

Who works in the NHS?

RESOURCE 1



1 _____



2 _____



3 _____



4 _____



5 _____



6 _____



7 _____



8 _____



9 _____



10 _____

Who works in the NHS?

RESOURCE 2



GP

dentist

optician

chiropodist
or podiatrist

physiotherapist

pharmacist
or chemist

nurse

health visitor

counsellor

dietitian

What does the NHS do?

RESOURCE 1

6

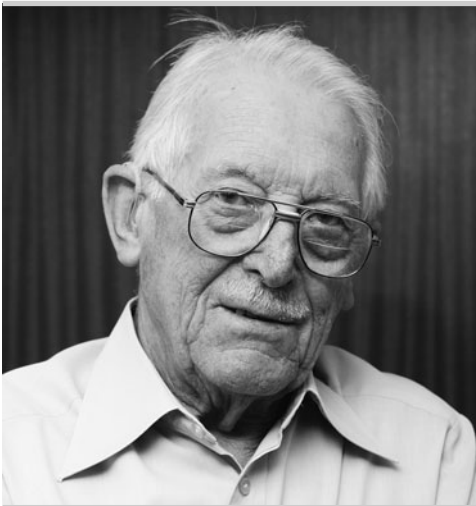
A I've got a bad cough.

B I want to stop my baby getting mumps.

C I need to wear glasses.

D My mother has arthritis.

E I want my children to have healthy teeth.



F I'm married but I don't want to have a baby yet.


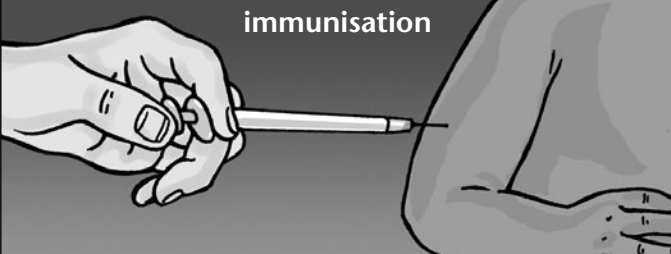
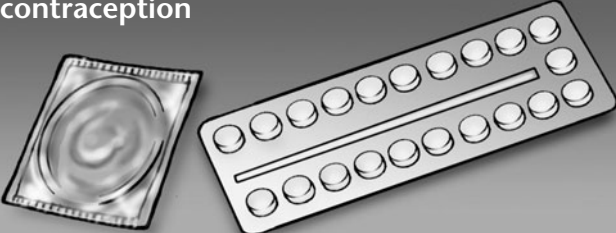








G My father is old and can hardly walk. He lives on his own.

H My neighbour has fallen down a ladder and can't move.

What does the NHS do?

RESOURCE 2




Here are some of the services available on the NHS.

<p>ambulances</p> 	<p>immunisation</p> 								
<p>contraception</p> 	<p>maternity services</p> 								
<p>counselling</p> 	<p>older people's services</p> 								
<p>dentists</p> 	<p>optical services</p> 								
<p>GPs</p> 	<p>prescriptions</p> 								
<p>hospitals</p> <table border="1" data-bbox="300 1809 746 2042"> <tr> <td>←</td> <td>Physiotherapy</td> </tr> <tr> <td>→</td> <td>X-ray & Outpatients</td> </tr> <tr> <td>↑</td> <td>Main Entrance</td> </tr> <tr> <td>→</td> <td>Minor Injuries Unit</td> </tr> </table>	←	Physiotherapy	→	X-ray & Outpatients	↑	Main Entrance	→	Minor Injuries Unit	<p>screening for breast cancer</p> 
←	Physiotherapy								
→	X-ray & Outpatients								
↑	Main Entrance								
→	Minor Injuries Unit								

What does the NHS do?

RESOURCE 3

7-9

Service	Who do you contact?	Who gets this service?	Do you have to pay?
<p>Travel to hospital for treatment</p> 			
<p>Optical services</p> 			
<p>Maternity services</p> 			

How to find an NHS dentist

Not all dentists offer treatment on the NHS.

To find an NHS dentist:

- Find a list of dentists in the local directory.
- Choose a dentist and phone to ask if they do NHS work.

or

- Phone NHS Direct.

or

- Look on the NHS Direct website.

What treatment can I get on the NHS?

You can get treatment on the NHS to keep your teeth and gums **healthy**. You **cannot** normally get treatment on the NHS for **cosmetic work**.

Example:

- The NHS will pay for **fillings** to keep your teeth healthy.
- The NHS will pay for **white** fillings in your front teeth but not gold fillings.
- The NHS will pay for **grey** amalgam fillings in your back teeth.
- The NHS will **not** pay for **white or gold** fillings in your back teeth.

Adults in employment pay 80% of the costs for most NHS treatments up to a maximum of £360.

Who can get free dental treatment on the NHS?

You can get free dental treatment if you are:

- under **18**
- under **19** and in full-time education
- **pregnant**
- **mother** to a **baby under one year old**
- on **Income Support, Job Seekers' Allowance** or **Pension Credit**
- under 25 or over 60 (in Wales only).

Also some people on **low income** can get help to pay for dental treatment.

What does the NHS do?

RESOURCE 5

	NHS?	Free?
1 A man aged 45 on Income Support wants a white filling in his back teeth.	yes / no	yes / no
2 A girl aged 16 has toothache.	yes / no	yes / no
3 A 36-year-old teacher needs a check-up.	yes / no	yes / no
4 A 25-year-old man with crooked teeth wants them to look straight.	yes / no	yes / no
5 A 32-year-old mother with a new baby wants treatment for bleeding gums.	yes / no	yes / no

Prescriptions

RESOURCE 1

When you pick up a prescription for medicine for yourself or someone else, you have to fill in the back of the prescription form.

How many of these things do you know?

Do I have to pay?

What does 'NI no' mean?

Do I have to write my address?

Which parts do I need to fill in?

Why do I need to sign it?

Which bits of part 1 should I fill in?

What does 'print' mean?



Why does some of the information have stars by it?

What else do I have to write in part 3?

NOTE Patients who don't have to pay must fill in parts 1 and 3. Those who pay must fill in parts 2 and 3. Penalty charges may be applied if you make a wrongful claim for free prescriptions. If you're not sure about getting free prescriptions, pay and ask for an NHS receipt FP57. You can't get one later. The FP57 tells you about getting a refund.

Part 1 The patient doesn't have to pay because he/she:

A	<input type="checkbox"/> is under 16 years of age
B	<input type="checkbox"/> is 16, 17 or 18 and in full-time education
C	<input type="checkbox"/> is 60 years of age or over
D	<input type="checkbox"/> has a valid maternity exemption certificate
E	<input type="checkbox"/> has a valid medical exemption certificate
F	<input type="checkbox"/> has a valid prescription pre-payment certificate
G	<input type="checkbox"/> has a valid War Pension exemption certificate
L	<input type="checkbox"/> is named on a current HC2 charges certificate
X	<input type="checkbox"/> was prescribed free-of-charge contraceptives
H	<input type="checkbox"/> gets Income Support (IS)
K	<input type="checkbox"/> gets income based Jobseeker's Allowance (JSA (IB))
M	<input type="checkbox"/> is entitled to, or named on, a valid NHS Tax Credit Exemption Certificate
S	<input type="checkbox"/> has a partner who gets Pension Credit guarantee credit (PCGC)

*Name: _____ NI no: _____
Date of Birth: _____
*Print the name of the person (either you or your partner) who gets IS, JSA (IB), PCGC or Tax Credit.

Declaration I declare that the information I have given on this form is correct and complete. I understand that if it is not, appropriate action may be taken. I confirm proper entitlement to exemption. To enable the NHS to check I have a valid exemption and to prevent and detect fraud and incorrectness, I consent to the disclosure of relevant information from this form to and by the Prescription Pricing Authority, the NHS Counter Fraud and Security Management Service, the Department for Work and Pensions and Local Authorities. Now sign and fill in Part 3

Part 2 I have paid £ _____ Now sign and fill in Part 3

Part 3 Cross ONE box I am the patient patient's representative

Sign here: _____ Date / / _____
Print name and address: _____
Postcode: _____

*If different than overall

It helps to know:

- why you have to fill in the form
- which parts to fill in
- how to fill them in correctly.

NOTE Patients who don't have to pay must fill in parts 1 and 3. Those who pay must fill in parts 2 and 3. Penalty charges may be applied if you make a wrongful claim for free prescriptions. If you're not sure about getting free prescriptions, pay and ask for an NHS receipt FP57. You can't get one later. The FP57 tells you about getting a refund.

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- E** has a valid medical exemption certificate
- F** has a valid prescription pre-payment certificate
- G** has a valid War Pension exemption certificate
- L** is named on a current HC2 charges certificate
- X** was prescribed free-of-charge contraceptives
- H** *gets Income Support (IS)
- K** *gets **income based** Jobseeker's Allowance (JSA (IB))
- M** *is entitled to, or named on, a valid NHS Tax Credit Exemption Certificate
- S** *has a partner who gets Pension Credit **guarantee** credit (PCGC)



*Name:	Date of Birth:	NI no:
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**Print the name of the person (either you or your partner) who gets IS, JSA (IB), PCGC or Tax Credit*

Declaration
For patients who do not have to pay
 I declare that the information I have given on this form is correct and complete. I understand that if it is not, appropriate action may be taken. I confirm proper entitlement to exemption. To enable the NHS to check I have a valid exemption and to prevent and detect fraud and incorrectness, I consent to the disclosure of relevant information from this form to and by the Prescription Pricing Authority, the NHS Counter Fraud and Security Management Service, the Department for Work and Pensions and Local Authorities.

Now sign and fill in Part 3

Part 2 I have paid £ **Now sign and fill in Part 3**

Part 3 *Cross ONE box* I am the patient patient's representative

Sign here Date / /

Print name and address*

Postcode

*If different from overleaf

A If you don't pay:**NOTE**

Patients who don't have to pay must fill in parts 1 and 3. Those who pay must fill in parts 2 and 3. Penalty charges may be applied if you make a wrongful claim for free prescriptions. If you're not sure about getting free prescriptions, pay and ask for an NHS receipt FP57. You can't get one later. The FP57 tells you about getting a refund.

B If you do pay:**NOTE**

Patients who don't have to pay must fill in parts 1 and 3. Those who pay must fill in parts 2 and 3. Penalty charges may be applied if you make a wrongful claim for free prescriptions. If you're not sure about getting free prescriptions, pay and ask for an NHS receipt FP57. You can't get one later. The FP57 tells you about getting a refund.

C If you're not sure:**NOTE**

Patients who don't have to pay must fill in parts 1 and 3. Those who pay must fill in parts 2 and 3. Penalty charges may be applied if you make a wrongful claim for free prescriptions. If you're not sure about getting free prescriptions, pay and ask for an NHS receipt FP57. You can't get one later. The FP57 tells you about getting a refund.

D**NOTE**


Patients who don't have to pay must fill in parts 1 and 3. Those who pay must fill in parts 2 and 3. Penalty charges may be applied if you make a wrongful claim for free prescriptions. If you're not sure about getting free prescriptions, pay and ask for an NHS receipt FP57. You can't get one later. The FP57 tells you about getting a refund.

Prescriptions

RESOURCE 4

A

Part 1	The patient doesn't have to pay because he/she:	
A	<input type="checkbox"/>	is under 16 years of age
B	<input type="checkbox"/>	is 16, 17 or 18 and in full-time education
C	<input type="checkbox"/>	is 60 years of age or over
D	<input type="checkbox"/>	has a valid maternity exemption certificate
E	<input type="checkbox"/>	has a valid medical exemption certificate
F	<input type="checkbox"/>	has a valid prescription pre-payment certificate
G	<input type="checkbox"/>	has a valid War Pension exemption certificate
L	<input type="checkbox"/>	is named on a current HC2 charges certificate
X	<input type="checkbox"/>	was prescribed free-of-charge contraceptives
H	<input type="checkbox"/>	*gets Income Support (IS)
K	<input type="checkbox"/>	*gets income based Jobseeker's Allowance (JSA (IB))
M	<input type="checkbox"/>	*is entitled to, or named on, a valid NHS Tax Credit Exemption Certificate
S	<input type="checkbox"/>	*has a partner who gets Pension Credit guarantee credit (PCGC)



B

*Name:	Date of Birth:	NI no:
*Print the name of the person (either you or your partner) who gets IS, JSA (IB), PCGC or Tax Credit		

C

Part 2	I have paid	£	Now sign and fill in Part 3
---------------	-------------	---	-----------------------------

Declaration

*For patients
who do not
have to pay*

I declare that the information I have given on this form is correct and complete. I understand that if it is not, appropriate action may be taken. I confirm proper entitlement to exemption. To enable the NHS to check I have a valid exemption and to prevent and detect fraud and incorrectness, I consent to the disclosure of relevant information from this form to and by the Prescription Pricing Authority, the NHS Counter Fraud and Security Management Service, the Department for Work and Pensions and Local Authorities.

Now sign and fill in Part 3

I declare that the information I have given on this form is correct and complete.

I understand that if it is not, appropriate action may be taken.


I confirm proper entitlement to exemption.

I consent to the disclosure of relevant information from this form ...

Prescriptions


RESOURCE 6

A

Part 3	Cross ONE box I am the patient <input type="checkbox"/>		patient's representative <input type="checkbox"/>	
Sign here 	<i>R Ghazi</i>	Date	/	/
Print name and address*				
	Postcode			
<i>*If different from overleaf</i>				

Rashid Ghazi went to pick up his **own prescription** from the pharmacy on **25 July 2006**.
 He checked his **address** on the front of the prescription form and found it was correct.
 Fill in the rest of the above form (A) with his details.

B

Part 3	Cross ONE box I am the patient <input type="checkbox"/>		patient's representative <input type="checkbox"/>	
Sign here 		Date	/	/
Print name and address*				
	Postcode			
<i>*If different from overleaf</i>				

Preparing for hospital

RESOURCE 1

1

Northport Hospital **NHS**
NHS Trust

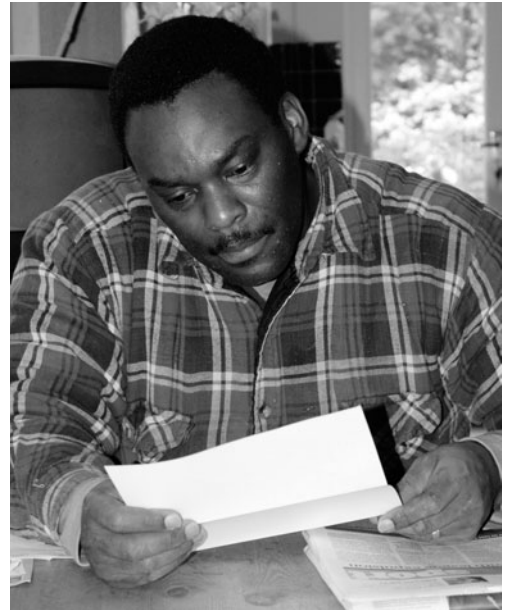
Brook Street
Northport
BW2 3AD

Mr Richard Lawrence
16 Dell Street
Northport
BW6 5JC
NHS no: 413 033 3392
21 February 2006
Ref: H16652

Dear Mr Lawrence

We are pleased to offer you a date for your admission as detailed below:

Consultant: Mr J. S. Baker
Speciality: General Surgery
Admission date: Thursday 15 June 2006
Ward: Mayfield
Time: 8:00 am



2

Title:
Mr/Mrs/Miss/Ms/Dr/Rev/Other

Civil status: single/married/widowed/divorced/
separated/other

Telephone (Home) (Work)
(Mobile)

Name and address of family doctor

Telephone

Religion

Name and address of next of kin

3

What to bring with you

Bring:

- dressing gown and slippers
- any medication you are taking
- towel, toilet bag and toiletries
- some money for newspapers, etc.
- You may also want to bring a book or a personal stereo.

Please do not bring any valuables.

4

You are being admitted to Mayfield Ward for surgery.

Please:

1. CONFIRM BY TELEPHONE OR BY THE TEAR-OFF SLIP ON YOUR APPOINTMENT LETTER THAT YOU CAN ATTEND Tel: 018 392 6186
2. CALL US AS SOON AS POSSIBLE IF YOU CANNOT KEEP YOUR APPOINTMENT

If you become unwell or are not able to come to your appointment for any reason, please call us.

- 1 Circle the information in the documents on Resource 1 which tells you:
 - a the date and time of your appointment
 - b where you write the name of your closest relative
 - c what you should do if you can't make the appointment
 - d whether the hospital will look after your jewellery while you are having your operation.

- 2 Read this instruction.


If you become unwell or are not able to come to your appointment for any reason, please call us.

- a The instruction word has a circle round it. What does it tell you to do?
- b Find and circle two more instruction words in the documents on Resource 1.
- c Find and circle an instruction that tells you not to do something (a negative instruction).

Preparing for hospital

RESOURCE 3

1

Northport Hospital 
NHS Trust

Patient Administration System (PAS) Registration

Please complete this form and return it to the receptionist when you attend the hospital or in the pre-paid envelope.

IT IS IMPORTANT THAT YOU ADVISE YOUR FAMILY DOCTOR AND THE HOSPITAL OF ANY CHANGE OF ADDRESS

Please use BLOCK CAPITAL LETTERS

Title and surname	Hospital number (if known)
Forename	DoB
Tick to show Male <input type="checkbox"/> Female <input type="checkbox"/>	

2

Dear Mr Lawrence

Please confirm your admission date by completing and returning this form in the pre-paid envelope enclosed. ****Delete as appropriate below****.

****I shall / shall not be accepting the admission date.**

If not accepting the admission date please give a reason.	
NAME	FORENAME
TITLE (please circle) Mr/Mrs/Miss/Ms/Dr/Rev/Other	TELEPHONE Home: Work: Mobile:
DATE OF BIRTH	RELIGION
CIVIL STATUS (please circle) Single/married/widowed/ divorced/separated/other	NAME OF NEXT OF KIN RELATIONSHIP

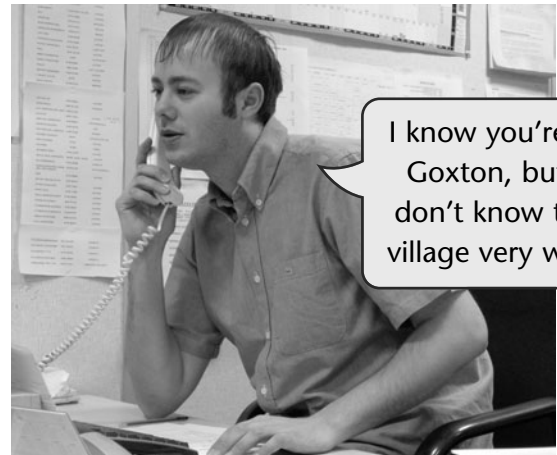
Giving directions

RESOURCE 1

11



My appointment is at 9:30, but I'll need to be there at least half an hour earlier because I walk very slowly. Do you know where I live?



I know you're in Goxton, but I don't know the village very well.



What's the best way to give you directions?



I know how to get to the Green. Could you tell me where to go from there?

Yes. If the Green is on your left, turn right into Abelforth Road. Drive for about half a mile, and you'll see a large, pink house on the left. Turn left into Deer Street, and we're the last house on the right-hand side. Could you repeat that to me so that I know you'll find me?

Of course. Right into Abelforth Road until I see a pink house. Then left into Deer Street, and you're the last house on the right. I'll be there at 8 o'clock, that'll give us plenty of time.



Giving directions

RESOURCE 2

I'm glad she told me she needs more time. I would hate to make her late for her appointment.

I hate it when people tell me my job. I'll decide what time we'll need to leave.

The best way to give me directions? Funny question. I'm an expert at finding places. I don't need help.

What a fusspot, wanting me to repeat the directions! Does she think I'm stupid?

This is going to be a nice, straightforward job. I'm looking forward to it.

The best way to give me directions? That's such a good question. I get confused when the directions are too long, even after all these years of driving people around.

Getting me to repeat the instructions is a very good idea. I've been late before because I thought I understood.

I can't wait to get this job over and done with. I hope she doesn't ask for me again!



Giving directions

RESOURCE 3

1

Check that you have the listener's full attention.

2

Ask questions to check that you've been understood.

3

Use words the listener will definitely understand.

4

Ask questions to check what the listener already knows.

5

Speak clearly, not too fast and not too slowly.

6

If you are feeling anxious, take a deep breath or two before you start.

7

If you have a speech impediment, strong accent or do not speak English fluently, tell the listener at the beginning so that he or she knows to listen carefully.

8

Ask the listener to repeat the important points to you so that you know they have understood.

9

Prepare what you need to say beforehand.

10

Keep to the main points and avoid distracting the listener with unnecessary information.

Passenger

You have an appointment at a clinic at the hospital at 10:15 am. You live 20 minutes' drive away from the hospital, and you know from experience that it will take you another 20 minutes to get to the clinic once you arrive at the hospital.

Driver

You are a volunteer driver who is coming to pick person A up and take him or her to the hospital. You don't know where person A lives, but you do know the area very well.

Passenger

You attend a clinic at your GP practice once a week, but your regular driver is away. She has arranged for someone to take her place. You need to explain where you live and what time you need to be at the practice.

Driver

You have volunteered to take over for a friend while she is away. You are new to the area, and don't know your way around at all.

Passenger

You have been in hospital for a week and need to arrange transport home. You don't know the area around the hospital very well as you have not lived here for long. You are worried about getting home in time to meet the community nurse at 2:00 pm. Your journey takes about 30 minutes by car.

Driver

You work for the hospital transport service. Although you are very busy, you need to arrange to take person A home at the best time for him or her.

Getting to the hospital

RESOURCE 1

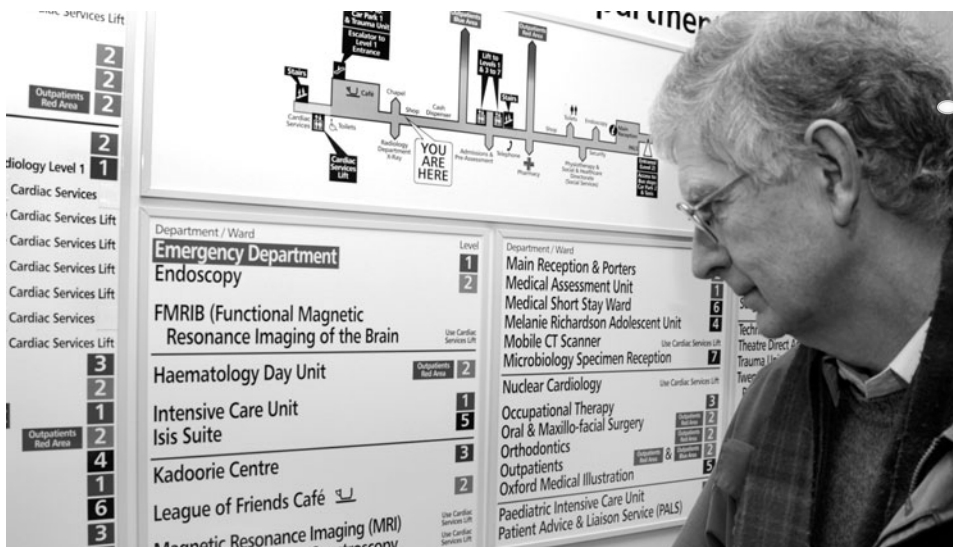
A



B



C



Getting to the hospital

RESOURCE 2

12

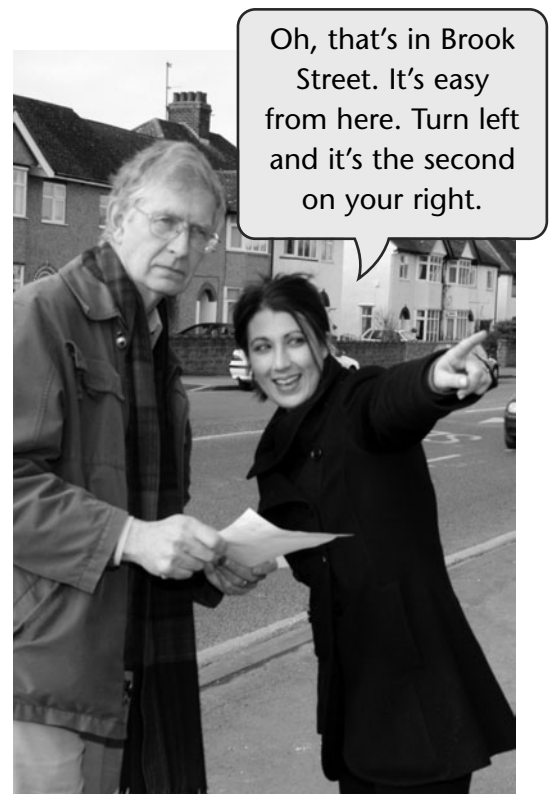
1



2



3



Oh, that's in Brook Street. It's easy from here. Go to the end of this road until you reach the traffic lights. Turn left and it's the second on your right. That's Brook Street. The hospital's at the far end of Brook Street. You can't miss it.

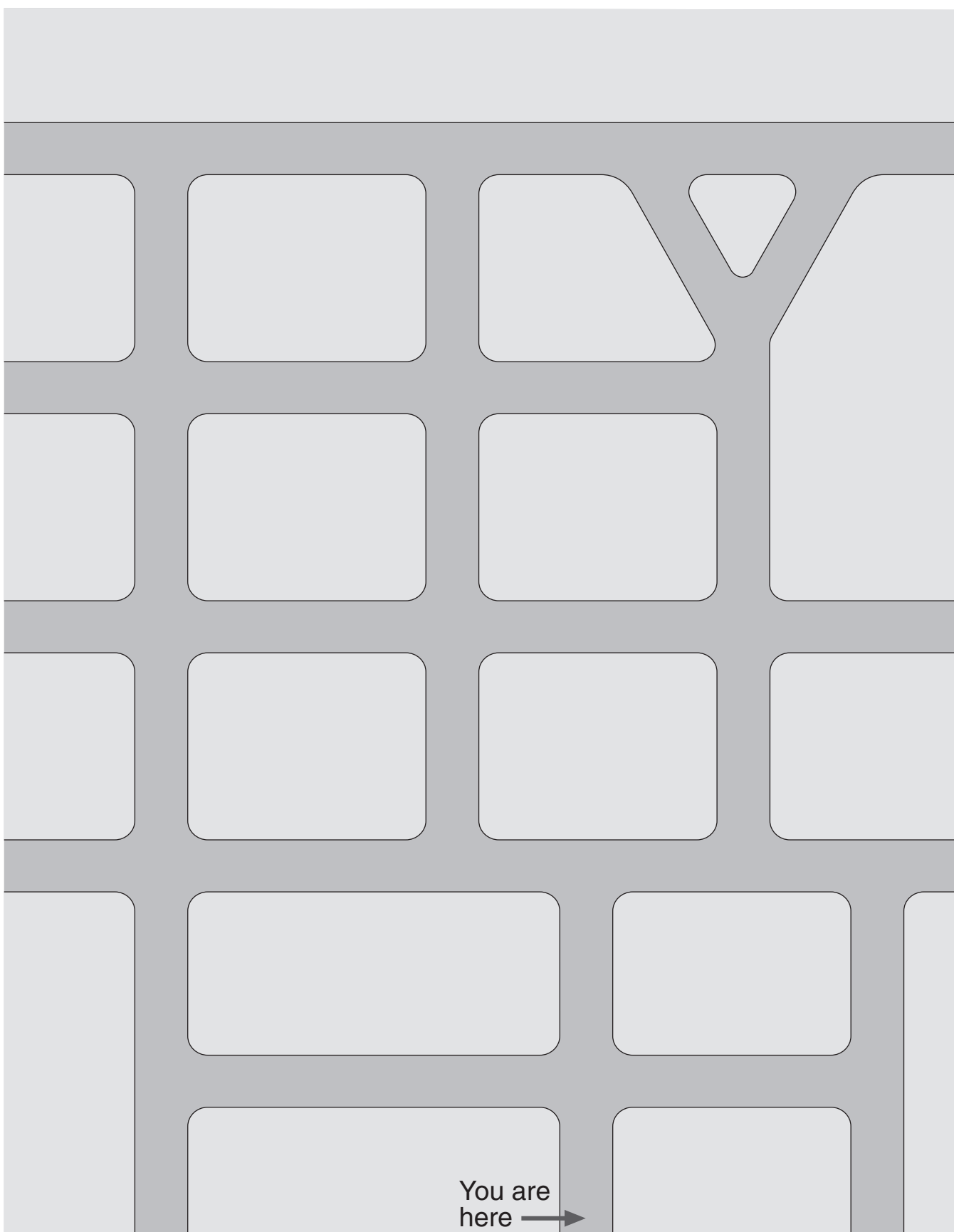
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Getting to the hospital

RESOURCE 4



Getting to the hospital

RESOURCE 5

Emergency Department

Cardiology

Day Surgery Unit

Day Ward

Dermatology

ENT Clinic

Florence Nightingale Ward

Fracture Clinic

GUM Clinic

Haematology

Harry Wheeler Ward

Intensive Care

Labour Ward

Maternity Unit

Neurology

Obstetrics and Gynaecology

Outpatients

Paediatrics

Psychiatry

Rheumatology

Urology

X-Ray



SCENARIO 1

A young man has to have a small operation on his hand.

SCENARIO 2

A young woman is expecting a baby and has come for a check-up.

SCENARIO 3

An elderly man needs a new plaster for his broken ankle.

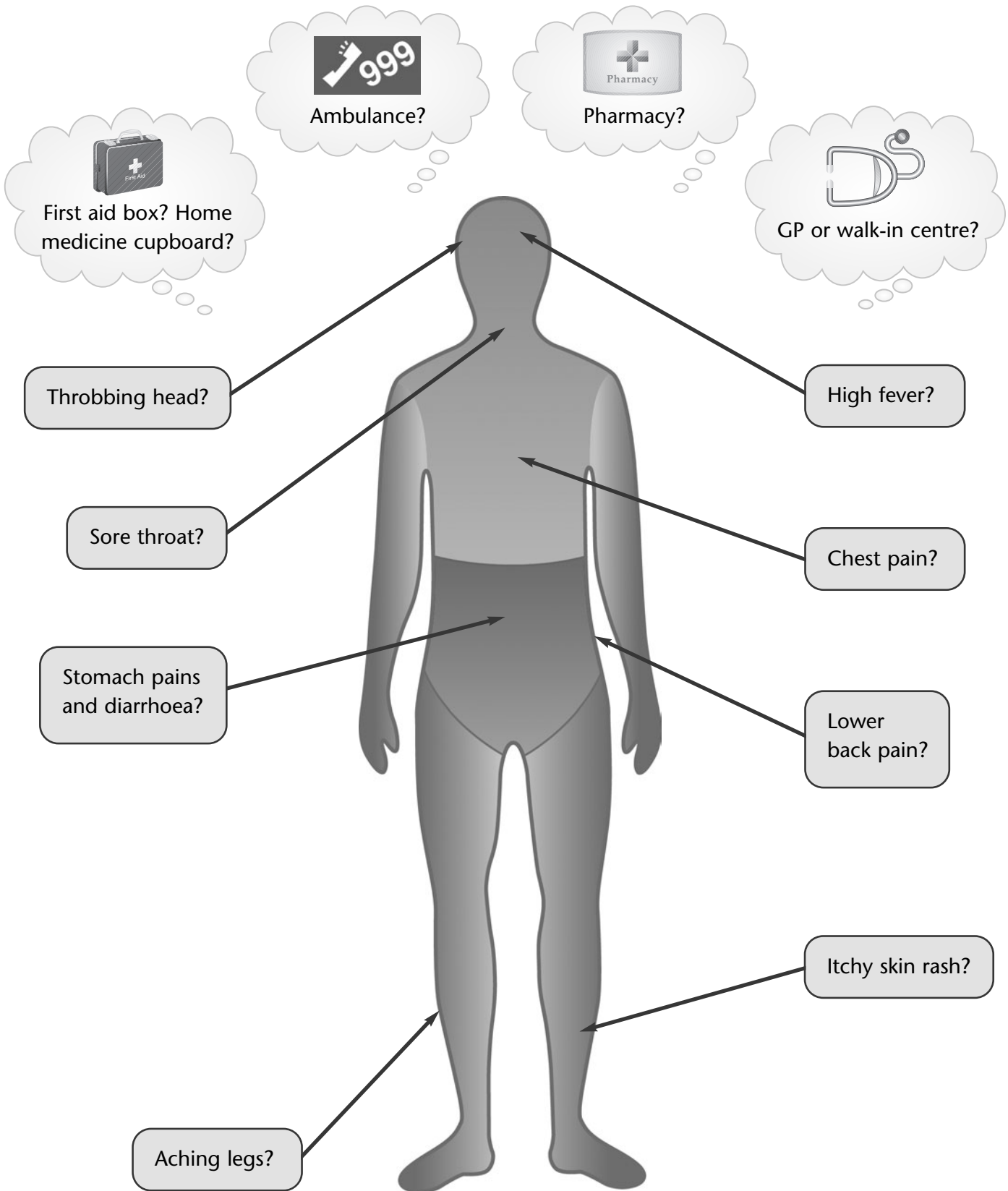
SCENARIO 4

A teenage girl has a bad rash on her face.

SCENARIO 5

A child is badly hurt in a car accident.

Not feeling well?



Body key and contents

Use this **body key** to find your starting point. What part of the body has the problem? The colour will then direct you to the section of the guide where you will find advice.

Head and chest See pages 8–41

- | | |
|---------------------------|-------------------------------|
| Breast changes 8–9 | Headache in adults 24–25 |
| Colds and flu 10 | Headache in children 26–27 |
| Coughing adults 12–13 | Head injury in children 28–29 |
| Coughing children 14–15 | Sore mouth 30–31 |
| Crying baby 16–17 | Sore throat in adults 32–33 |
| Earache in children 18–19 | Toothache 34–35 |
| Fever in adults 20–21 | Vomiting in adults 36–37 |
| Fever in children 22–23 | Vomiting in babies 38–39 |
| Hay fever 11 | Vomiting in children 40–41 |

Abdomen See pages 42–49

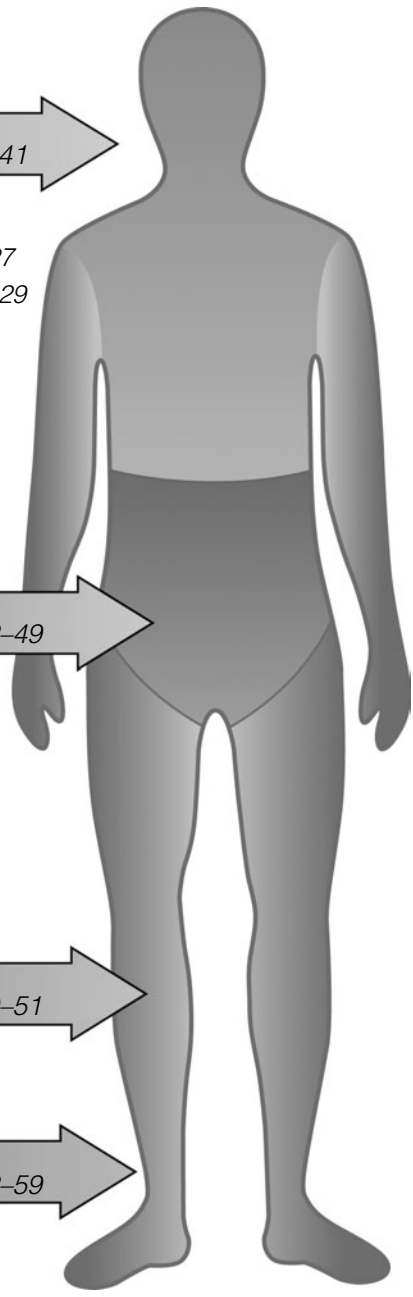
- Backache in adults 42–43
- Diarrhoea in adults 44–45
- Diarrhoea in babies and children 46–47
- Tummy (abdominal) pain in children 48–49

Limbs See pages 50–51

- Joint pains 50–51

Skin See pages 52–59

- | | |
|------------------------|--------------------|
| Baby rashes 52–53 | Itchy rashes 56–57 |
| Burns and scalds 54–55 | Rashes 58–59 |



Body key and contents

throbbing head high fever sore throat stomach pains and diarrhoea
 aching legs itchy skin rash lower back pain chest pain



Colds and flu

This advice is suitable for children and adults.

Are you developing a rash that does not fade when you press a glass tumbler or finger against it?

Yes

Dial 999



No

Are you suffering from a stiff neck, headache and do you find light hurts your eyes and / or do you feel very sleepy and confused?

Yes

Dial 999



No

Is there sneezing, a runny nose, a mild temperature, a sore throat, and general aches and pains?

Yes

Self-care



It could be a common cold, which antibiotics cannot treat effectively. Unless the person is very old, frail or has some other serious condition, you **do not need to see your doctor**. Take paracetamol (or, for children use paediatric paracetamol oral suspension, available from pharmacists), warm soothing drinks and plenty of rest. **Ask your pharmacist** for advice.

No

Are you feeling flushed, hot and sweaty? Do you have a high temperature (over 38°C or 100.4°F), a headache, as well as a runny nose and general aches and pains?

Yes

Self-care



It could be flu, which is generally worse than the common cold but is not helped with antibiotics. Paracetamol (or, for children use paediatric paracetamol oral suspension, available from pharmacists), warm drinks and plenty of rest all help. Only groups such as young children, babies and elderly or frail people who have symptoms which are severe or do not go away need to call **NHS Direct**. However, if you are breathless, if it is painful to bend your neck or if light hurts your eyes, call **NHS Direct**.

No

Self-care advice



- Take simple painkillers such as paracetamol (or, for children use paediatric paracetamol oral suspension, available from pharmacists) – this will help to bring your or their temperature down.
- Increase how much fluid you or they drink.
- Some people find that a simple cough medicine helps to soothe a ticklish dry cough.
- Flu vaccination for people who are at risk is important. People most at risk include the elderly, people with chronic illnesses such as heart, kidney or lung disease, people with reduced immunity (for example, people with HIV or having chemotherapy), and people living in nursing, residential or long-stay homes.
- If the condition gets worse or other symptoms develop, call **NHS Direct**.

NHS CALL 24 HOURS ON
Direct 0845 4647

1 Your child has a nasty **cough**, a **runny nose** and **high fever**.



2 You have a **headache** which has come on gradually but has now lodged behind your eye. You have already taken full-strength painkillers but they haven't helped much.



3 You have had a **sore throat** for a couple of days which doesn't seem to be clearing. You don't have any other particular symptoms, but your throat is so sore you are having **difficulty swallowing**.



4 You have a friend staying who has just been **sick** and is complaining of severe **stomach pains**.



5 Your partner has been feeling ill all week. He / she has a high **fever**, has been **sneezing** constantly for several days, and is complaining of general **aches and pains**.



6 Your **back is aching** after doing some DIY. You're not sure if you've pulled something or if it's just your muscles complaining about the hard work.

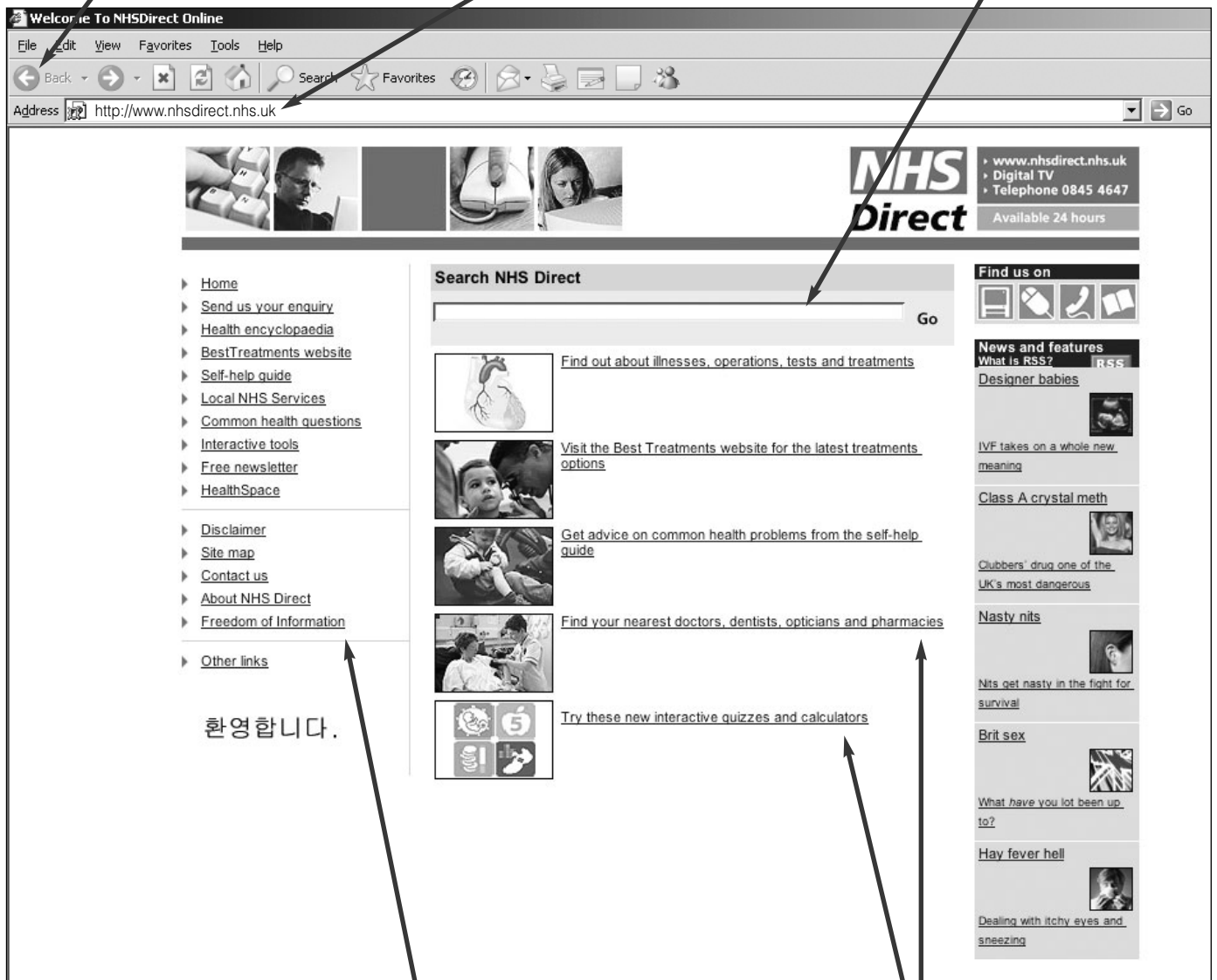


Using the NHS Direct home page

You can go back at any time by clicking on the **Back button**.

This is the **address bar**. You can check where you are or type in a new web address here.

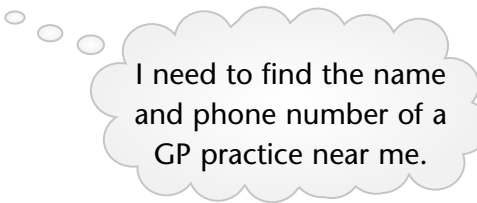
Type what you are looking for in the **search box**. The computer will search for information on this website.



This list is called a **menu**. It shows you what's in the website. You can click on any of these headings to find out more.

All the headings underlined are called **links**. You can click on any of these **links** to take you to another page or another website.

Finding information on the NHS Direct website

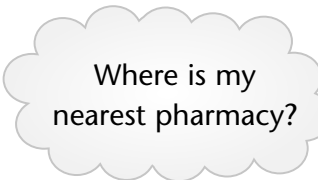


I need to find the name and phone number of a GP practice near me.

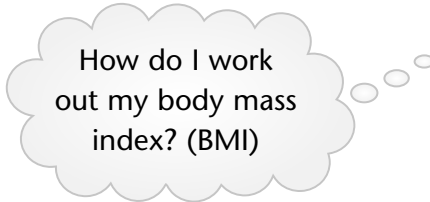
- 1 Type the address www.nhsdirect.nhs.uk into the address bar in your web browser.
- 2 Click on the link [Find your nearest doctors, dentists, opticians and pharmacies](#)
- 3 When the page loads, enter your postcode and select the GP check box. Then click on
- 4 A window will appear with the names and addresses of the GP practices in your area.
- 5 Click on the numbers at the bottom of the window to see other GP practices in your area.

Try it yourself

Now choose one of the following questions (or another question you'd like answered) and find the answer. Write notes below to remind yourself of the route you took.



Where is my nearest pharmacy?



How do I work out my body mass index? (BMI)

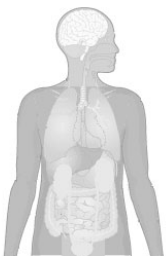
Notes

Using the NHS Direct self-help guide

You can use the self-help guide to find out more about common symptoms such as toothache, high temperature, back pain or being sick.

You can search for information in four different ways.

Body key



▶ [Head and neck](#)

▶ [Chest](#)

▶ [Arms](#)

▶ [Abdomen](#)

Alphabetical index

[A](#) [B](#) [C](#) [D](#) [E](#) [F](#) [G](#) [H](#) [I](#) [J](#) [K](#) [L](#) [M](#) [N](#) [O](#) [P](#) [Q](#) [R](#) [S](#) [T](#) [U](#) [V](#) [W](#) [X](#) [Y](#) [Z](#)

Use the alphabetical index of symptoms above to go to relevant areas of the self-help guide.

Health encyclopaedia

[A](#) [B](#) [C](#) [D](#) [E](#) [F](#) [G](#) [H](#) [I](#) [J](#) [K](#) [L](#) [M](#)
[N](#) [O](#) [P](#) [Q](#) [R](#) [S](#) [T](#) [U](#) [V](#) [W](#) [X](#) [Y](#) [Z](#)

Results starting with 'B'

Topic	Description
B12 deficiency	Producing pernicious anaemia
Babies crying	What to do when your baby cries
Babies, weaning	Introducing solid foods into your baby's diet

Common health questions

Please select from the categories listed below to view frequently asked questions within your chosen topic.

- [Accidents and first aid](#)
- [Cancer](#)
- [Child health and development](#)

You will be given one of the following three courses of action.



Self care

It is safe to manage this problem yourself at home.



Call NHS Direct

An NHS Direct nurse will advise you on whether you need medical attention and, if you do, how quickly you should get help.



Dial 999

Seek emergency help immediately, ring 999 and ask for an ambulance.

Telephone helplines

RESOURCE 1A



What can I do if I feel ill or have health concerns? Should I always go to the doctor?

How can I find out more about local services or other support organisations?

Call *NHS Direct* 0845 4647 to:

- talk to someone about common health problems
- find out about local doctors, dentists or late-night pharmacies
- get information about self-help and support organisations.

NHS
Direct

- www.nhsdirect.nhs.uk
- Digital TV
- Telephone 0845 4647

Available 24 hours



What do I do in an emergency?

If you need to contact the police, fire service, ambulance or coastguard in an emergency: **dial 999** or 112.

Where else can I get confidential advice?



PALS

Patient Advice and Liaison Service

PALS provides:

- confidential advice and support to patients, families and carers
- up-to-date information about the NHS and health-related matters
- help to resolve problems and concerns quickly
- explanations of complaints procedures and how to contact someone who can help
- information about how to get more involved in your own health care and NHS locally
- an opportunity to give feedback about health services.

If you want to contact your local **PALS**:

- Phone your local clinic, GP surgery, health centre or hospital and ask for details of **PALS**
- Phone NHS Direct 0845 4647.

Some helplines are listed in the telephone directory.

Some of these are *Freephone* numbers.

You will not be charged for calls to *Freephone* numbers and *Freephone* numbers or *Freetext* numbers will not be shown on your telephone bill.

You can also contact many helplines by using the Internet:

Cancer helplines

Search

National helplines

Carers

- Carers Line
T Freephone 0808 808 7777

Emotional support

- Samaritans
T 08457 90 90 90

Drugs

- Frank
T Freephone 0800 77 66 00

Family

- Parentline Plus
T Freephone 0808 800 2222

Telephone helplines

RESOURCE 2

1

You are worried that a friend has an alcohol problem. Where could you get some advice about this?

2

Your mother is in hospital and you are unhappy about the care and treatment she is receiving. Is there someone you can call to talk about this?

3

It's late at night and your child has a high temperature. He has been unwell for most of the day but now seems worse. Who can you call for advice?

4

You have a hospital appointment at a hospital 30 miles from your house. You don't drive and there is no public transport to get you there on time. Is there someone you can ask for help with transport?

5

Everything is going wrong: you have split up with your partner, you have money problems and you have been made redundant. You feel desperate and alone. Who can help?

6

You have a long-term condition that you have been told is untreatable. You hear of a new treatment that may help. How can you find out if this is available on the NHS?

7

You are a long-term carer for a child with a severe disability. You need a break. Who could you call about this?

8

You call in on your elderly mother and find her unconscious at the bottom of the stairs. Who do you call?

Can I call the NHS Direct helpline at any time?

What will they ask me?

Do I need to give my name?

Can I make a call for someone else?

How much will the call cost?



Is the service confidential?

What sort of advice will they give me?

If I'm ringing about a health problem, will I need to give details about the symptoms and previous medical conditions?

How do you use the telephone service?

Call the NHS Direct telephone service on **0845 4647** at any time of the day or night. You will be asked to provide some basic information about yourself and to describe the nature of your call. If you need advice about a health problem, you are asked if you are calling for yourself or on behalf of someone else and are asked to explain:

- what the symptoms are, how they affect you/the person and when they began
- what you/the person have tried already
- any drugs you/the person are already taking
- any existing medical conditions
- anything else you think is relevant.

If you are calling on behalf of someone else, that person needs to be in the same room as you so that the nurse can accurately assess their symptoms. NHS Direct nurses will use their skills and experience, together with a comprehensive computer system, to advise you on the most appropriate course of action to take.

NHS Direct calls are charged at the local call rate.

Telephone helplines

RESOURCE 5



Call handler: You're through to NHS Direct South West.
I'm your call handler. Are you phoning for yourself or somebody else?

You: _____

Call handler: That's fine. I need to take some details.
What's your telephone number?

You: _____

Call handler: Does the patient have the same telephone number?

You: _____

Call handler: Could I have your postcode, please?

You: _____

Call handler: Could you repeat your postcode?

You: _____

Call handler: And the patient's name?

You: _____

Call handler: Can you spell that for me?

You: _____

Call handler: What's your son's date of birth?

You: _____

Call handler: Just a few more questions ... What's the name of your GP?

You: _____

Call handler: And the practice?

You: _____

Call handler: Now, can you tell me what's wrong with your son?

You: _____

Call handler: Thank you. I'm now going to hand you over to a nurse who can deal with your questions.

Emergency services

RESOURCE 1

An emergency is a situation that needs an immediate response.

It could be:

- a life-threatening situation
- a crime that is happening *now*.



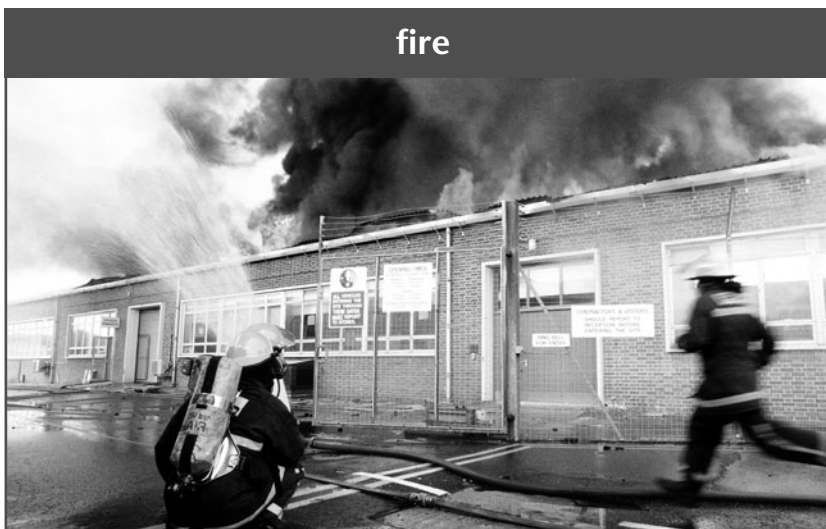
a house on fire

a person lying unconscious at the bottom of the stairs

a person suddenly collapsing, gripping at his heart

a child with his head caught in railings

a burglary taking place



liquid leaking out of an overturned lorry onto a main road

a road traffic accident

Emergency services

RESOURCE 2A



A group of men are fighting outside a pub. One of them has a knife.



Thick black smoke is coming out of the window of a neighbour's house. The neighbour is away on holiday.



There has been a crash involving two cars and a motor bike. The motor cyclist is lying unconscious on the road.



A child is choking on some food. She is beginning to turn blue.



A person has fallen into a fast-flowing river.



Two young boys have grabbed an older woman's handbag and run off with it. She is in a state of shock.

Emergency services

RESOURCE 2B



A workmate has cut his hand badly.



An elderly neighbour doesn't answer the door when you call. You know he seldom goes out but there's no answer.



A family member has fallen off a ladder while painting a wall. He landed on his back and says he's in a lot of pain.



A person has been electrocuted. Two other people are trying to reach him.



A person has fallen off a high cliff. No one can reach her.



A family member has run out of medication. He has a serious asthma condition and is starting to have difficulty breathing.


Emergency calls

RESOURCE 1

🎧 20

Meesha sees an emergency situation and calls 999 ...

Emergency. Which service do you require?
Police, fire brigade or ambulance?



Ambulance, quickly, please.

The operator puts Meesha through to the control assistant ...



A man's just collapsed in the car park. He's unconscious.

The control assistant asks Meesha some important questions ...

Which car park are you in?

Are you at the accident scene?

What number are you calling from?

Is he breathing?

Did you see what happened?

What's your name?

Tell me what's happened.



Finally, he gives her some instructions ...

OK, Meesha – the ambulance is on its way, so I want you to ...



What was it he told me to do? What did he tell me **not** to do?

Caller

**Plan your call. Think about each of these points.
If you like, make some notes for each point.**



What has happened

The number you are calling from (use your mobile number or invent one)

Your name (remember you may need to spell it)

Your exact location (think about the street, and any landmarks that will help the ambulance find you)

Information about any people involved in the incident (how many, their approximate age)

The condition of any injured people (Are they conscious? Are they breathing? Are they in shock?)

TIP

When you make your call:

- listen very carefully to the questions
- keep your replies short and precise
- check if you don't understand
- make sure your voice sounds calm.

Control assistant

Use these questions to help you.

What number are you calling from?

Can you tell me what's happened?

What's your name?

Are you at the scene of the accident?

Where exactly are you?

Did you see what happened?

Is anybody hurt?

What's their condition?



TIP

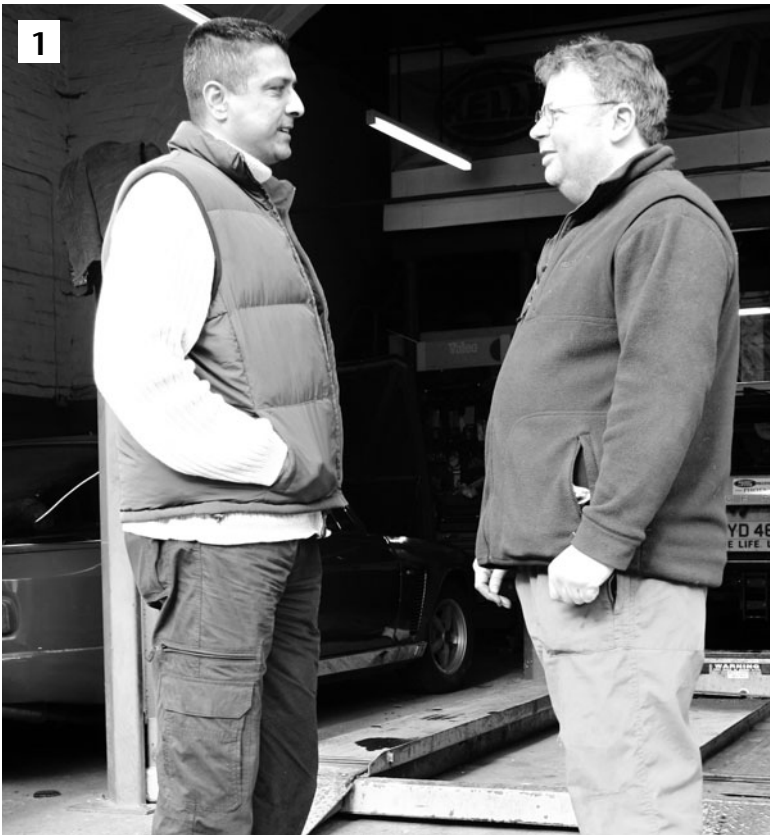
If you find it difficult to follow the caller:

- ask questions
- check information
- ask him or her to repeat.

Finding a GP

RESOURCE 1

🎧 23–24

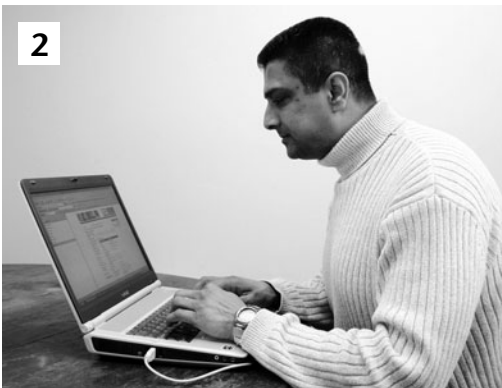


Hey, Rob. Do you know a good doctor?

Is it possible for me to register at your practice?

Well ... you may be able to register with us, but I'll need some information first.

Yeah. My doctor's great ... The only thing is, he might be full. Why don't you ring and check?



🎧 25



Receptionist

Information for the conversation:

- Doctor: Dr James (his list isn't full)
- Document checklist – things to bring:
 - medical card
 - photo ID and proof of address
 - letters from Home Office that confirm status
- Surgery opening hours:
 - 8:00–11:00 am
 - 3:30–6:00 pm

Some phrases to help you:

- Do you live near us?
- How long have you been in the UK?
- You'll need to fill in a form.
- Is it only you, or do you want to register your family?
- Can you bring ...?

Patient notes

Questions I want to ask the receptionist:

Information I may need to give:

Welcome to Ashton Medical Centre



Regular Clinics

Please make an appointment at Reception.

Antenatal	Thurs 9:30–11:00
Child health	Mon 1:30–4:30
Child immunisation	Mon 1:30–4:30
Diabetic	Tues 2:00–4:00
Family planning	Wed 3:00–6:00
Healthy heart	Thurs 10:30–12:00
Baby clinic	Fri 2:30–4:00
Well man	Tues 10:30–12:00
Well woman	Wed 10:30–12:00

Minor Surgery

Dr Green and Dr Golden will perform minor surgery.
This can save you a trip to the hospital.
Your GP will give you details.

Other Services

We also have regular visits from other professionals.
All these clinics and services require appointments.

Chiroprapist	Friday 2:00–4:00
Physiotherapist	Monday–Thursday 9:00–12:00
Phlebotomist	Tuesday and Thursday 9:00–11:00
Counsellor	Wednesday and Friday 2:00–5:00
Carers' link worker	Tuesday 9:00–10:30, Friday 1:30–4:30

We also offer a range of complementary therapies.
Ask at Reception for further details.

Your health is our concern

For appointments contact

☎ **01234 567890**

Ashton Medical Centre
Park Street
Birmingham
BH2 3ND

Emergency number:

☎ **01234 098765**

Check the notice-board for the latest information.

Or visit our website at
www.ashtonmedicalcentre.co.uk

Appointments: 01234 567890

Practice Hours	AM	PM
Monday	8:30–12:00	4:30–6:00
Tuesday	8:30–11:30	4:30–6:00
Wednesday	8:30–11:30	4:30–6:00
Thursday	8:30–11:30	4:30–9:00
Friday	8:30–12:00	4:30–9:00
Saturday	9:00–11:30	closed
Sunday	closed	closed

The practice is closed for lunch every day from 1:00–2:00

If you need to see a doctor when the practice is closed call
☎ **01234 098765**

If you require a **home visit**, please contact the practice **before 10 am**.
All **non-urgent calls** to the practice should be made **after 10 am**.

Ring **after 2:00 pm** to request a **repeat prescription**.

NHS Direct is a confidential 24-hour helpline. By calling **0845 4647** you can speak to a nurse for advice at any time of the day or night wherever you are in England. For information about health services you can contact [NHS Direct Online on www.nhsdirect.nhs.uk](http://www.nhsdirect.nhs.uk)

The Practice Team

Dr Linda Green

MB, ChB, DROG, MRCP, FPCert (Birmingham 1982)

Dr Joseph Golden

MB, ChB, DROG, MRCP, FPCert (Glasgow 1987)

Dr Solym Ahmed

MB, ChB (Cape Town 1997), DCH (South Africa) DRCOG

In addition to the partners we usually have a GP Registrar, a fully qualified doctor with three or four years of hospital experience, who is completing his or her training. We may also have final year medical students. From time to time we may video a consultation but only if we have your permission.

Practice Manager: Pat O'Reilly

Receptionist: Annie Butcher

Practice Nurse: Sheila Thomas

Health Visitor: Fran McDougall

District Nurse: Maxine Price

This medical practice aims to provide a high quality, individual service. We seek to provide each patient with as much time as necessary according to their needs and will try to see you as close to your appointment time as possible or provide an explanation if we are more than 30 minutes late.

We ask you:

- to arrive on time
- not to ask for extra people to be fitted in at the last minute
- not to ask for prescriptions for different members of your family at your appointment
- to cancel if you cannot attend.

Information about a GP practice

RESOURCE 2

1

You have just moved into the area. You want to see a female doctor. Has this practice got one?

2

Your elderly mother is coming to live with you. She has diabetes. When can she go to the diabetes clinic?

3

Your son has an asthma attack at 9:00 pm. Which numbers can you call for help?

4

When can you phone to make an appointment for a doctor to call and see you at home?

5

You work every weekday (Mon–Fri) from 9 am to 6 pm. Will you be able to get an appointment after work on Wednesday?

6

When is the best time to go for family planning advice?

7

Your father needs some more of the drugs he takes for his heart condition. When is the best time to phone up about them?

8

It is after midnight and you cannot sleep. You have a severe headache. You are not sure whether to bother your GP. Who could you call for advice?

9

Your baby is eight weeks old. When can you get her weighed and checked?

10

The dentist asks you who your GP is. What could you say?

Information about a GP practice

RESOURCE 3

The days of the week are written in full and as abbreviations in this puzzle.

Track them all with your eyes, your finger or with a pencil.



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

Registering with a GP

RESOURCE 1

Questions

26

Are you a permanent resident in the UK?

Do you have proof of your address with you?

Is it just you or do you have a family?



Do you have your medical card with you?

Could you complete this form for me, please?

Is this the first time you've registered with a doctor?

I'd like to register with the doctor, please.



Of course. Is it just you or do you have a family?

Answers

It's just me. I'm single.

Yes. I've got my gas bill here.

No. I registered with a doctor when I first came to the UK.



No. I had a medical card, but I've lost it.

Yes. I've been here for six months now.

Yes. Shall I fill it in now?

Registering with a GP

RESOURCE 2



Family doctor services registration

GMS1

Patient's details

Please complete in BLOCK CAPITALS and tick as appropriate

<input type="checkbox"/> Mr	<input type="checkbox"/> Mrs	<input type="checkbox"/> Miss	<input type="checkbox"/> Ms	Surname
Date of birth				First names
NHS No.				Previous surname/s
<input type="checkbox"/> Male	<input type="checkbox"/> Female	Town and country of birth		
Home address				
Postcode		Telephone number		

Please help us trace your previous medical records by providing the following information

Your previous address in UK	Name of previous doctor while at that address
	Address of previous doctor

If you are from abroad

Your first UK address where registered with a GP	
If previously resident in UK, date of leaving	Date you first came to live in UK

Patient's medical history

Name

Forename

Date of birth

Religion

Ethnic origin

NHS no.

Have you ever had any of the following? Please tick.

asthma bronchitis cancer depression diabetes epilepsy or fits
 heart attack or heart disease high blood pressure stroke

Have you ever been in hospital? Please give details.

Hospital and address	Date	Reason

Please tick any immunisations you have had and give the dates.

tetanus _____ diphtheria _____ whooping cough _____
 polio _____ MMR _____ cholera _____
 typhoid _____ TB _____ meningitis _____

Please list any medicines or drugs you take regularly.

Please list any allergies you have.

Making appointments

RESOURCE 1

27 1



28 2



29 3



Tuesday 6th
5:15 pm
Dr Ahmed

Conversation at a GP's Reception



PATIENT: I need to see the doctor today. My little boy

_____ .

RECEPTIONIST: We're fully booked today, I'm afraid.

PATIENT: _____ he's ill and I'm

_____ about him.

RECEPTIONIST: You can see Dr Green at 10:30 tomorrow.

PATIENT: _____ he's very sick. He's

_____ and has

a high _____ .

RECEPTIONIST: If it's _____ , I'll see if the doctor

_____ today.

PATIENT: Please ask the doctor to see my son now though.

RECEPTIONIST: All right. As it's _____ .

But is ill temperature urgent can fit him in
 very worried been vomiting

SCENARIO 1

PATIENT

You want to make an appointment to see Dr Ahmed this week.

It isn't urgent.

You would like an appointment in the evening because you are busy in the day.

RECEPTIONIST

I'm afraid Dr Ahmed is fully booked this week.

Dr Green is free at 10:30 on Tuesday.

I have no evening appointment until next Monday.

I might be able to fit you in at 5 o'clock on Friday.

SCENARIO 2

PATIENT

You want to make an appointment for your child with Dr Green.

Your child has a bad cough and a temperature.

You want to see the doctor today.

RECEPTIONIST

I'm afraid Dr Green is fully booked.

As the patient is a child, I can fit you in as an urgent appointment.

I might be able to fit you in with Dr Golden.

SCENARIO 3

PATIENT

You have a rash on your skin.

You want to make an appointment to see Dr Golden.

You work in the day until 5 pm.

RECEPTIONIST

Dr Golden is free on Wednesday at 10:45.

His first evening appointment is on Thursday at 4 pm.

He also has a space on Thursday at 10 to 6.

SCENARIO 4

PATIENT

You want to see Dr Green.

You can come tomorrow (Tuesday) before 11 am.

You can't come until after 4 on Wednesday or Thursday.

On Friday you can only come at 5 pm or later.

RECEPTIONIST


Can you come on Wednesday at 10:45?

In that case, what about Thursday at the same time, or Friday?

I can fit you in with Dr Ahmed first thing tomorrow morning.

Recording appointments

RESOURCE 1

Your next appointment is:

Thurs 2nd Nov, 9:30, Dr Ahmed



Recording appointments

RESOURCE 2

32

24th Tuesday		
AM		
Lunch		
PM		
25th Wednesday		
AM		
Lunch		
PM		

Recording appointments

RESOURCE 3

 33

DECEMBER						
Sun	Mon	Tue	Wed	Thu	Fri	Sat
					1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30
31						

Talking to your doctor

RESOURCE 1

35–36

To get the most out of your doctor's appointment you need to be prepared and know what you want to tell the doctor. You also need to understand what the doctor tells you.

Why do I need to take her to the doctor?
What am I expecting the doctor to do?

What information should I give the doctor?

What else might he want to know?



Malini is three. Last night she didn't sleep and kept pulling her ear. She didn't eat anything at lunch or tea yesterday. It started yesterday morning at playgroup. The pain seems to come and go. She has a high temperature too. She's usually a lively child, but she's been very quiet all week and really miserable. She cried all night last night – we had to keep her in bed with us.

Why is he checking her ears?

'Infection' sounds bad. Will she be OK to go to playgroup tomorrow?

I think he said to take the medicine three times a day.



You might want to ask about:

- the examination
- any medicine the doctor prescribes
- how long it should take to get better.

To check information you can:

- ask for information to be repeated
- explain you have not understood
- repeat what you think the doctor said to check your understanding.

Talking to your doctor

RESOURCE 2

Malini is three.

Last night she didn't sleep and kept pulling her ear.

She didn't eat anything at lunch or tea yesterday.

It started yesterday morning at playgroup.

The pain seems to come and go.

She has a high temperature too.


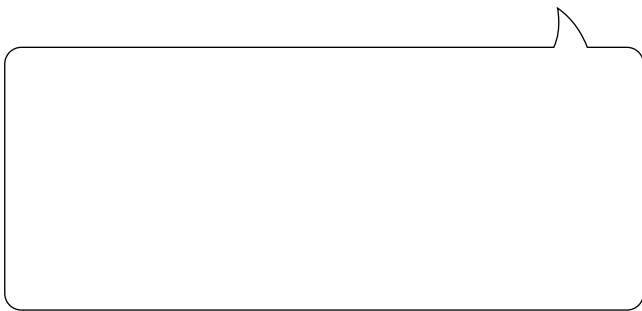
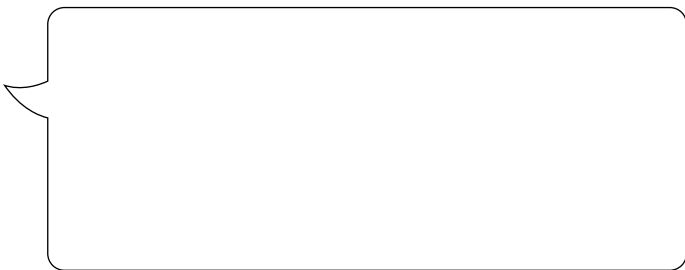
She's usually a lively child, but she's been very quiet all week and really miserable.

She cried all night last night – we had to keep her in bed with us.

Talking to your doctor

RESOURCE 3

What questions would you ask the doctor?



Phrases you can use

What is ...?

Can you tell me more about ...?

Could you explain ...?

How long ...?

What do you think ...?

Is it OK to ...?

Does it matter if ...?

Talking to your doctor

RESOURCE 4

Will it affect her hearing or anything else?

What do you think caused the infection?

She has a baby brother. Is it catching?

Can I give her anything for the pain?

Is it OK for her to go out?

When will she start to feel better?

What sort of antibiotics are they?

Are there any side-effects?

Is it a liquid medicine or tablets?

She isn't eating at the moment. Does it matter if she takes the medicine without food?

Answering your doctor's questions

RESOURCE 1

37–38

Michael goes to see the doctor. The doctor asks questions.



Michael answers.



Some questions ask you to say only 'yes' or 'no'.

Some questions ask you to say more than just 'yes' or 'no'.

Answer every question by giving all the information you need to give.

Answering your doctor's questions

RESOURCE 2A

How bad is the pain?

Has it got worse?

How long have you felt like this?

Where does it hurt?

Have you had this pain before?

When did it come on?

For about two days.

It's here on my left side.

No, it hasn't got worse.

Yes, I had the same pain about two weeks ago.

The pain's so bad it keeps me awake at night.

The pain started when I got in from work on Tuesday.

Answering your doctor's questions

RESOURCE 3

I've got a bad cough.



My head is aching.



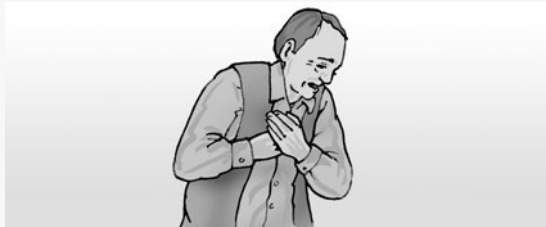
I can't sleep at night.



I've got earache.



I've got a pain in my chest.



I fell over and my ankle hurts.



I keep being sick.



My eye is very sore.



My child is constipated.



I can't stop crying.



Answering your doctor's questions

RESOURCE 4

My problem for the doctor
Problem
Symptoms (e.g. pain, being sick)
When did the symptoms start?
Is the problem getting better or worse?
What makes the problem better or worse? (e.g. eating certain foods)
Have you had this problem before?
How bad is the problem? (e.g. can't work)

Telling your doctor what's wrong

RESOURCE 1

Doctor ...

I've been ill with vomiting and diarrhoea.

I think I've broken my wrist.

I'm worried about this mole on my thigh.

I've got a splitting headache.

My eyes are sore and itchy.

My daughter's head is bleeding badly.

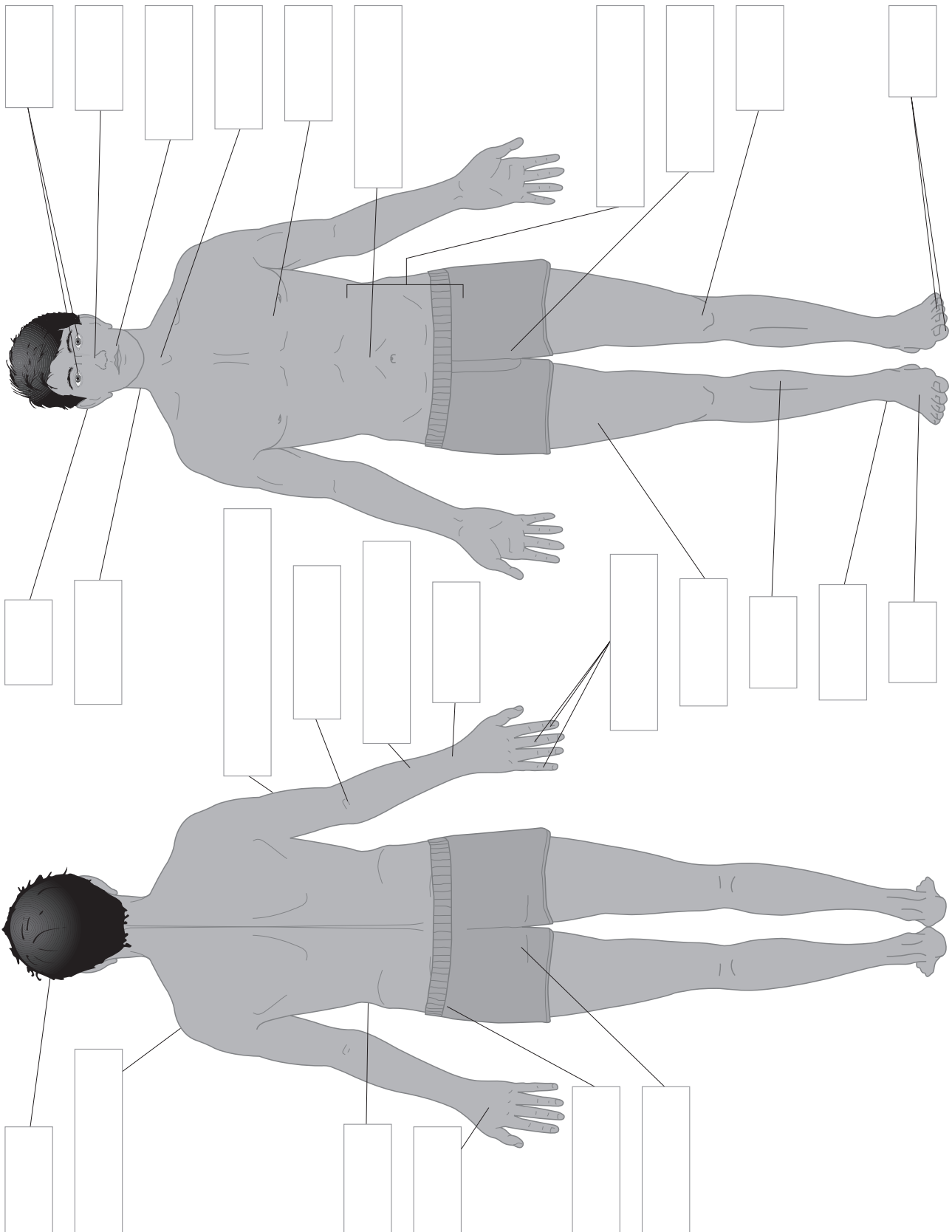
I've got a heavy cold and earache.

To explain a health problem to the doctor, you need:

- words for **symptoms** (e.g. earache)
- words for **body parts** (e.g. thigh)
- words to **describe** symptoms and body parts (e.g. splitting)
- whole **phrases** to introduce the problem (e.g. I've been ill with ...).

Telling your doctor what's wrong

RESOURCE 2



Telling your doctor what's wrong

RESOURCE 3

head	neck	mouth
ear	eyes	chest
stomach	shoulder	abdomen
elbow	fingers	wrist
hip	thigh	waist
knee	hand	ankle
toes	genitals	bottom
nose	foot	forearm
upper arm	throat	calf

Telling your doctor what's wrong

RESOURCE 4

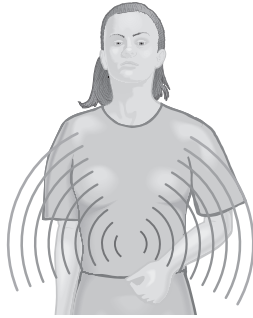
 41

Patient number	Body part	Problem	Describing words	Since when?
1				
2				
3				
4				
5				
6				

Telling your doctor what's wrong

RESOURCE 5A

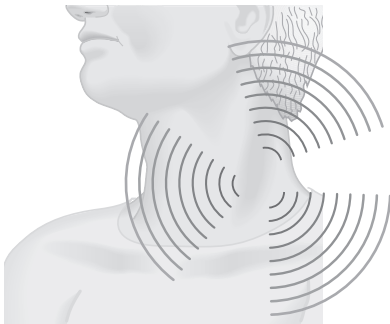
You have a stomach-ache.



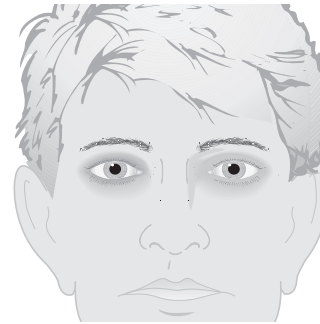
You have a cough.



You have a stiff neck.



You have sore eyes.



Doctor

Hello. How are you today?

How can I help you?

What can I do for you?

How are you feeling?

When did this start?

When did this come on?

When did you first notice it?

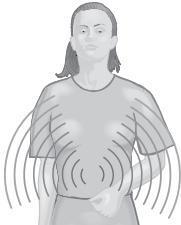


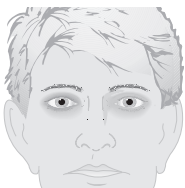
How does it feel?

Telling your doctor what's wrong

RESOURCE 5B

Patient

Use this to help you plan what to say.

Scenario	Describing words	Helpful expressions
Stomach-ache 		
Cough 		
Stiff neck 		
Sore eyes 		

Words to begin with:

- I'm worried about ...
- I've got ...
- My neck feels very ...
- I've got trouble with my ...

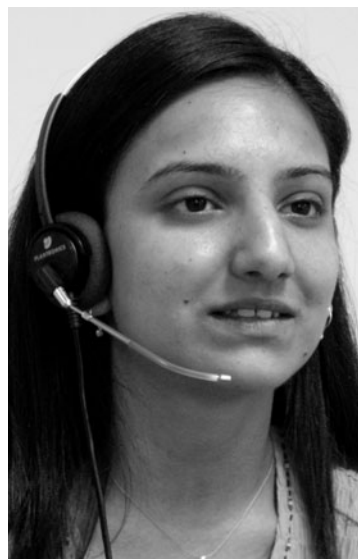
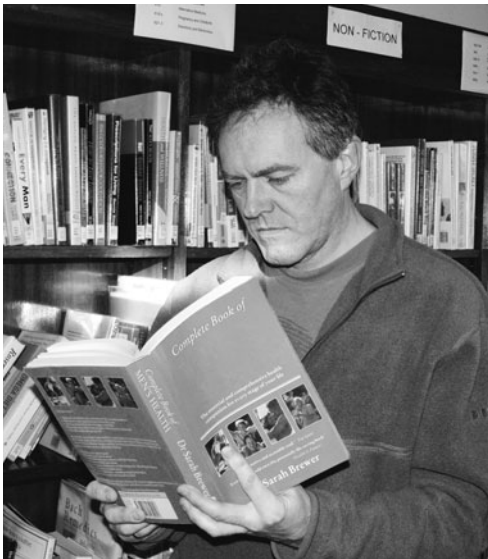
Telling your doctor what's wrong

RESOURCE 5C

Part of the body	Problem	Describing words
ankle	it hurts	swollen black and blue sore painful
tongue	it's sore	sore red raw
ear	earache	painful throbbing bad terrible
skin	a rash	itchy spotty red bleeding
chest	hard to breathe	faint wheezy tired tight
stomach	stomach upset vomiting and diarrhoea	bad sick tired ill poorly

Information sources

RESOURCE 1



read

find out more

watch

use again

listen

talk to

ask a question and get
an immediate reply

Asking questions

RESOURCE 1

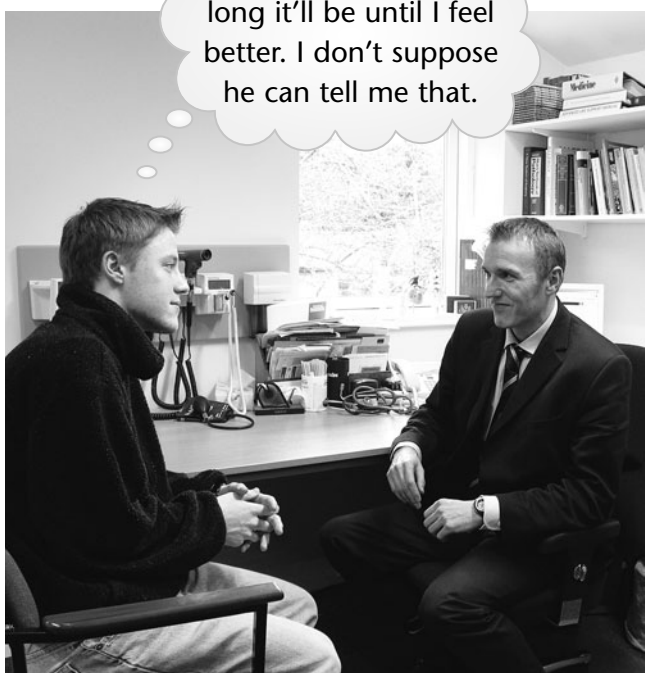
Health professionals will ask you a lot of questions. You can also ask them questions about your health concerns or treatment. How confident are you about asking questions?

I'm worried about the tests I've got to have. I don't want to make a fuss though.



I'm not sure what she means by taking the medicine at regular intervals. I don't want to ask in case she thinks I'm stupid.

I wonder how long it'll be until I feel better. I don't suppose he can tell me that.



I could ask the others how they cope but I don't want to interrupt.



Asking questions

RESOURCE 2



Listen to the doctor.

What questions would you ask him?

Can I just check what you said about coming back? I've got to make another appointment for the end of October?

How long did you say until my next appointment?

When do I have to come back? Did you say in 4 months' time?

Which building did you say the pharmacy is in?

I didn't quite follow that bit. **What** did you say about a modification?

Did you say I have to take the medicine for another month?

Will these tablets give me any side-effects?

What sort of changes might there be in my symptoms?

How will I know if the symptoms are serious?

Where is C building, please?

Can you explain why you're increasing the dose?

I'm on holiday for the last two weeks in October. Would it be OK if I came the first week in November?

Asking questions

RESOURCE 3



Listen to the pharmacist.

What questions would you ask her?

Asking questions

RESOURCE 4



It can be difficult to interrupt when you want to ask a question.

It can also be difficult to ask questions in front of other people.

Here are some tips to help.

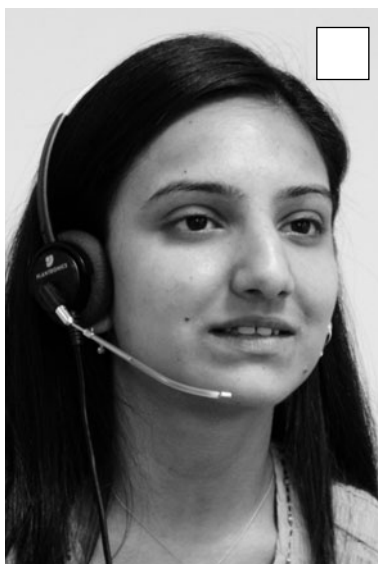
Tips for interrupting	
Things to do	Things to say
Wait until there's a pause in the talking	Could tell me why ...?
Gesture that you want to speak	Can I just stop you there for a minute?
Look as if you want to say something	Could I just check – did you say ...?
Put your question clearly and politely	Before you carry on, could you go over that last part again?
Remember that other people probably want to know the answer too!	Excuse me, could I ask ...?
Be confident – all questions are important	Sorry, but I'm really confused. Could you explain that last bit again, please?
Think about what you want to ask and keep it short and simple	Can I check what you meant by ...?

Listening to people

RESOURCE 1

To manage your condition, you need to listen carefully and understand the information you are given.

Tick the people who have talked to you about your health.



Doctor	<input type="checkbox"/>
Friends	<input type="checkbox"/>
Family	<input type="checkbox"/>
Nurse	<input type="checkbox"/>
Telephone helpline	<input type="checkbox"/>

Pharmacist	<input type="checkbox"/>
Support group members	<input type="checkbox"/>
	<input type="checkbox"/>
	<input type="checkbox"/>

Which of these people can give you information about *your* health?
Add some more ideas.

Listening to people

RESOURCE 2

1



 45

Listen to the doctor.
What is wrong with the patient?

2

 46

Listen to the pharmacist.
How many tablets must the patient take each day?



 47

Listen to the nurse.
What should the patient drink?
What should the patient *not* drink?

3



Listening to people

RESOURCE 3

Health professionals need to be sure that you know what to do and how to do it. You also need to be sure.



If the pain gets particularly bad after a lot of activity, take an over-the-counter anti-inflammatory drug such as ibuprofen. Make sure you take plenty of fluids, but avoid too much caffeine, as that won't help your sleeping problems.

Sorry, but what did you say? Anti-flames or something? What does that mean? I've never heard of those.

Could you just go over that bit again? Did you say I had to get extra sleep?

So, how many cups of coffee can I have?

Thank you, doctor. Can I just check what you said? I'm to drink plenty of liquids but not too much tea and coffee. And, if I get a lot of pain after doing a bit too much, I should take ibuprofen, which I can buy without a prescription.

Tick the active listening strategies that the patient is using.

Use the right body language

- Look at the speaker.
- Nod and smile if you understand.

Focus on what is being said

- Make mental notes in your head as you listen.
- Ask the speaker to repeat anything you didn't follow.

Clarify and check

- Ask about unfamiliar words or anything else you don't understand.
- Repeat the main points back to the speaker using your own words.
- Summarise the action points – what has the speaker asked the patient to do?

Discussing a health concern

RESOURCE 1

48

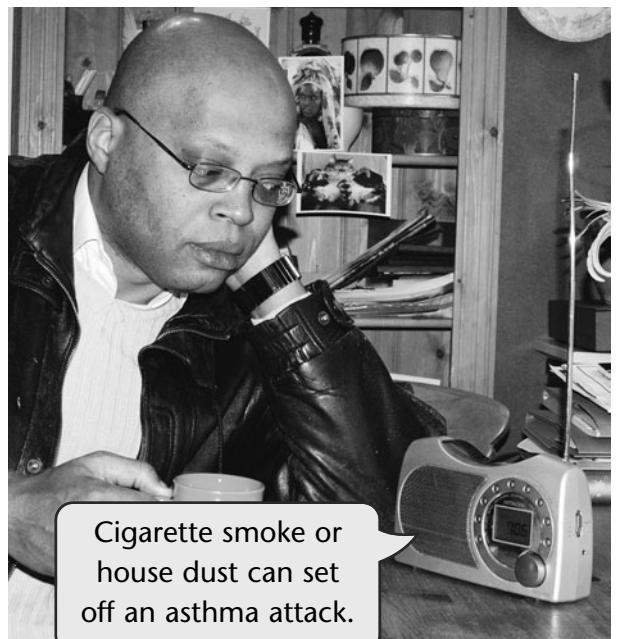
You can find out all types of information about a long-term health condition by listening. You may want to know:

- how to change your lifestyle
- more about the symptoms
- more about the causes
- general information about the condition.

1



2



3



4



Discussing a health concern

RESOURCE 2

49

Name of condition



Symptoms

1 _____

2 _____

3 _____

4 _____



The dietitian tells Esmé that she must eat less ...

1 _____

2 _____



The dietitian tells Esmé that she must ...

1 _____

2 _____

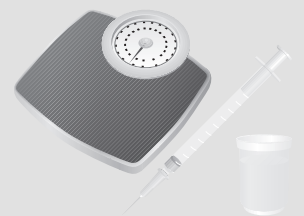


What tests will Esmé have at each meeting with the dietitian?

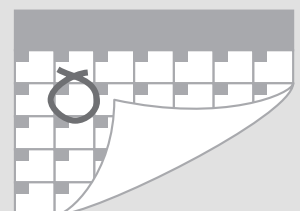
1 _____

2 _____

3 _____



How often will Esmé see the dietitian at first?



The dietitian

Use these ideas to help you.

- You've come to see me because you want to lose some weight. Is that right?
- Tell me what meals you eat each day.
- Do you eat snacks?
- First, you may need to eat less fat, so that means less fried food. You also need to cut down the amount of butter and cheese. Buy semi-skimmed rather than full-fat milk.
- It's important to eat plenty of fruit and vegetables. That will give you fibre, and important vitamins and minerals. We recommend that you eat at least five portions of fruit and vegetables every day. This leaflet tells you more about it and gives lots of useful ideas and information.
- Do you understand?
- Good. Now, it's really important that you eat regular meals.
- Start the day with a good breakfast – cereals, fresh fruit or fruit juice, a slice of wholemeal bread or toast ... anything on the diet sheet. By eating a good breakfast, you shouldn't get hungry before lunchtime so hopefully you won't want any snacks.
- If you do get hungry, try to avoid biscuits or chocolate, which have a lot of sugar in them. Fresh or dried fruit is much better for you.
- It's also important to cut down your alcohol intake, as alcohol contains a lot of calories.



Observer checklist

Tick the things that the patient does.

- Nods
- Looks interested
- Looks at the dietitian
- Asks questions
- Repeats information
- Says 'yes' or 'no'
- Makes interested sounds

Does the patient seem to understand the dietitian?

Yes/no

Notes

The patient

Plan what you will say here.

1 _____

2 _____

3 _____

4 _____

5 _____

Attending an outpatient clinic

RESOURCE 1

51



What causes asthma?

Is it a common problem?



Will it get better?

Is it dangerous?

What should I do if Ryan has an attack?

Should I change his diet?

- Types of information asked for:**
- the cause of the condition
 - the care
 - general information
 - what will happen in the future.

Patient

Prepare four or five questions to ask at the hay fever clinic.

1 _____

2 _____

3 _____

4 _____

5 _____

Nurse

Here is some information about hay fever to help you answer the patient's questions.

- Hay fever is an allergy.
- Pollen from grasses can cause hay fever.
- Hay fever is very common.
- I can give you medication to help.
- You might find that wearing sunglasses helps. Try to stay indoors when the pollen count is high.
- Some people grow out of hay fever.

Taking temperatures

RESOURCE 1

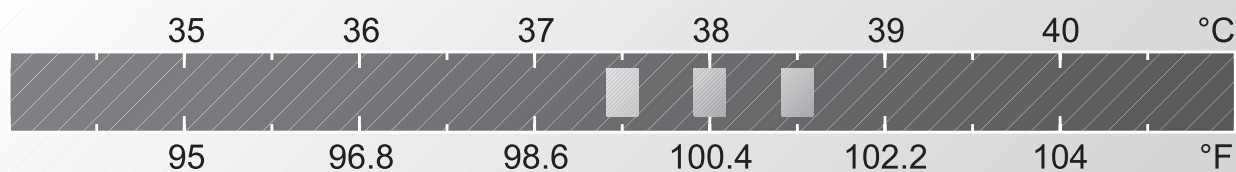
Temperature can tell us about a person's health.



What is normal?

Is it a bit high?

What shall I do?



Taking temperatures

RESOURCE 2

1 Tick the reading for normal body temperature.

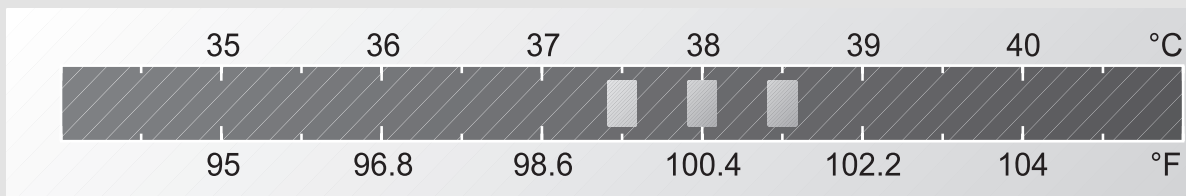
35°C

40°C

39°C

37°C

2

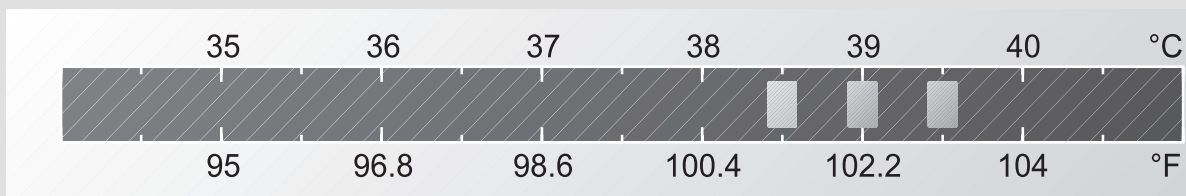


Is this temperature high?

Yes

No

3

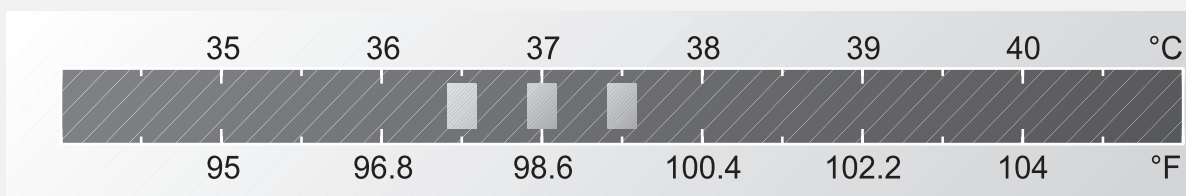


Is this temperature high?

Yes

No

4



Is this temperature high?

Yes

No

Immunisation and health screening

RESOURCE 1

The NHS runs an **immunisation programme** to protect against many diseases. It also has **screening programmes** to check for some types of cancer.



How does **immunisation** work?

Who is it for?

What happens if we miss the first appointment?

What diseases does it protect against?

Are there any risks?



How does **screening** work?

Who is it for?

How are the tests carried out?

Which cancers can be screened for?

Are there other things that I can be screened for?

How can I find out more?

NHS immunisation programmes

Childhood immunisation programme

When to immunise	How	What it protects against
2 months old	1 injection	diphtheria, tetanus, pertussis (whooping cough), polio and Hib 1st dose
	1 injection	pneumococcal infections 1st dose
3 months old	1 injection	diphtheria, tetanus, pertussis (whooping cough), polio and Hib 2nd dose
	1 injection	meningitis C 1st dose
4 months old	1 injection	diphtheria, tetanus, pertussis (whooping cough), polio and Hib 3rd dose
	1 injection	pneumococcal infections 2nd dose
	1 injection	meningitis C 2nd dose
around 12 months old	1 injection	Hib and meningitis C
around 13 months old	1 injection	measles, mumps and rubella (MMR) 1st dose
	1 injection	pneumococcal infections 3rd dose
3 to 5 years old (preschool)	1 injection	diphtheria, tetanus, pertussis (whooping cough), polio
	1 injection	measles, mumps and rubella (MMR) booster
13 to 18 years old	1 injection	diphtheria, tetanus and polio

Note: The BCG immunisation programme against tuberculosis previously took place in schools for 10 to 14-year-old children. This has recently been replaced by a programme which targets 'at risk' families and / or people moving into the country from areas where the disease is more common.

Adult immunisation programme

When to immunise	How	What it protects against
age 65	1 injection (for majority of people once in their lifetime)	pneumococcal infections
age 65 and over	1 injection every year	influenza (flu)

NHS screening programmes

Programme	Who is screened	How often	How is it done
cervical screening programme	women age 25 to 49	every 3 years	cervical smear test (a nurse takes a sample of cells from the neck of the womb)
	women age 50 to 64	every 5 years	
	women age 65 and over	only if you have not been screened since age 50 or if you have had recent abnormal tests	

Programme	Who is screened	How often	How is it done
breast cancer screening programme	women age 50 to 70*	every 3 years	mammogram (similar to an X-ray machine)

*After the age of 70, women are not automatically invited for breast screening. They are still entitled to be screened every 3 years if they ask. It is recommended that women over 70 make their own appointment.

Immunisation and health screening

RESOURCE 4

Baby timeline

1 week old	2 weeks old	3 weeks old	4 weeks old	5 weeks old	6 weeks old	7 weeks old	8 weeks old	9 weeks old	10 weeks old	11 weeks old
------------	-------------	-------------	-------------	-------------	-------------	-------------	-------------	-------------	--------------	--------------

1 month old

2 months old

12 weeks old	13 weeks old	14 weeks old	15 weeks old	16 weeks old	17 weeks old	18 weeks old	19 weeks old	20 weeks old	21 weeks old	22 weeks old
--------------	--------------	--------------	--------------	--------------	--------------	--------------	--------------	--------------	--------------	--------------

3 months old

4 months old

5 months old

1 month old	2 months old	3 months old	4 months old	5 months old	6 months old	7 months old	8 months old	9 months old	10 months old	11 months old	12 months old
-------------	--------------	--------------	--------------	--------------	--------------	--------------	--------------	--------------	---------------	---------------	---------------

1 year old

Immunisation and health screening

RESOURCE 5

- 1 Jess is **16 years old**.
How many doses has she had against **tetanus**?



- 2 Emin is **15 years old**.
He is going to be immunised against **diphtheria, tetanus and polio**. How many **injections** will he be given?



- 3 George is **69**. Last year he had an injection to protect him against **flu**.
Will he need another injection **this year**?



- 4 Gavin is **6 months old**.
How many injections should he have had up to now?



- 5 Lisa is **4½ years old**.
Should she have an **MMR** injection **before** she starts her new school?



- 6 Janal is just **10 weeks old**. He has come to live in Britain with his parents. He has not been immunised.
How many injections has he missed?



Immunisation and health screening

RESOURCE 6

1 Sheila is **55 years old**. She had her last cervical smear test **2 years ago**.

When is her next one due?



2 Joan is **65 years old**. She had her last mammogram **2 years ago**.

When is her next one due?



3 Gordon is **65 years old**.

What injections can he have?



4 Trudy was **70** when she was last screened for breast cancer. That was **3 years ago**.

When will she be invited for screening again?



5 Mary is **33**.

How often should she go for a routine smear test?



6 Carla is **24**.

When should she get her **first invitation** for routine cervical screening?



Remembering spoken instructions

RESOURCE 1

To help you remember spoken instructions:

- listen for key details
- ask questions to check details.

Key details



How often must I take them?

When did she say I should take the tablets?

How long should I take them for?

How many tablets did she say I should take?

53

Checking



Can you repeat that?

What do you mean by ...?

Did you say ...?

So, I have to take ...

54

Confirming

Remembering spoken instructions

RESOURCE 2A

Instruction cards

I

Take two tablets every four hours, up to four times a day. It's important that you finish the course, even if you feel better.

I

Take one teaspoonful three times a day with meals. Don't take it for more than four days.

I

Take three tablets a day, one in the morning, one in the afternoon and one just before you go to bed. Come back when you've finished them all.

I

Take two tablets at regular intervals, up to four times a day until the pain has gone.

I

Take two tablets three times a day between meals. Stop taking them if you get any reaction, such as a rash.

I

Drink half a cup once a day, either in the morning or in the evening.
You can do this for up to a month.

Remembering spoken instructions

RESOURCE 2B

Question cards

Q

How much medicine should I take?

Notes

Q

How much medicine should I take?

Notes

Q

When should I take it?

Notes

Q

When should I take it?

Notes

Q

How long should I take it for?

Notes

Q

How long should I take it for?

Notes

Q

How often should I take it?

Notes

Q

How often should I take it?

Notes

Checking medicine labels

RESOURCE 1

There are some key things that you need to think about and check before taking a medicine or giving it to someone else.

Is it the right medication for the problem?

Is it suitable for the person taking it?

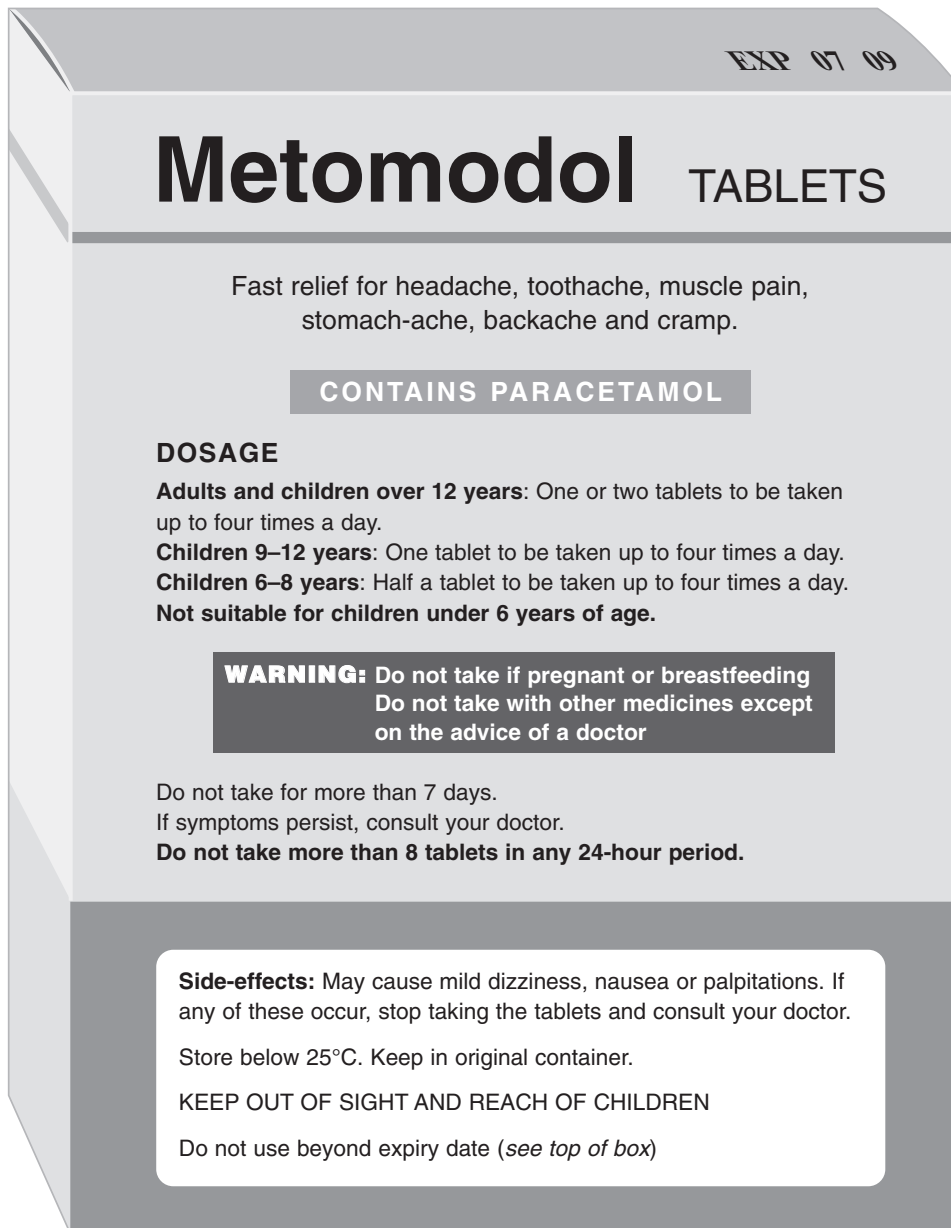


Are there any side-effects?

Is it still in date?

Keep all medicines out of the sight and reach of children.

All medicines contain a warning similar to this.
You **must** follow this instruction.



Checking medicine labels

RESOURCE 3A

This medicine is for:

headache

stomach-ache

earache

cough

cold

indigestion

muscle pain

backache

rash

hay fever

sunburn

cramp

toothache

sore throat

This medicine is for:

Checking medicine labels

RESOURCE 3B

headache

stomach-ache

toothache

earache

backache

cough

cold

muscle pain

indigestion

hay fever

sunburn

rash

sore throat

cramp

Checking medicine labels

RESOURCE 4

Month	Abbreviations			Number
January	Jan			01
February	Feb			02
March	Mar			03
April	Apr			04
May	May			05
June	Jun			06
July	July			07
August	Aug			08
September	Sep			09
October	Oct			10
November	Nov			11
December	Dec			12

Checking medicine labels

RESOURCE 5

06 07

December 2009

11/10/07

November 2007

11/2007

September 2012

1 JUL 07

June 2007

01/07

11th October
2007

12/2009

1st July 2007

09–2012

January 2007

Checking medicine labels

What is the medicine for?

Who can take it?

Who should *not* take it?

What are the possible side-effects?

What should you do if you get any side-effects?

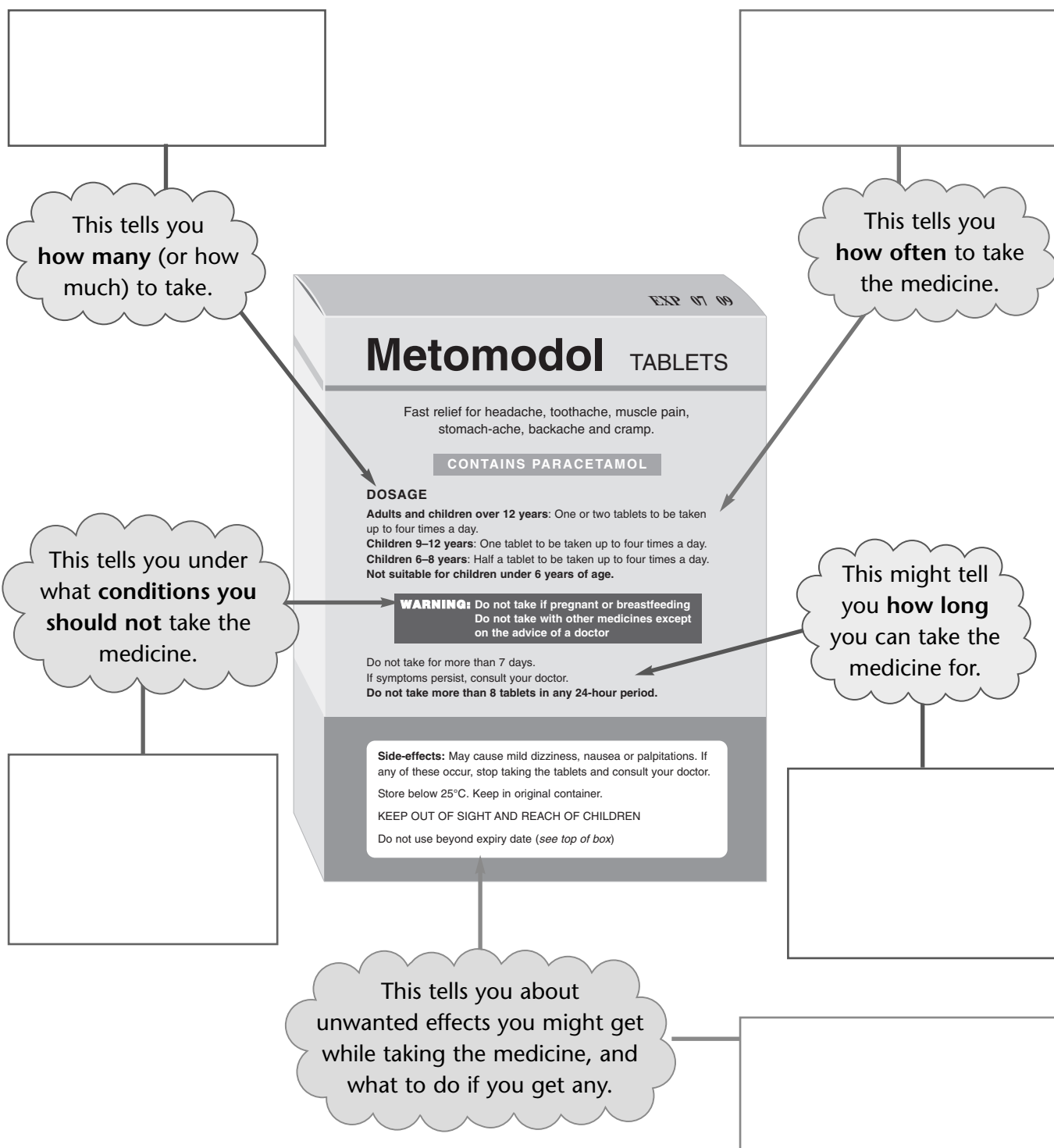
What date is it past its best?

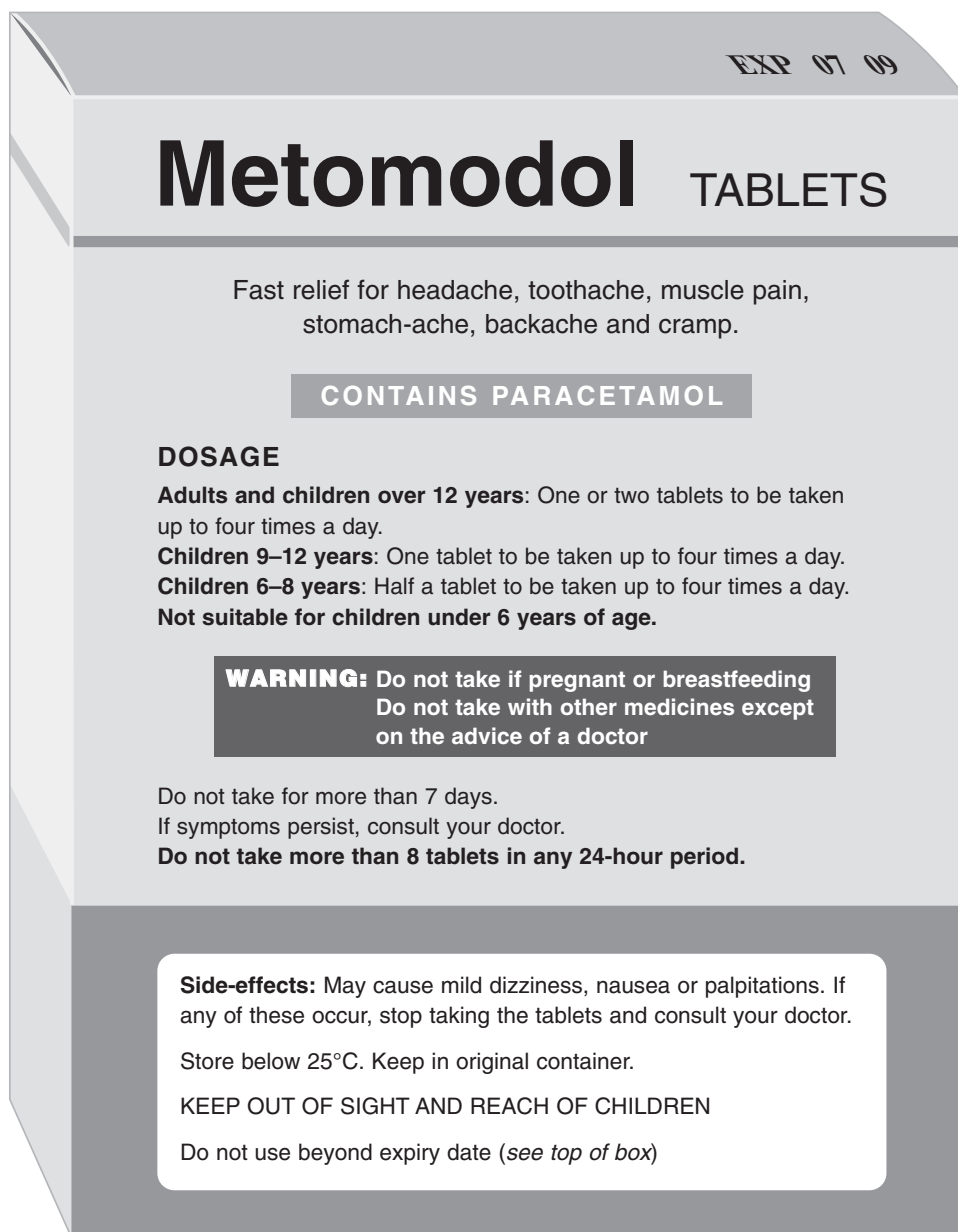
(Write this in full, for example November 2008.)

Dosage and timing

For a medicine to work, it is important that you take it according to the instructions. You also need to be aware of possible side-effects.

Medicine packets and labels provide information about how to take the medicine correctly and safely.





Dosage and timing

RESOURCE 3

Person cards

P

5-year-old child

P

adult taking other medication

P

teenager

P

6-year-old child

P

pregnant woman

P

12-year-old child

P

man not taking any other medication

Dosage cards

D

one tablet four times a day

D

half a tablet four times a day

D

one tablet four times a day

D

no tablets

D

one tablet four times a day

D

no tablets, except on the advice of a doctor

D

two tablets four times a day

D

no tablets

D

two tablets four times a day

Dosage and timing

RESOURCE 4

1

Take one or two tablets twice a day.

What is the maximum number of tablets you can take in one day?

2

Apply two or three times a day.

What is the maximum number of times you can use this cream in one day?

3

One or two sprays directly into the mouth up to six times a day.

What is the maximum number of sprays you can have in one day?

4

One or two 5 ml spoonfuls to be taken four times a day.

What is the maximum number of 5 ml spoonfuls you can have in one day?

5

Suck one lozenge slowly in the mouth. Repeat up to six times a day.

What is the maximum number of lozenges you can have in one day?

6

Children 6–8 years:
Half to one tablet up to four times a day.

What is the maximum number of tablets a 7-year-old child can have in one day?





Dosage and timing

RESOURCE 5



← This medicine must be taken regularly: **every 4 hours 4 times a day.**

The time each person took the first tablet in the morning has been filled in.
Write down the times the person can take the other doses.

<p>Sandra dose 1 8:00 am</p> <p>dose 2 _____</p> <p>dose 3 _____</p> <p>dose 4 _____</p>	
<p>Raffi dose 1 10:00 am</p> <p>dose 2 _____</p> <p>dose 3 _____</p> <p>dose 4 _____</p>	
<p>Tori dose 1 7:30 am</p> <p>dose 2 _____</p> <p>dose 3 _____</p> <p>dose 4 _____</p>	
<p>Wes dose 1 11:30 am</p> <p>dose 2 _____</p> <p>dose 3 _____</p> <p>dose 4 _____</p>	

Dosage

What is the maximum number of doses an adult can take in one day?

How many tablets (or spoonfuls of medicine) can an 11-year-old child have in one day?

How often should you take the medicine?

When would you take this medicine? Write down the approximate times of day.

How long can you take the medicine for?

What should you do if you don't get better?

Advice from the pharmacist

RESOURCE 1

The pharmacist can give you different **types of advice** about medication:

- what medicine to take for a simple health problem
- what a medicine is for
- symptoms
- dosage
- side-effects
- medication you need to get from a doctor.

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2

It might make him a bit sleepy, and it gives some people a headache, but that isn't very common.

1

Give him one spoonful. He can have another spoonful after 3–4 hours if he needs it, but no more than four doses in 24 hours.

3

You don't need antibiotics. Antibiotics are for infections and you'd need a prescription from your doctor.

4

This anti-histamine syrup is very good.

5

Give him some as soon as you notice any symptoms of hay fever.

6

The symptoms can be sneezing, a runny nose or itchy eyes.

Gap-fill exercise 56

- 1 _____ a bit of this cream _____
your skin as soon as _____ .
- 2 _____ the cream every _____ hours.
- 3 _____ your hands _____ .
- 4 _____ anyone else _____
your cold sore.
- 5 _____ applying the cream for 5 days, even if your cold sore
stops feeling _____ or _____ .
- 6 _____ the tube of cream _____ as soon
as it's past the expiry date.






Instructions 57

When you get home, take two spoonfuls of the medicine.
Then make yourself a hot drink and go to bed. Sleep is very
good. Try to sleep for a couple of hours, then have another
hot drink. Eat plenty of fruit and vegetables for lunch.
That'll give you vitamin C. It's important that you keep
warm. Keep taking the medicine until you feel better.

Advice from the pharmacist

RESOURCE 3A





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<p>Health problem 1</p>		
<p>Symptoms</p>		
<p>Name of medicine</p>		
<p>Form of medicine</p>		
<p>Dosage</p>		

Advice from the pharmacist

RESOURCE 3B

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<p>Health problem 2</p>		
<p>Symptoms</p>		
<p>Name of medicine</p>		
<p>Form of medicine</p>		
<p>Dosage</p>		