### **Activity B2**

- a The dentist will see you at 10 o'clock.
- b I'll call you with the results as soon as I get them.
- c We'll need to see the doctor again.
- d You'll definitely feel better soon.
- e It won't be safe for you to drive home.
- f She'll be able to go home tomorrow.



## Pages 2 and 3 The NHS

### Activity A3

Who can use the NHS? – C

Who works for the NHS? – B

When did the NHS start? – A

### Activity A4

700,000 = people who visit the dentist

50,000 = NHS ambulances making emergency journeys

1.4 million = people receiving help

10,000 = babies delivered

8.5 million = items on NHS prescriptions

### Activity A5

a consultant

d refer

b consultation

e psychiatrist

c General Practitioner (GP)

### Activity A6

Primary Care = health care from a GP

Secondary Care = specialist care through hospitals

## Pages 4 and 5 Appointments

### Activity A1

1 make an appointment

2 change an appointment

3 make an urgent appointment

### Activity A2

1 Thursday 2:30 pm / nurse

2 Tuesday 30th 11 am / optician

3 today 10 am / dentist

### Activity A3

Caller 1 – has to pick up grandson from school

Caller 2 – leaving for a weekend break in Blackpool

### Activity C2

Possible answers:

I'd rather come in the afternoon.

I'd rather come later.

I'd rather see a female doctor.

I'd rather wait.

### Activity D

a I'm sorry, I can't wait until tomorrow.

b I really must see him today.

c It really is important.

d It isn't possible for me to come then.

## Page 6 Medical forms

### Activity A3

Suggested answers:

Next of kin – Fariba / wife

Operations – operation on leg in 1996

Has asthma

Medicines – paracetamol – as required – started in 1996

Inhaler – once a day – started six months ago

Doesn't smoke now – stopped last year

Doesn't drink alcohol

## Page 7 Symptoms

### Activity A2

a Symptoms – headache

b Diagnosis – migraine

c Advice given – take paracetamol and rest in darkened room (then go to chemist's for special migraine tablets)

### Activity B2

NHS Direct is a fast 24-hour telephone helpline. Calls are charged at a local rate. It opened in March 1998 and the service is available in England, Scotland, Wales and Northern Ireland. It gives confidential health care advice and information. NHS Direct nurses receive around 25,000 calls a week from people asking for medical advice. You can also get online advice on the Internet from [www.nhsdirect.nhs.uk](http://www.nhsdirect.nhs.uk).

### Activity C

a unwell

e a very high temperature

b being sick

f dizzy

c diarrhoea

g very tired

d very sore

h very painful

## Page 8 Advice

### Activity B

not eating breakfast

eating junk food or snacks

lack of exercise

## Page 9 Problem pages

### Activity A2

a to ask for advice

b no





## Page 10 Replies

### Activity A1

- a to keep son at home for a little longer, or send him to school now
- b to send him to school now

### Activity A2

You have two choices. You can keep your son at home for a little longer or you can send him to school now. Either way, contact the school and talk it through with them. Many children suffer from asthma these days and schools usually have a lot of experience with this problem. Ask them about any training they give their staff and what they do if a child has an attack. Also contact other parents with asthmatic children for ideas and support. If you decide to keep him at home a little longer, this preparation is also useful. The important thing is to make the decision that feels best for you and your son.

### Activity A3

The imperative form

## Page 11 Entitlements

### Activity A2

Amina – free prescriptions and dental treatment  
Charlie – free prescriptions and sight tests  
Mustafa – free prescriptions, dental treatment, sight tests and vouchers towards glasses  
Nasreen – free prescriptions, dental treatment, sight tests and vouchers towards glasses

## Pages 12 and 13 Going into hospital

### Activity A1

Will

### Activity A2/3

Suggested questions: (✓ = answered by receptionist)

- How long will I be in hospital? ✓
- Will I have a general anaesthetic? ✓
- Will I be able to eat or drink in the morning? ✓
- Will I need someone to stay with me all day? ✓
- Will I be able to drive home? ✓
- Will I be able to go to work the next day?
- When will I know the results?

### Activity A4

Suggested answers:

- a If she eats or drinks they will have to cancel the operation.
- b They will give her a locker for her clothes, but she must leave jewellery at home.
- c She needs to bring someone with her who is over 18 and who can stay until she is discharged.
- d She'll probably be able to leave the hospital about five hours after the operation. She won't be able to drive home.

### Activity B2

- |            |            |
|------------|------------|
| a will see | d 'll      |
| b 'll call | e won't be |
| c 'll need | f 'll be   |

## Page 15 Check it

### Activity A

- 1 1948
- 2 General Practitioner
- 3 a person's closest relative
- 4 NHS Direct
- 5 Everyone over the age of 60 and under the age of 16, young people under the age of 19 in full-time education, people on income support, pregnant women and mothers with a child under one
- 6 temperature, sore throat
- 7 You should rest. You shouldn't go to work.

### Activity B

Dear Dot,

Just to let you know that I won't be able to come to visit you next month after all. Remember I told you that I wasn't feeling very well? I told my GP and he thinks that I should ~~to~~ go to the hospital for an examination.

My appointment will be in about four weeks, so I can't make any plans to go away. I think I won't have to stay in overnight but the tests will take several hours, and I'll have to take it easy afterwards. I must say I'm a bit nervous about it and I'd rather ~~to~~ come to see you instead. I'll definitely come to stay as soon as I can.

Give my love to Brenda, Suzanne and Elaine.

I'll let you know when there's any news. Don't worry.

Love

Maria