



# 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.

Page	Activity
1	Introduction to topic. Picture/word match.
3	Making an appointment. Dialogue for learners to listen to and read. Cut up and reorder dialogue then complete the appointment card. Practise the dialogue.
*4	Reading task. Surgery opening times.
6	Body vocabulary. Match the words to the parts of the body. Spelling practice.
11	Cue cards for explaining symptoms. Structures and pictures/words for eliciting and practising vocabulary and various matching activities, eg pelmanism, card games, spelling.
17	Listen and identify symptoms by numbering pictures. Tapescript included.
21	Short dialogue to read and practise using symptom cue cards. Follow-up writing exercise with cue cards to copy.
25	Practice of 'It hurts when I ...' is needed before students can complete this worksheet.
*27	Listening task to complete a form and multiple choice questions. Two levels of worksheets for the questions – one with picture cues. Tapescript included.
31	Naming medicines. If possible bring in real medicines to identify and then follow up with this worksheet.
33	Cue cards of written instructions and pictures for eliciting and matching. Pre-teach and demonstrate, eg 'apply' verbs. Worksheet.

<b>38</b>	Pre-teach new vocabulary such as 'temperature' and 'home visit'. Listening task. Identify problem. Tapescript included.
<b>43</b>	Spelling/phonics: 'oa' and 'o-e'. Match words to pictures.
<b>45</b>	Reading exercise with various tasks. Pre-teach new vocabulary.
<b>*50</b>	Writing practice.
<b>*52</b>	Identify hospital signs.
<b>*55</b>	Get information from medicine labels.

\* assessment practice

Name:

Date:



doctor



dentist



nurse

What is a GP? \_\_\_\_\_

What is your GP's name? \_\_\_\_\_

What is your dentist's name? \_\_\_\_\_

**HEALTH  
CENTRE**

**MEDICAL  
PRACTICE**

**DENTAL  
PRACTICE**

**HOSPITAL**

<b>Name:</b>	<b>Date:</b>
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**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.

<b>City Medical Practice</b>		
<b>Appointment Card</b>		
Patient's name: _____		
<b>Day</b>	<b>With</b>	<b>Time</b>
	Dr _____	

Now practise making an appointment.

<b>Name:</b>	<b>Date:</b>
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Look at the text and answer the questions.

**CITY MEDICAL PRACTICE  
SURGERY OPENING TIMES**

<b>Monday</b>	<b>8.30 am — 6.00 pm</b>
<b>Tuesday</b>	<b>8.30 am — 6.00 pm</b>
<b>Wednesday</b>	<b>8.30 am — 6.00 pm</b>
<b>Thursday</b>	<b>8.30 am — 6.00 pm</b>
<b>Friday</b>	<b>8.30 am — 6.00 pm</b>
<b>Saturday</b>	<b>closed</b>
<b>Sunday</b>	<b>closed</b>

**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 |

**Answer key**

**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

Name:

Date:

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

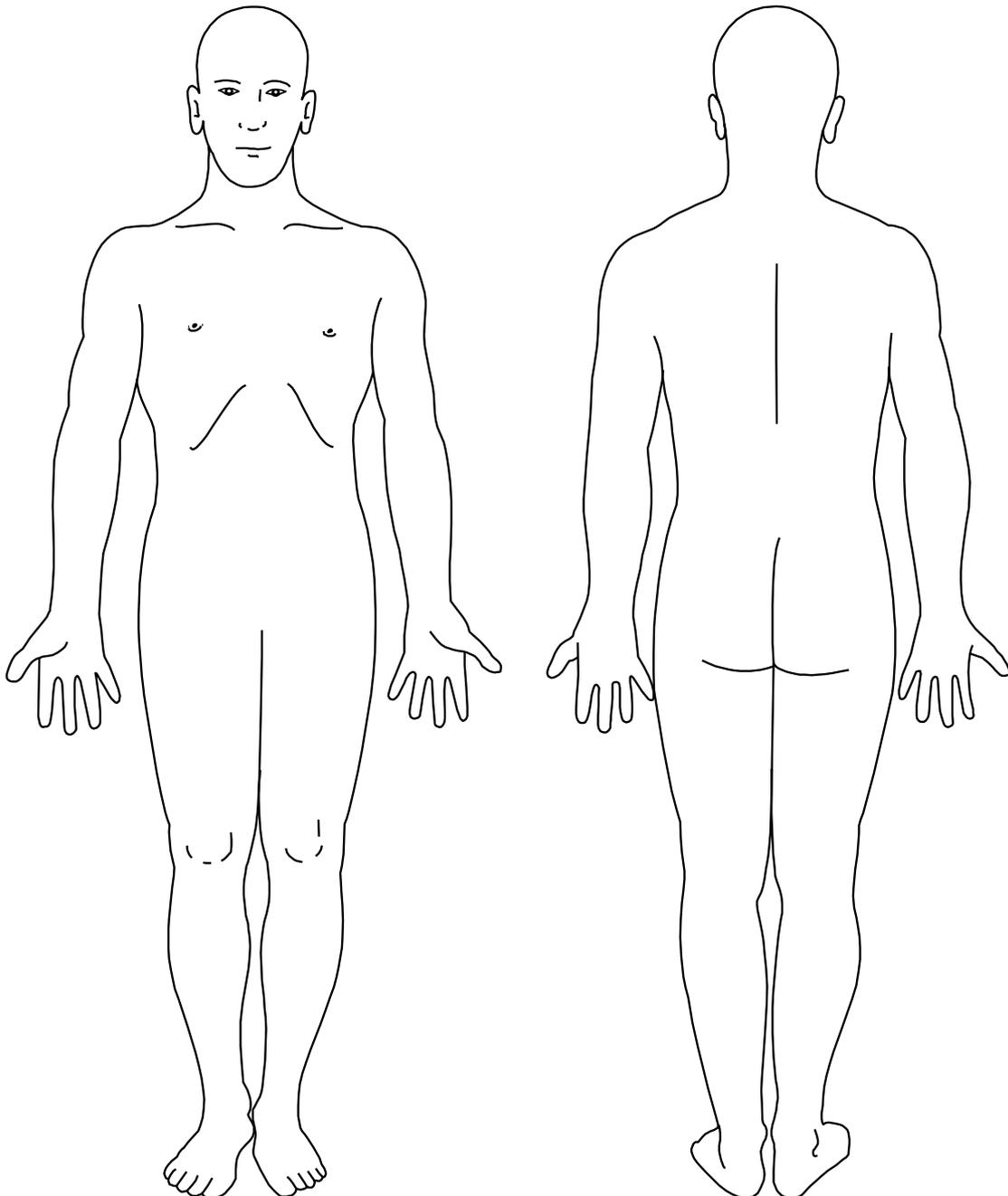
12 mouth

13 knee

14 finger

15 nose

16 ankle



**Answer key**

**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

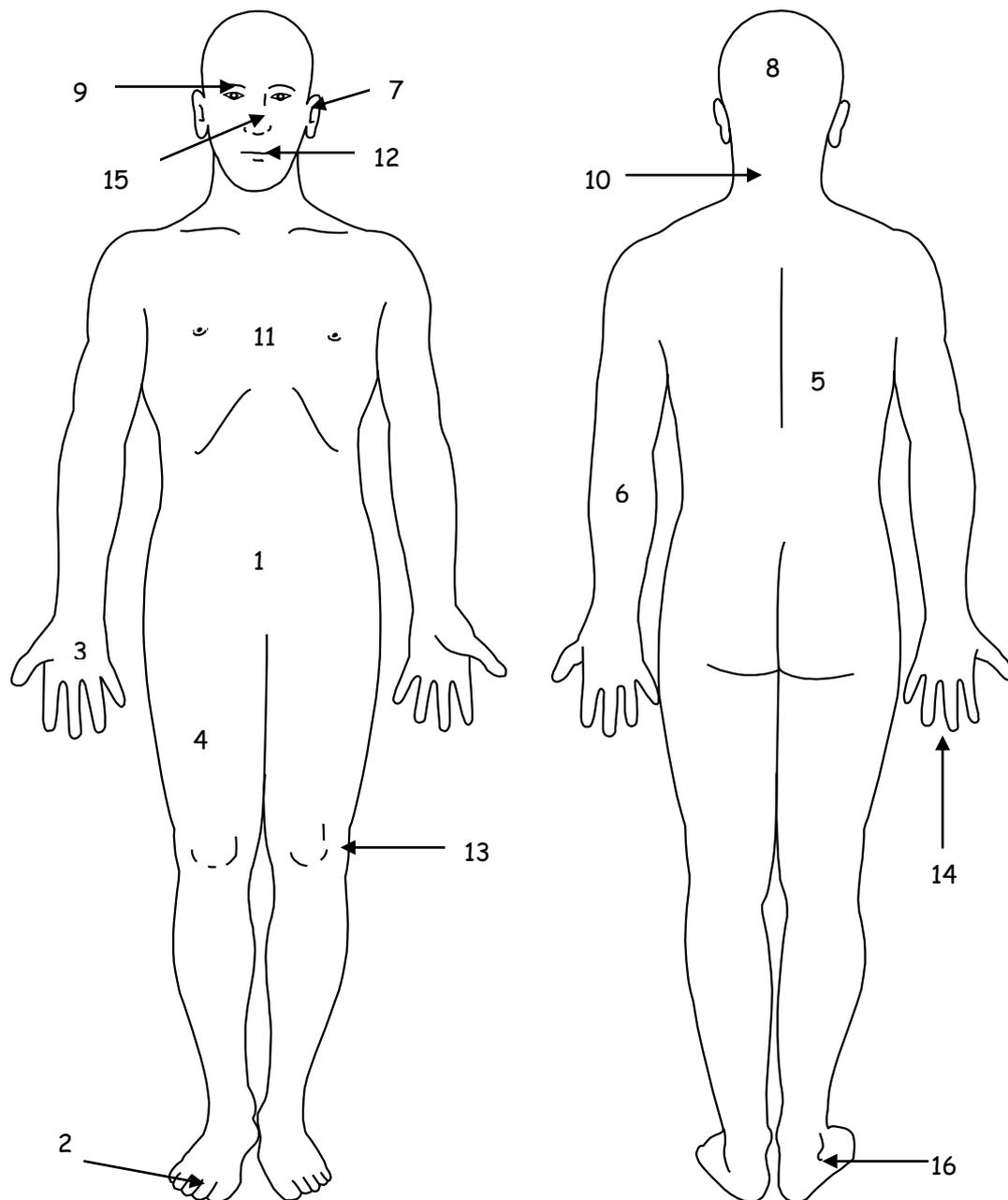
**12** mouth

**13** knee

**14** finger

**15** nose

**16** ankle



Name:

Date:

Circle the correct spelling.

1	nek	kcen	neck	nekc
2	leck	lig	lihg	leg
3	ir	ear	era	eir
4	muoth	mouth	mout	motuh
5	ankle	angul	anke	enkle
6	bakk	beck	back	bek
7	knee	kne	kene	nee
8	haed	head	hed	hade
9	arrm	amr	arm	erm
10	fingir	fingor	finker	finger
11	eye	eey	aye	eyee
12	nois	nose	noes	knose
13	chast	chist	ches	chest
14	hand	hadn	hund	hend
15	somach	stumach	stomak	stomach
16	fout	foot	fuut	fot

Now copy the correct spelling in your notebook.

Name:

Date:

Put in the missing vowels: a, e, i, o, u.

1 h \_\_\_ d

2 l \_\_\_ g

3 \_\_\_ r

4 m \_\_\_ th

5 h \_\_\_ nd

6 \_\_\_ y \_\_\_

7 \_\_\_ nkl \_\_\_

8 kn \_\_\_

9 b \_\_\_ ck

10 ch \_\_\_ st

11 st \_\_\_ m \_\_\_ ch

12 f \_\_\_ ng \_\_\_ r

13 n \_\_\_ s \_\_\_

14 f \_\_\_ t

15 \_\_\_ rm

16 n \_\_\_ ck

**Answer key**

**Circle the correct spelling.**

1	nek	kcen	neck	nekc
2	leck	lig	lihg	leg
3	ir	ear	era	eir
4	muoth	mouth	mout	motuh
5	ankle	angul	anke	enkle
6	bakk	beck	back	bek
7	knee	kne	kene	nee
8	haed	head	hed	hade
9	arrm	amr	arm	erm
10	fingir	fingor	finker	finger
11	eye	eey	aye	eyee
12	nois	nose	noes	knose
13	chast	chist	ches	chest
14	hand	hadn	hund	hend
15	somach	stumach	stomak	stomach
16	fout	foot	fuut	fot

**Put in the missing vowels.**

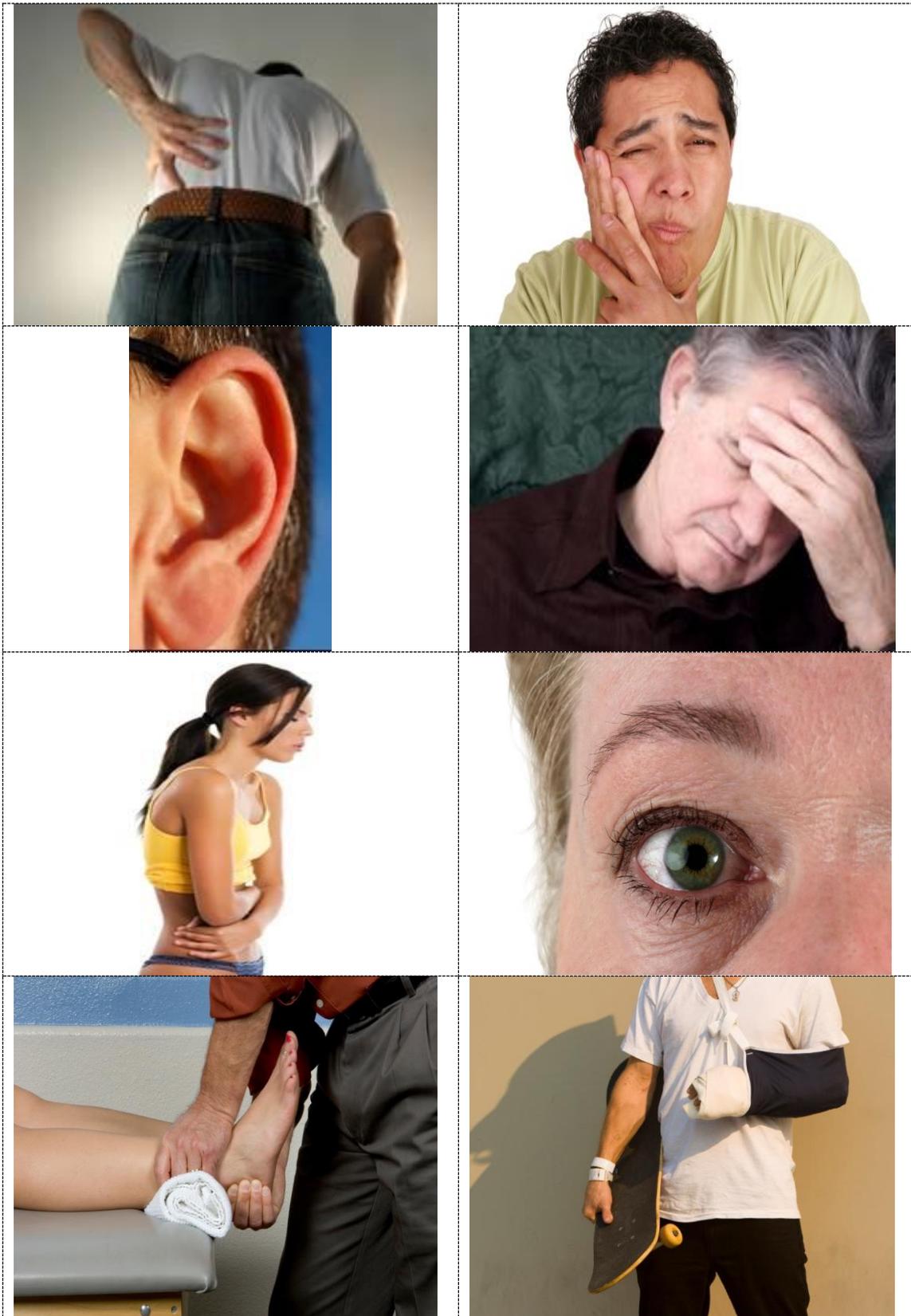
- |            |           |
|------------|-----------|
| 1 head     | 2 leg     |
| 3 ear      | 4 mouth   |
| 5 hand     | 6 eye     |
| 7 ankle    | 8 knee    |
| 9 back     | 10 chest  |
| 11 stomach | 12 finger |
| 13 nose    | 14 foot   |
| 15 arm     | 16 neck   |

**I've got ...**

**I feel ...**

**What's the  
matter?**

**What's  
wrong?**



**toothache**

**backache**

**a headache**

**earache**

**a sore eye**

**a stomach ache**

**a sore arm**

**a sore ankle**



<b>a sore chest</b>	<b>a sore throat</b>
<b>sick</b>	<b>a cold</b>
<b>a cough</b>	<b>a temperature</b>

Name:

Date:

Listen and write the number below the pictures.

			
_____	_____	_____	_____
			
_____	_____	_____	_____
			
_____	_____	_____	_____
			
_____	_____		

## Tapescript

- 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?

## Tapescript

**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.

			
13	2	12	8
			
5	1	6	14
			
7	11	9	4
			
10	3		

**Name:**

**Date:**



**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.**

Name:

Date:



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.**

**Answer key**



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.

Name:

Date:

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.

eat walk cough swallow

1



---

---

2



---

---

3



---

---

4



---

---

**Answer key**

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.

**eat    walk    cough    swallow**

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.

<b>Name:</b>	<b>Date:</b>
--------------	--------------

**Listen and complete the form.**

Surname

--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--

First name

--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--

D D M M Y Y Y Y

DOB

--	--	--	--	--	--	--	--

Address


Postcode

--	--	--	--	--	--	--	--

Tel. no.:

--	--	--	--	--	--	--	--	--	--	--	--	--	--	--



## 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?

P: Kathryn. That's K-A-T-H-R-Y-N.

R: And what's your date of birth?

P: 17th August 1984.

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

Name:

Date:

Look at the medicines. What are they?

Write the words under the pictures.

tablets	syrup	ointment	powder
drops	inhaler	cream	capsules

 <p>1</p>	 <p>2</p>	 <p>3</p>
<p>_____</p>	<p>_____</p>	<p>_____</p>
 <p>4</p>	 <p>5</p>	 <p>6</p>
<p>_____</p>	<p>_____</p>	<p>_____</p>
 <p>7</p>	 <p>8</p>	
<p>_____</p>	<p>_____</p>	

**Answer key**

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

tablets   syrup   ointment   powder  
drops   inhaler   cream   capsules

		
drops	capsules	tablets
		
ointment	syrup	powder
		
inhaler	cream	

<p>Take two capsules every four hours.</p>	<p>Dissolve the tablets in water.</p>
<p>Take one 5 ml spoonful three times a day.</p>	<p>Apply two drops to each eye three times a day.</p>
<p>Apply two drops to each ear in the morning and at night.</p>	<p>Take two 5 ml spoonfuls four times a day.</p>
<p>Take one tablet after meals.</p>	<p>Apply twice a day.</p>

 	 	 	
 8 am	 12 pm	 4 pm	 8 pm
			
			
			

							
							
							
							
8 am				8 pm			

**Answer key**

**Match the instructions to the pictures.**

Take two capsules every four hours. <b>1</b>	Dissolve the tablets in water. <b>2</b>	Take one 5 ml spoonful three times a day. <b>3</b>
Apply two drops to each eye three times a day. <b>4</b>	Apply two drops to each ear in the morning and at night. <b>5</b>	Take two 5 ml spoonfuls four times a day. <b>6</b>
Take one tablet after meals. <b>7</b>	Apply twice a day. <b>8</b>	

 <b>4</b>	 <b>1</b>	 <b>2</b>	
 <b>1</b> 8 am	 <b>2</b> 12 pm	 <b>3</b> 4 pm	 <b>4</b> 8 pm
 <b>3</b>	 <b>4</b>	 <b>5</b>	
 <b>8</b>	 <b>7</b>		

**Answer key**

**Match the instructions to the pictures.**

Take two capsules every four hours. <b>1</b>	Dissolve the tablets in water. <b>2</b>	Take one 5 ml spoonful three times a day. <b>3</b>
Apply two drops to each eye three times a day. <b>4</b>	Apply two drops to each ear in the morning and at night. <b>5</b>	Take two 5 ml spoonfuls four times a day. <b>6</b>
Take one tablet after meals <b>7</b>	Apply twice a day <b>8</b>	

<b>2</b>		<b>4</b>
<b>7</b>	     	<b>5</b>
<b>6</b>	       	<b>9</b>
<b>5</b>	     	<b>8 am</b> <b>8 pm</b>

Name:

Date:

Listen and circle the correct answers.

1 She hurt her



2 She wants an appointment with a



3 She's got a

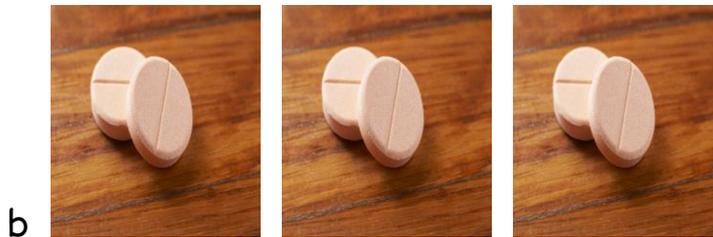


Name:

Date:

Listen and circle the correct answers.

4



5 a



b



c



## Tapescript

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.

**Answer key**

**Listen and circle the correct answers.**

**1 She hurt her**



**2 She wants an appointment with a**

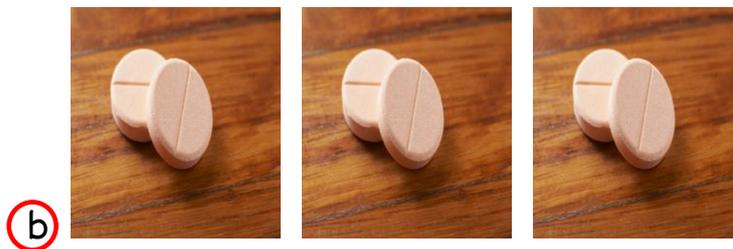


**3 She's got a**



**Answer key**

**Listen and circle the correct answers.**



<b>Name:</b>	<b>Date:</b>
--------------	--------------

'o\_e'

sore

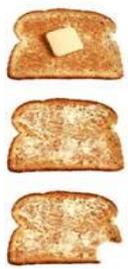
'oa'

throat

**Read these words.**

nose	code	road	soap
home	note	coat	toast
bone	phone	loaf	coach
hope	rose	goal	loan

**Write the words under the pictures.**

 1	 2	 3
 4	 5	 6
 7	 8	 9
 10		

**Answer key**

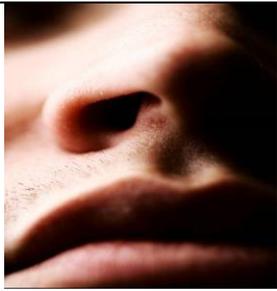
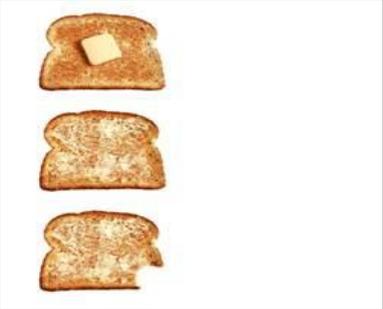
'o\_e'

sore

'oa'

throat

**Write the words under the pictures.**

		
<b>nose</b>	<b>road</b>	<b>bone</b>
		
<b>loaf</b>	<b>note</b>	<b>toast</b>
		
<b>home</b>	<b>soap</b>	<b>phone</b>
		
<b>coach</b>		

<b>Name:</b>	<b>Date:</b>
--------------	--------------

**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.**

 1	 2	 3
 4	 5	 6

**Answer key**

**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.**

		
a prescription	chemist	tablets
		
a sore throat	a cough	an appointment

Name:

Date:

Match the beginning and end of the sentences.

Tom is...

...the doctor's surgery.

He's got...

...a cough and a sore throat.

His throat hurts...

...not well today.

His chest hurts...

...the prescription to the chemist.

He phones...

...home and goes to bed.

He gets...

...an appointment for 10:15.

The doctor gives him...

...when he coughs.

Tom takes...

...when he swallows.

Then he goes...

...a prescription for some tablets.

Now, write the correct sentences in your notebook.

**Answer key**

**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.

<b>Name:</b>	<b>Date:</b>
--------------	--------------

**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.

---

<b>Name:</b>	<b>Date:</b>
--------------	--------------

**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.**

---

---

---

---

---

---

---

---

---

---

**Answer key**

**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.

Name:

Date:

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**

Name:	Date:
-------	-------

**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 \_\_\_\_\_

<b>Answer key</b>
-------------------

**Which sign tells:**

- |   |   |
|---|---|
| <b>1</b> the way in                             | d |
| <b>2</b> where you can get medicine             | e |
| <b>3</b> you can't park here                    | g |
| <b>4</b> where to go if you have an appointment | b |
| <b>5</b> where to go if you have an accident    | a |
| <b>6</b> where to go to visit someone           | f |
| <b>7</b> where to go to get a tooth out         | c |
| <b>8</b> where you can ask for information      | d |

Name:

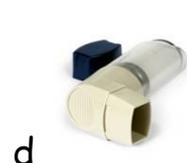
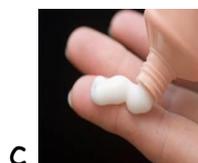
Date:

Look at the labels and circle the answers below.

SPEEDY CHEMIST LTD 01506-332 5487 230 MAIN STREET, LIVINGSTON EH11 3QP	DISP	CHKD
<b>100G MOMETASONE OINTMENT 0.1 %</b> <b>Apply sparingly TWICE a day</b> <b>To be spread thinly. For external use only.</b>		

1

This label is for:



Name:

Date:

SPEEDY CHEMIST LTD 01506-332 5487 230 MAIN STREET, LIVINGSTON EH11 3QP	DISP	CHKD
<b>30 CETIRIZINE TABLETS 10MG.</b>  <b>Take ONE daily.</b>		

2

This label is for:



Name:

Date:

SPEEDY CHEMIST LTD 01506-332 5487 230 MAIN STREET, LIVINGSTON EH11 3QP	DISP	CHKD
<b>1 BUDESONIDE AEROSOL INHALER 200 MICROGRAMS/ACTUATION, (200 DOSE INHALER).</b>  <b>Inhale TWO PUFFS TWICE a day.</b>		

3

This label is for:

a



b



c



d



Name:

Date:

Now answer the questions.

SPEEDY CHEMIST LTD 01506-332 5487 230 MAIN STREET, LIVINGSTON EH11 3QP	DISP	CHKD
<p><b>100G MOMETASONE OINTMENT 0.1 %</b></p> <p><b>Apply sparingly TWICE a day</b></p> <p><b>To be spread thinly. For external use only.</b></p>		

Label 1:

1 How often should I use the ointment?

\_\_\_\_\_

2 Which number is the weight?

\_\_\_\_\_

3 What's the name of the chemist?

\_\_\_\_\_

Name:

Date:

SPEEDY CHEMIST LTD 01506-332 5487 230 MAIN STREET, LIVINGSTON EH11 3QP	DISP	CHKD
<b>30 CETIRIZINE TABLETS 10MG.</b>  <b>Take ONE daily.</b>		

**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?

\_\_\_\_\_

Name:

Date:

SPEEDY CHEMIST LTD 01506-332 5487 230 MAIN STREET, LIVINGSTON EH11 3QP	DISP	CHKD
<p><b>1 BUDESONIDE AEROSOL INHALER 200 MICROGRAMS/ACTUATION, (200 DOSE INHALER).</b></p> <p><b>Inhale TWO PUFFS TWICE a day.</b></p>		

**Label 3:**

1 How much should you take?

\_\_\_\_\_

2 How often should you use it?

\_\_\_\_\_

3 What's the chemist's phone number?

\_\_\_\_\_

<b>Answer key</b>
-------------------

**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**

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p.3

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Receptionist – Naomi Bassitt

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Ana Blazic / Stacey Newman / Sharon Dominick / Pali Rao  
Luis Pedrosa / Jason Lugo / Andres Balcazar / Nikola Hristovski  
Jo Ann Snover / David Peeters

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- 2c Karl Rosencrants
- 3a Andrejs Pidjass
- 3b Ana Abejon
- 3c TriggerPhoto

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- 2 Onur Dongel
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- 2 cristin Ardelean
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- 4 maria gritzai
- 5 M alorzata korpas
- 6 Jim DeLillo
- 7 Floortje
- 8 Juan Monino
- 9 Victor Burnside

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- 5a Darren Baker
- 5b Kelvin Wakefield
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