ESOL Literacies: National 2

Health
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Please note these materials have been repurposed for the new National Qualifications - August 2015
Contents and notes
Where appropriate, answer keys are included for learners to check their work. You should photocopy certain worksheets.

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</tr>
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<td>Activity</td>
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</tr>
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</tr>
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</tr>
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</tr>
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</tr>
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</tr>
<tr>
<td>*55</td>
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</tr>
</tbody>
</table>

* assessment practice
<table>
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<tr>
<th>Name:</th>
<th>Date:</th>
</tr>
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</table>

What is a GP? ________________________________

What is your GP’s name? ________________________________

What is your dentist’s name? ________________________________
Making an appointment

Listen and read.
Receptionist: Good morning. City Medical Practice.
Patient: Hello. I’d like to make an appointment please.
Receptionist: Can I have your name?
Patient: Najma Kauser.
Receptionist: How do you spell your surname, please?
Patient: K - a - u - s - e - r
Receptionist: How about ten past three tomorrow with Dr Brown?
Patient: Ten past three on Thursday. That’s fine.
    Thank you.
Receptionist: OK. Bye.
Patient: Bye.

Fill in the patient’s appointment card.

City Medical Practice
Appointment Card
Patient’s name: ___________________________

<table>
<thead>
<tr>
<th>Day</th>
<th>With</th>
<th>Time</th>
</tr>
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<tbody>
<tr>
<td></td>
<td>Dr.</td>
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</table>

Now practise making an appointment.
Look at the text and answer the questions.

CITY MEDICAL PRACTICE
SURGERY OPENING TIMES

Monday  8.30 am — 6.00 pm
Tuesday  8.30 am — 6.00 pm
Wednesday 8.30 am — 6.00 pm
Thursday 8.30 am — 6.00 pm
Friday  8.30 am — 6.00 pm
Saturday closed
Sunday closed

N.B. The surgery will be closed every Wednesday between 12.30 pm and 1.30 pm for staff training

Circle T (True) or F (False).

1 You can see your doctor at these times.  
   T  F

2 The surgery is open seven days a week.  
   T  F

3 You can’t get an appointment after six o’clock.  
   T  F

4 The surgery is closed for one hour at lunchtime on Wednesdays.  
   T  F
Look at the text and answer the questions.
Circle T (True) or F (False).

1. You can see your doctor at these times. T F
2. The surgery is open seven days a week. T F
3. You can’t get an appointment after six o’clock. T F
4. The surgery is closed for one hour at lunchtime on Wednesdays. T F
Number the parts of the body.

1 stomach  2 foot  3 hand  4 leg
5 back  6 arm  7 ear  8 head
9 eye  10 neck  11 chest  12 mouth
13 knee  14 finger  15 nose  16 ankle
Number the parts of the body.

1 stomach
5 back
9 eye
13 knee

2 foot
6 arm
10 neck
14 finger

3 hand
7 ear
11 chest
15 nose

4 leg
8 head
12 mouth
16 ankle

Answer key
Circle the correct spelling.

<table>
<thead>
<tr>
<th></th>
<th>nek</th>
<th>kcen</th>
<th>neck</th>
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<td>fuut</td>
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</table>

Now copy the correct spelling in your notebook.
Put in the missing vowels: a, e, i, o, u.

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<td>___ rm</td>
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</table>
## Answer key

### Circle the correct spelling.

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### Put in the missing vowels.

1. head  
2. leg  
3. ear  
4. mouth  
5. hand  
6. eye  
7. ankle  
8. knee  
9. back  
10. chest  
11. stomach  
12. finger  
13. nose  
14. foot  
15. arm  
16. neck
I've got ...

I feel ...
What's the matter?

What's wrong?
<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
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</thead>
<tbody>
<tr>
<td><strong>toothache</strong></td>
<td><strong>backache</strong></td>
</tr>
<tr>
<td><strong>a headache</strong></td>
<td><strong>earache</strong></td>
</tr>
<tr>
<td><strong>a sore eye</strong></td>
<td><strong>a stomach ache</strong></td>
</tr>
<tr>
<td><strong>a sore arm</strong></td>
<td><strong>a sore ankle</strong></td>
</tr>
<tr>
<td>a sore chest</td>
<td>a sore throat</td>
</tr>
<tr>
<td>-------------------</td>
<td>------------------------</td>
</tr>
<tr>
<td>sick</td>
<td>a cold</td>
</tr>
<tr>
<td>a cough</td>
<td>a temperature</td>
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</table>
Listen and write the number below the pictures.

<p>| | | | |</p>
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</table>

Name:  
Date:  

© SQA
1 What’s the matter?  
   I’ve got earache.

2 What’s wrong?  
   I’ve got a sore chest.

3 What happened to you?  
   I fell. I’ve got a sore ankle.

4 What’s the problem?  
   I’ve got a sore throat.

5 Ooh, I ate too much. I’ve got a stomach ache!

6 What’s the matter?  
   I feel sick.

7 You don’t look very well.  
   I’ve got a bad cold.

8 Are you OK?  
   I’ve got a headache. Have you got any tablets?
9 You look tired.  
   I didn’t sleep well last night. I’ve got a cough.

10 I’ve got a sore eye. It hurts when I blink.

11 I can’t eat or drink anything. I’ve got toothache.

12 I feel really hot. I’ve got a temperature.

13 What happened to you?  
   I fell and hurt my arm.

14 I can hardly move. I’ve got backache.
**Answer key**

Listen and write the number below the pictures.

<p>| | | | |</p>
<table>
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</thead>
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<td>13</td>
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<td>1</td>
<td>6</td>
<td>14</td>
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<td>7</td>
<td>11</td>
<td>9</td>
<td>4</td>
</tr>
<tr>
<td>10</td>
<td>3</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Listen …

A  Hello, how are you?

B  I'm fine thanks. And you?

A  Not very well. I've got a cold.

B  Oh dear! I hope you feel better soon.

A  Thank you.

Practise the dialogue with a partner. Your teacher will give you cue cards.
What’s the matter?
I’ve got a headache.

1. What’s the matter?
   I’ve got _____________________

2. What’s the matter?
   I’ve got _____________________

3. What’s the matter?
   I’ve got _____________________

4. What’s the matter?
   I’ve got _____________________

5. What’s the matter?
   I’ve got _____________________

6. What’s the matter?
   I feel _____________________
I’ve got a cold.

I’ve got earache.

I’ve got toothache.

I’ve got a cough.

I’ve got a sore throat.

I feel sick.
What’s the matter?
I’ve got a headache.

1
What’s the matter?
I’ve got a cold.

2
What’s the matter?
I’ve got earache.

3
What’s the matter?
I’ve got toothache.

4
What’s the matter?
I’ve got a cough.

5
What’s the matter?
I’ve got a sore throat.

6
What’s the matter?
I feel sick.
Say what’s wrong and when it hurts
e g I’ve got backache.
It hurts when I bend.

Use the words in the box to help you.

<table>
<thead>
<tr>
<th>eat</th>
<th>walk</th>
<th>cough</th>
<th>swallow</th>
</tr>
</thead>
</table>

1. ____________________________________________
2. ____________________________________________
3. ____________________________________________
4. ____________________________________________
Say what’s wrong and when it hurts

eg

I’ve got backache. It hurts when I bend.

Use the words in the box to help you.

<table>
<thead>
<tr>
<th>eat</th>
<th>walk</th>
<th>cough</th>
<th>swallow</th>
</tr>
</thead>
</table>

1

I’ve got a sore foot. It hurts when I walk.

2

I’ve got a sore throat. It hurts when I swallow.

3

I’ve got toothache. It hurts when I eat.

4

I’ve got a sore chest. It hurts when I cough.
Listen and complete the form.

Surname

First name

DOB

Address

Postcode

Tel. no.
Listen again and tick the correct answer.

1. Her doctor’s name is
   a. Dr Black
   b. Dr Green
   c. Dr Brown

2. She has hurt her
   a. [Image 1]
   b. [Image 2]
   c. [Image 3]

3. She hurt herself when she was
   a. [Image 4]
   b. [Image 5]
   c. [Image 6]

4. Tick the waiting room.
   a
   c
   b
   d
   e
   f
   g
   h
   
   You are here
**Tapescript**

R: I need some information from you to fill in this form. What’s your surname?
P: Stevens.
R: Can you spell that please?
P: S-T-E-V-E-N-S
R: What’s your first name?
R: And what’s your date of birth?
R: OK. What’s your address?
P: 23/5 Stewart Street, Glasgow. That’s S-T-E-W-A-R-T.
R: Thank you. What’s your postcode?
P: It’s G12 5UD. That’s G12 5UD.
R: What’s your phone number?
P: 0141 double 5 7 2469
R: Who is your GP?
P: Doctor Brown at the Langside Medical Practice.
R: Right. What’s the problem?
P: I think I have broken my arm. I was playing tennis and I fell.
   My arm hurts when I move it.
R: Take a seat in the waiting room and someone will call you to see a doctor.
P: Thanks very much. Where’s the waiting room?
R: Go straight ahead and take the first right.
P: Thank you.
Answer key

Listen and complete the form.

S T E V E N S

K A T H R Y N

D D M M Y Y Y Y
1 7 0 8 1 9 8 4

2 3 / 5 S T E W A R T S T R E E T
G L A S G O W

G 1 2 5 U D

0 1 4 1 5 5 7 2 4 6 9

1c 2b 3c 4f
Look at the medicines. What are they?
Write the words under the pictures.

<table>
<thead>
<tr>
<th>tablets</th>
<th>syrup</th>
<th>ointment</th>
<th>powder</th>
</tr>
</thead>
<tbody>
<tr>
<td>drops</td>
<td>inhaler</td>
<td>cream</td>
<td>capsules</td>
</tr>
</tbody>
</table>

1
2
3
4
5
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8

__________  __________  __________

__________  __________  __________

__________  __________  __________

Name: __________________________
Date: __________________________
**Answer key**

**Look at the medicines. What are they?**

<table>
<thead>
<tr>
<th>tablets</th>
<th>syrup</th>
<th>ointment</th>
<th>powder</th>
<th>drops</th>
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<tr>
<td>Take two capsules every four hours.</td>
<td>Dissolve the tablets in water.</td>
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<tr>
<td>Take one 5 ml spoonful three times a day.</td>
<td>Apply two drops to each eye three times a day.</td>
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<tr>
<td>Apply two drops to each ear in the morning and at night.</td>
<td>Take two 5 ml spoonfuls four times a day.</td>
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<tr>
<td>Take one tablet after meals.</td>
<td>Apply twice a day.</td>
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<td></td>
</tr>
<tr>
<td>8 am</td>
<td><img src="image1" alt="8 am" /></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>12 pm</td>
<td><img src="image2" alt="12 pm" /></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>4 pm</td>
<td><img src="image3" alt="4 pm" /></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>8 pm</td>
<td><img src="image4" alt="8 pm" /></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

© SQA
**Answer key**

**Match the instructions to the pictures.**

<table>
<thead>
<tr>
<th>Take two capsules every four hours.</th>
<th>Dissolve the tablets in water.</th>
<th>Take one 5 ml spoonful three times a day.</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>2</td>
<td>3</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Apply two drops to each eye three times a day.</th>
<th>Apply two drops to each ear in the morning and at night.</th>
<th>Take two 5 ml spoonfuls four times a day.</th>
</tr>
</thead>
<tbody>
<tr>
<td>4</td>
<td>5</td>
<td>6</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Take one tablet after meals.</th>
<th>Apply twice a day.</th>
</tr>
</thead>
<tbody>
<tr>
<td>7</td>
<td>8</td>
</tr>
</tbody>
</table>

**4**

8 am

12 pm

4 pm

8 pm

**3**

**8**
**Answer key**

**Match the instructions to the pictures.**

<table>
<thead>
<tr>
<th>Take two capsules every four hours.</th>
<th>Dissolve the tablets in water.</th>
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<td>1</td>
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<td>Apply two drops to each eye three times a day.</td>
<td>Apply two drops to each ear in the morning and at night.</td>
<td>Take two 5 ml spoonfuls four times a day.</td>
</tr>
<tr>
<td>4</td>
<td>5</td>
<td>6</td>
</tr>
<tr>
<td>Take one tablet after meals</td>
<td>Apply twice a day</td>
<td></td>
</tr>
<tr>
<td>7</td>
<td>8</td>
<td></td>
</tr>
</tbody>
</table>

2

4

7

5

6

9

5

8 am

8 pm
Listen and circle the correct answers.

1. She hurt her
   a. [Image]
   b. [Image]
   c. [Image]

2. She wants an appointment with a
   a. [Image]
   b. [Image]
   c. [Image]

3. She’s got a
   a. [Image]
   b. [Image]
   c. [Image]
   d. [Image]
   e. [Image]
Listen and circle the correct answers.

4

a

b

5

a

b

c
1 What’s the matter? Have you hurt your leg?
   No, it’s my foot. I fell on the stairs.

2 Leith Surgery. Can I help you?
   I’d like to make an appointment for a check-up please.
   I’ve got really bad toothache.

3 Hello. How are you?
   Not very well. I’ve got a sore throat.
   Oh dear! I hope you feel better soon.

4 How many tablets should I take?
   Take two, three times a day after food.

5 Health Centre. Can I help you?
   I’d like a home visit please. My daughter has a temperature
   and she has been sick all night.
Listen and circle the correct answers.

1 She hurt her

2 She wants an appointment with a

3 She’s got a
Listen and circle the correct answers.

4 a

5 a b c
Read these words.

'\text{o}_e{'} \quad \text{\textquotesingle oa\textquotesingle}

sore \quad \text{throat}

nose \quad \text{code} \quad \text{road} \quad \text{soap}

home \quad \text{note} \quad \text{coat} \quad \text{toast}

bone \quad \text{phone} \quad \text{loaf} \quad \text{coach}

hope \quad \text{rose} \quad \text{goal} \quad \text{loan}

Write the words under the pictures.

\begin{tabular}{|c|c|c|}
\hline
1 & 2 & 3 \\
\hline
\end{tabular}

\begin{tabular}{|c|c|c|}
\hline
4 & 5 & 6 \\
\hline
\end{tabular}

\begin{tabular}{|c|c|c|}
\hline
7 & 8 & 9 \\
\hline
\end{tabular}

\begin{tabular}{|c|}
\hline
10 \\
\hline
\end{tabular}
## Answer key

<table>
<thead>
<tr>
<th>'o_e'</th>
<th>'oa'</th>
</tr>
</thead>
<tbody>
<tr>
<td>sore</td>
<td>throat</td>
</tr>
</tbody>
</table>

Write the words under the pictures.

<p>| | | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>nose</td>
<td>road</td>
<td>bone</td>
</tr>
<tr>
<td>loaf</td>
<td>note</td>
<td>toast</td>
</tr>
<tr>
<td>home</td>
<td>soap</td>
<td>phone</td>
</tr>
<tr>
<td>coach</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Read and listen.

Tom is not well today. He’s got a cough and a sore throat. His throat hurts when he swallows and his chest hurts when he coughs. He phones the doctor’s surgery to make an appointment. He gets an appointment for 10:15. The doctor gives him a prescription for some tablets. Tom takes the prescription to the chemist and gets his tablets. Then he goes home and goes to bed.

Underline all the words with o__e and oa.

Now find the words in the text to match these pictures.
Tom is not well today. He’s got a cough and a sore throat. His throat hurts when he swallows and his chest hurts when he coughs. He phones the doctor’s surgery to make an appointment. He gets an appointment for 10:15.

The doctor gives him a prescription for some tablets. Tom takes the prescription to the chemist and gets his tablets. Then he goes home and goes to bed.

Underline all the words with 'o__e' and 'oa'.

Now find the words in the text to match these pictures.

<table>
<thead>
<tr>
<th>a prescription</th>
<th>chemist</th>
<th>tablets</th>
</tr>
</thead>
<tbody>
<tr>
<td>a sore throat</td>
<td>a cough</td>
<td>an appointment</td>
</tr>
</tbody>
</table>
Match the beginning and end of the sentences.

<table>
<thead>
<tr>
<th>Tom is...</th>
<th>...the doctor’s surgery.</th>
</tr>
</thead>
<tbody>
<tr>
<td>He’s got...</td>
<td>...a cough and a sore throat.</td>
</tr>
<tr>
<td>His throat hurts...</td>
<td>...not well today.</td>
</tr>
<tr>
<td>His chest hurts...</td>
<td>...the prescription to the chemist.</td>
</tr>
<tr>
<td>He phones...</td>
<td>...home and goes to bed.</td>
</tr>
<tr>
<td>He gets...</td>
<td>...an appointment for 10:15.</td>
</tr>
<tr>
<td>The doctor gives him...</td>
<td>...when he coughs.</td>
</tr>
<tr>
<td>Tom takes...</td>
<td>...when he swallows.</td>
</tr>
<tr>
<td>Then he goes...</td>
<td>...a prescription for some tablets.</td>
</tr>
</tbody>
</table>

Now, write the correct sentences in your notebook.
Match the beginning and end of the sentences.

Tom is not well today.
He’s got a cough and a sore throat.
His throat hurts when he swallows.
His chest hurts when he coughs.
He phones the doctor’s surgery.
He gets an appointment for 10:15.
The doctor gives him a prescription.
Tom takes the prescription to the chemist.
Then he goes home and goes to bed.
Put the words in the correct order.

1 today not Tom well is. ____________________________________________

2 got He’s throat a sore a and cough. __________________________________

3 throat His swallows when he hurts. __________________________________

4 when hurts he His coughs chest. ____________________________________

5 surgery he the phones doctor’s Then. ________________________________

6 10:15 gets He an for appointment. _________________________________

7 doctor prescription gives The him a. ________________________________

8 prescription the Tom chemist to the takes. __________________________

9 home he goes bed and Then goes to. ________________________________
Where are the capital letters and full stops?

tom is not well today he’s got a cough and a sore throat his throat hurts when he swallows and his chest hurts when he coughs he phones the doctor’s surgery to make an appointment he gets an appointment for 10:15 the doctor gives him a prescription for some tablets tom takes the prescription to the chemist and gets his tablets then he goes home and goes to bed

Write again, putting in the capital letters and the full stops.
Put in the capital letters and full stops.

Tom is not well today. He’s got a cough and a sore throat. His throat hurts when he swallows and his chest hurts when he coughs. He phones the doctor’s surgery to make an appointment. He gets an appointment for 10:15. The doctor gives him a prescription for some tablets. Tom takes the prescription to the chemist and gets his tablets. Then he goes home and goes to bed.
Look at these signs. Where would you see them?
Answer the questions on the next page.

a

EMERGENCY DEPARTMENT

b

Outpatient Department

c

Dental Surgery

d

MAIN ENTRANCE & INFORMATION DESK

e

PHARMACY

f

All Wards

g

Ambulances only
Which sign tells:

1. the way in
2. where you can get medicine
3. you can’t park here
4. where to go if you have an appointment
5. where to go if you have an accident
6. where to go to visit someone
7. where to go to get a tooth out
8. where you can ask for information
Answer key

Which sign tells:

1. the way in  
2. where you can get medicine  
3. you can’t park here  
4. where to go if you have an appointment  
5. where to go if you have an accident  
6. where to go to visit someone  
7. where to go to get a tooth out  
8. where you can ask for information

a  
b  
c  
d  
e  
g  
d
Look at the labels and circle the answers below.

**100G MOMETASONE OINTMENT 0.1 %**

**Apply sparingly TWICE a day**

**To be spread thinly. For external use only.**

1

This label is for: 

a  

b  

c  

d
2

This label is for:  

a  

b  

c  

d

30 CETIRIZINE TABLETS 10MG.

Take ONE daily.
1 BUDESONIDE AEROSOL INHALER
200 MICROGRAMS/ACTUATION, (200 DOSE INHALER).

Inhale TWO PUFFS TWICE a day.

3

This label is for:  

a

b

c

d
Now answer the questions.

Label 1:

1 How often should I use the ointment?  
__________________

2 Which number is the weight?  
__________________

3 What’s the name of the chemist?  
__________________
Label 2:

1. How many tablets are in the packet? 
   __________________

2. How many tablets should you take and how often? 
   __________________

3. Which number is the weight of each tablet? 
   __________________
Label 3:

1. How much should you take?
   _________________

2. How often should you use it?
   _________________

3. What’s the chemist’s phone number?
   _________________

1 BUDESONEIDE AEROSOL INHALER
200 MICROGRAMS/ACTION, (200 DOSE INHALER).

Inhale TWO PUFFS TWICE a day.
Answer key

Now answer the questions.

Label 1: c
1  How often should I use the ointment?
   Twice (two times) a day

2  Which number is the weight?
   100 g

3  What’s the name of the chemist?
   Speedy

Label 2: b
1  How many tablets are in the packet?
   30

2  How many tablets should you take and how often?
   One tablet a day

3  Which number is the weight of each tablet?
   10 mg

Label 3: c
4  How much should you take?
   Two puffs

5  How often should you use it?
   Twice (two times) a day

6  What’s the chemist’s phone number?
   01506-332 5487
All photos used in this learning and teaching pack are © istockphoto.com

Cover – Marcela Barsse

p.1
1 lijlexmom
2 Steven Miric
3 lijlexmom

p.3
Patient – Christine Glade
Receptionist – Naomi Bassitt

p.17 (left to right, top to bottom)
Tim McCaig / Lisa F. Young / Diego Cervo / Leslie Banks
Ana Blažic / Stacey Newman / Sharon Dominick / Pali Rao
Luis Pedrosa / Jason Lugo / Andres Balcazar / Nikola Hristovski
Jo Ann Snover / David Peeters

p. 29
2a Dirk Freder
2b Yumi Miki
2c Karl Rosenkrants
3a Andrejs Pidjass
3b Ana Abejon
3c TriggerPhoto

p.31
1 Pleio
2 Onur Dongel
3 Jason Reekie
4 zilli
5 Robert Byron
6 Christoph Ermel
7 ron summers
8 Eugene Bochkarev

pp. 36–37
1 Christopher O’Driscoll
2 cristin Ardelean
3 Bill Fehr
4 Maria Gritzai
5 Malgorzata Korpas
6 Jim DeLillo
7 Floortje
8 Juan Monino
9 Victor Burnside

p.39
5a Darren Baker
5b Kelvin Wakefield
5c Peter Spiro

p.43
1 and 2 Duncan Walker
3 Ljupco
4 and 5 Olivier Blondeau
6 Marie-France Belanger
7 M. Eric Honeycutt
8 Rolf Bodmer
9 Jaroslaw Wojcik
10 Joe Potato

p.45
1 Steve Dibblee
2 Frances Twitty
3 Marcelo Wain
4 Nikola Hristovski
5 Andres Balcazar
6 RainforestAustralia