KA-Consultants Ltd.
Do you have the drive to learn?
QuickFix
ENGLISH REFERENCE SHEET

BEGINNERS · BG61 · ENTRY 2

Health Services: Doctor, Pharmacy and Hospital

Use health services: book an appointment, ask for help and read a GP practice leaflet.

Supports Adult ESOL and Functional Skills English · Entry 2

In this sheet you will

- know when to use a GP, a pharmacy, NHS 111 and 999
- make polite requests with Could I …? and give advice with should
- read a GP practice leaflet and write a message to your manager

Next sheet: BG62 Staying Safe: Fire, Accidents and Online

About this series

Free, practical English worksheets for adult learners, in class or at home. Practise speaking, listening, reading and writing through everyday situations.

Our philosophy

We help you understand, practise and grow in confidence.

Find more sheets for beginners

Scan the QR code, or go to **www.ka-consultants.com/quickfix** and choose Beginners.

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LEARN Health services in the UK

 GP surgery reception	 seeing the GP	 pharmacy	 hospital

GP (doctor)	Pharmacy	NHS 111	999
for health problems and advice; book an appointment (surgeries also take urgent requests)	advice and medicine for small problems like a cold	urgent medical advice that is not life-threatening, for example when the surgery is closed	a life-threatening emergency only

Grammar: Modal verbs for requests and advice

Requests: **Could I** make an appointment, please? **Could you** spell that, please?

Advice: You **should** see a pharmacist. You **shouldn't** wait if it is an emergency.

After could and should, use the verb with no -s or to: She **should go** (not should goes).

LISTEN Listen to four people. Where should they go? Tick one box for each.

Teacher: *the script is in the teacher area. Audio: Quick Fix Listening, BG61.*

	GP	Pharmacy	NHS 111	999
1	☐	☐	☐	☐
2	☐	☐	☐	☐
3	☐	☐	☐	☐
4	☐	☐	☐	☐

SAY IT Listen and repeat. Then practise with a partner.

Receptionist Oak Road Surgery. How can I help?

Sana Hello. **Could I** make an appointment with a doctor, please? I've had a bad cough for two weeks.

Receptionist Of course. Can I have your name and date of birth?

Sana Sana Hussain, the 4th of June 1998.

Receptionist Thank you. Is Thursday at 9:40 OK?

Sana Yes, that's fine. **Could you** send me a text to remind me?

Receptionist Yes, we will. If you feel worse before then, you **should** call NHS 111. If it is a life-threatening emergency, call 999.

Sound focus: Listen to the model. Say the request calmly and politely, with a gentle rise or fall: **Could I make an appointment, please?**

Your turn. Role-play: call the surgery. Ask for an appointment, give your details and say the problem. Answer in full sentences. Change roles. Made-up details are fine. **Could I ..., please? I've had ... for ...**

READ Read on your own first. Then answer.

Oak Road Surgery: patient information

Opening hours: Monday to Friday, 8 am to 6:30 pm. The surgery is closed at weekends and on bank holidays.

Appointments: You can book by phone from 8 am, online with the NHS App, or at reception. Please arrive five minutes early. If you cannot come, please cancel so another patient can have the appointment. We can book an interpreter if you need one.

Repeat prescriptions: Order your regular medicine online or at reception. It is usually ready in two working days.

When we are closed: For urgent medical help, call NHS 111. For a life-threatening emergency, such as chest pain or serious bleeding, call 999. For small problems like a cold, a pharmacist can give you advice.

Questions about the text Answer questions 2 and 3 in full sentences.

1. The purpose of this text is to ☐ advertise medicine ☐ give patients information about the surgery ☐ tell a story about a doctor

2. Give two ways to book an appointment.

_____

3. What should you do if you cannot come to your appointment?

_____

4. Use a dictionary. Urgent means ☐ not important ☐ needing attention very soon ☐ very expensive

5. True or false? Tick.

	True	False
a) The surgery is open on Saturday.	☐	☐
b) The surgery can book an interpreter.	☐	☐
c) You should call 999 for a cold.	☐	☐

6. Find the modal verb in this sentence: a pharmacist ___ give you advice.

_____



PRACTISE 1. Match the problem to the service. Then write the four services again.

1. A man has chest pain and cannot breathe well.	**a)** NHS 111
2. You have a cold and a sore throat.	**b)** GP
3. You need a check-up for a pain that started last month.	**c)** pharmacy
4. It is Sunday. You need urgent medical advice. It is not an emergency, and the surgery is closed.	**d)** 999

Answers: 1 ____ 2 ____ 3 ____ 4 ____

Write the services again: _____

2. Make polite requests with Could I or Could you.

Example: *I want to see a doctor.* → **Could I see a doctor, please?**

a) I want you to repeat that. → _____

b) I want to change my appointment. → _____

c) I want you to write it down. → _____

3. Give advice with should or shouldn't.

a) You have a cold. (go to the pharmacy) → You _____

b) You feel very ill at night. (wait until the morning) → You _____



USE IT You have a hospital appointment on Friday morning. Write an email (30 to 50 words) to your manager or teacher.

Say when the appointment is, ask politely if you can leave early or miss class, and say when you will be back. Made-up details are fine.

When?	Polite request	When you will be back
_____	_____	_____

_____

_____

_____

_____

_____

_____

_____

_____

Check your writing: ☐ Dear … and your name ☐ Could I …? ☐ a day and a time ☐ capital letters and full stops



I CAN Tick Yes or Not yet.

I can choose the right health service.	Yes	Not yet
I can make polite requests and give advice.	Yes	Not yet
I can read a GP practice leaflet and write a short email.	Yes	Not yet