



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.

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

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

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: _____		
Day	With	Time
	Dr _____	

Now practise making an appointment.

Name:

Date:

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 |

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

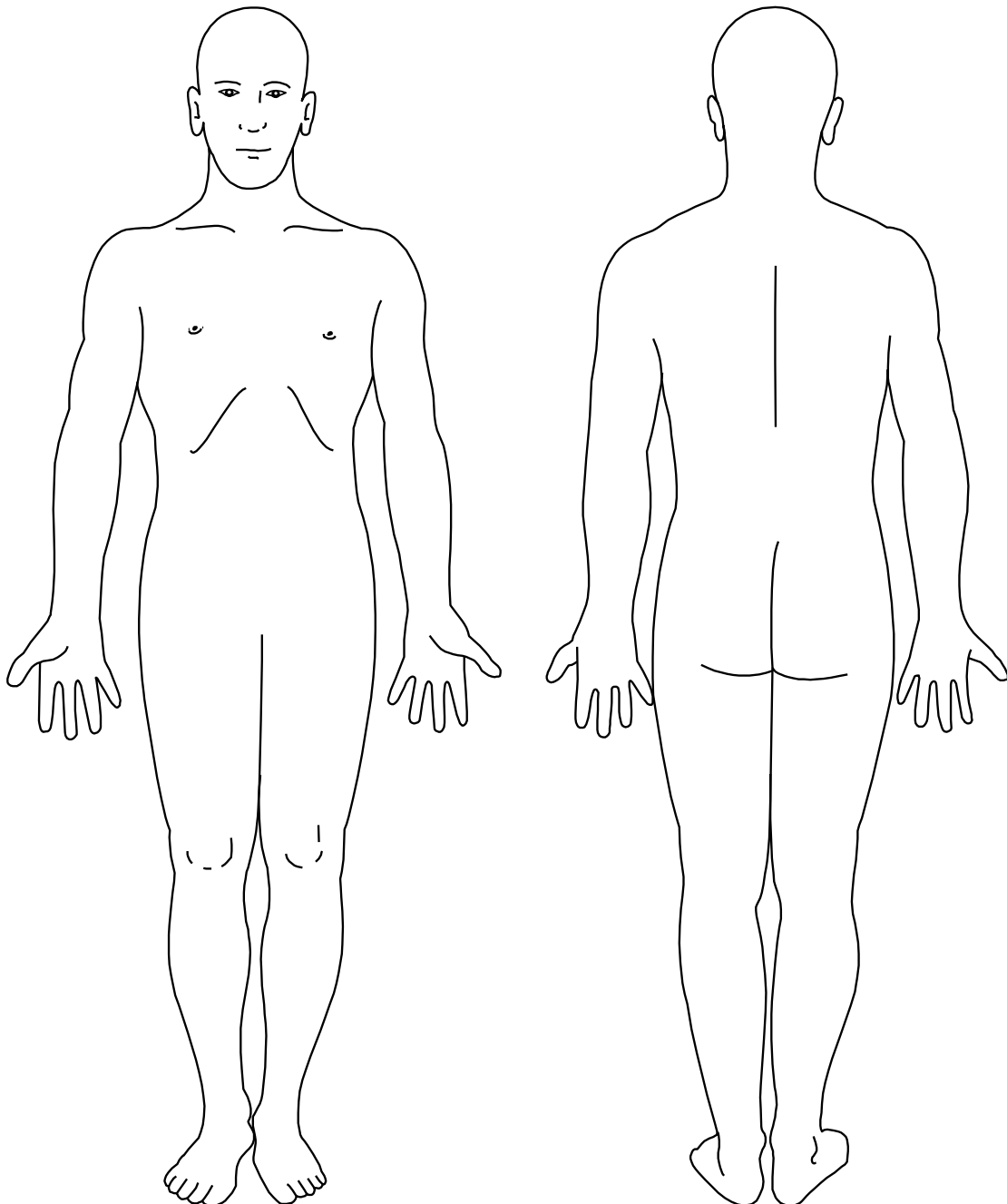
12 mouth

13 knee

14 finger

15 nose

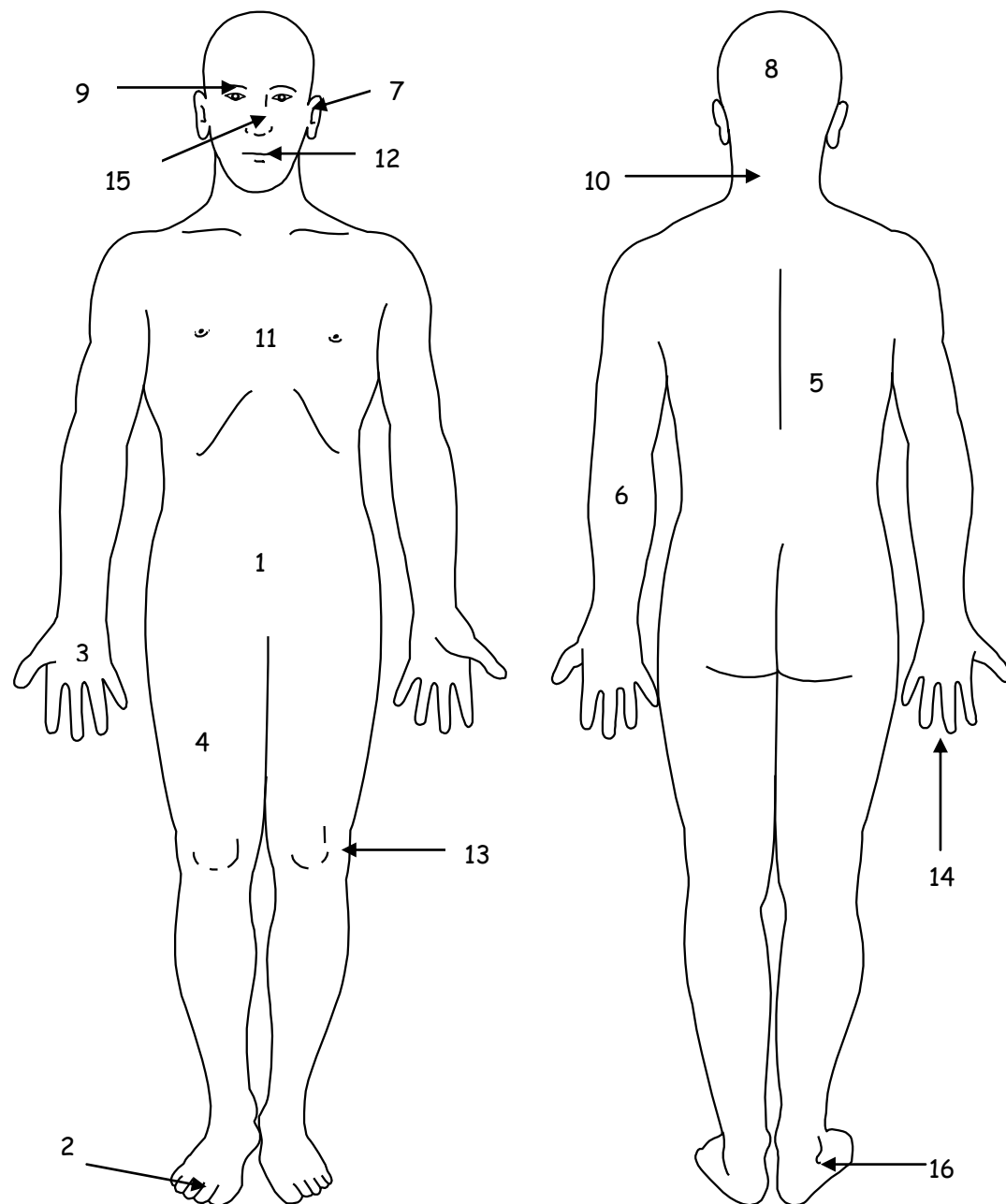
16 ankle



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.

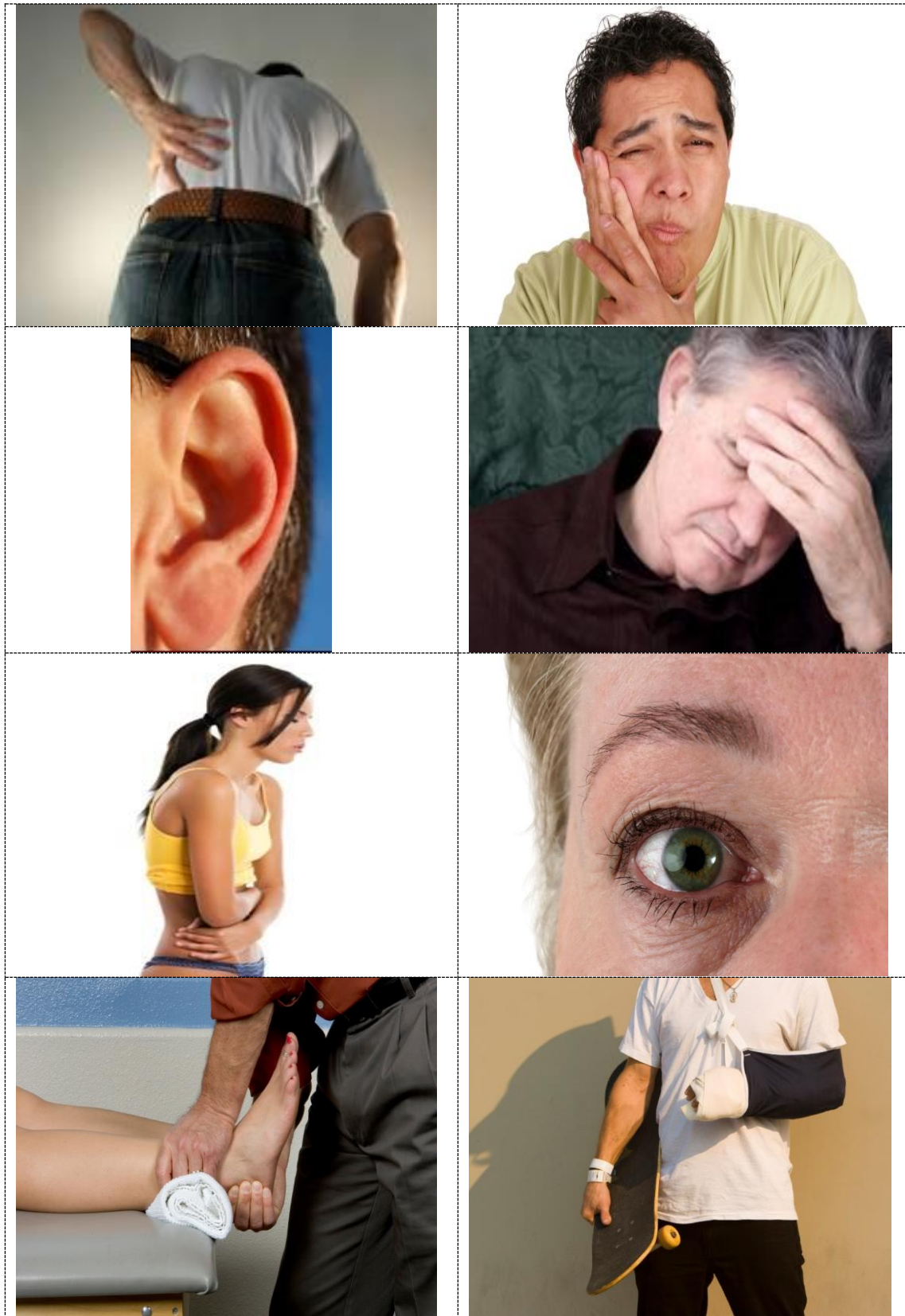
- | | |
|------------|-----------|
| 1 head | 2 leg |
| 3 ear | 4 mouth |
| 5 hand | 6 eye |
| 7 ankle | 8 knee |
| 9 back | 10 chest |
| 11 stomach | 12 finger |
| 13 nose | 14 foot |
| 15 arm | 16 neck |

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



a sore chest	a sore throat
sick	a cold
a cough	a temperature

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.

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

Listen and complete the form.

Surname

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

First name

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

DOB D D M M Y Y Y Y

DOB

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

Address

Postcode

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

Tel. no.:

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

Name:

Date:

Listen again and tick the correct answer.

- 1 Her doctor's name is a Dr Black ☐
 b Dr Green ☐
 c Dr Brown ☐

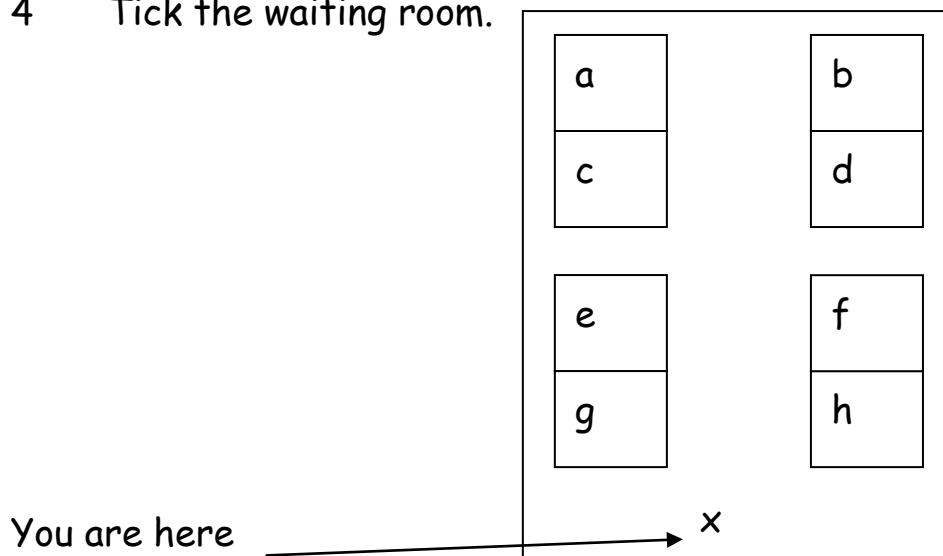
- 2 She has hurt her



- 3 She hurt herself when she was



- 4 Tick the waiting room.



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



1



2



3



4



5



6



7



8

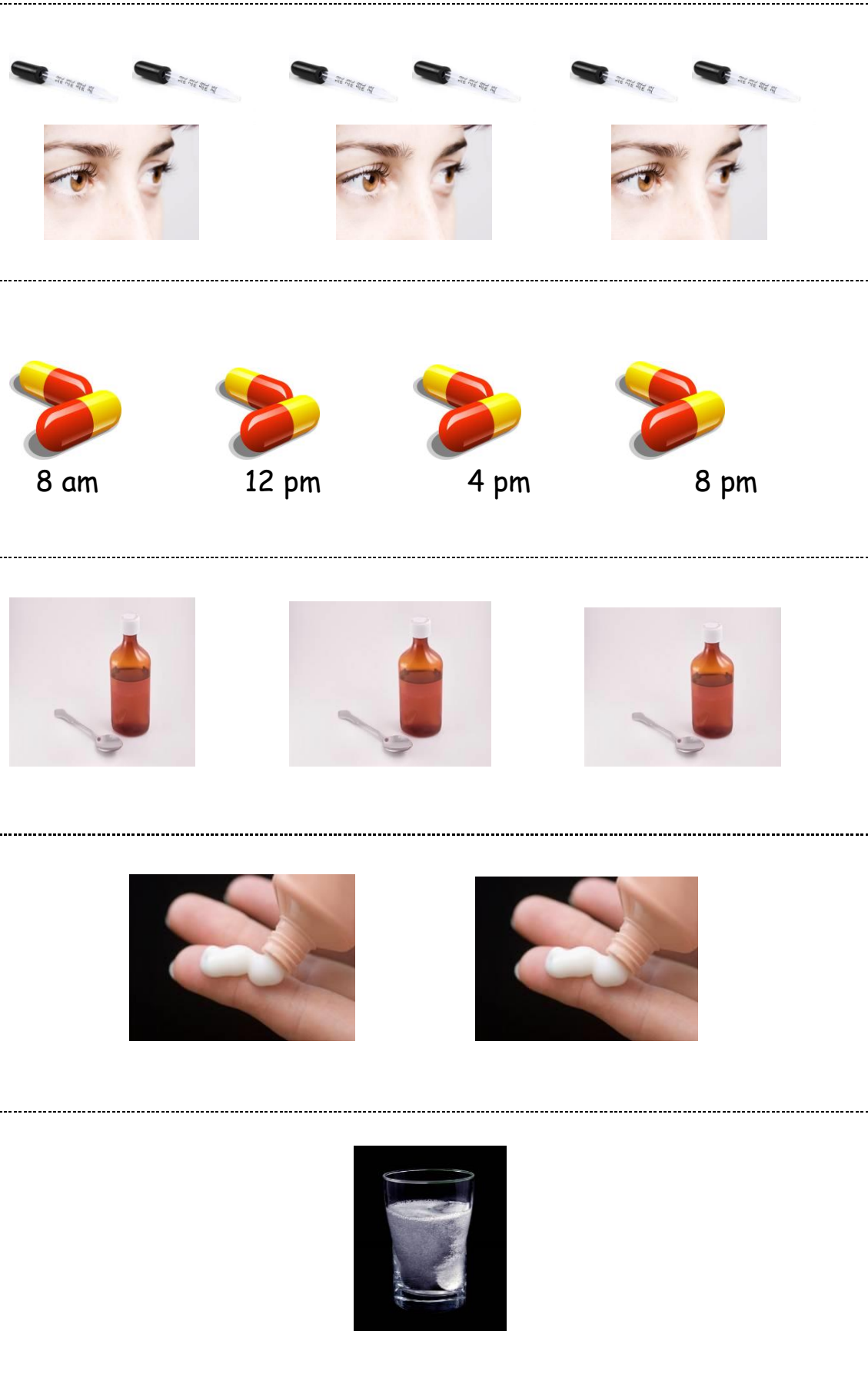
Answer key

Look at the medicines. What are they?

tablets	syrup	ointment	powder
drops	inhaler	cream	capsules

		
drops	capsules	tablets
		
ointment	syrup	powder
		
inhaler	cream	

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

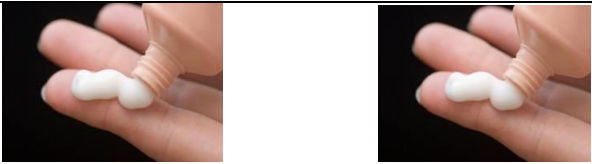


							
							
8 am			8 pm				

Answer key

Match the instructions to the pictures.

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

4 	1 2
1  8 am	3  12 pm  4 pm  8 pm
3 	 
8 	

Answer key

Match the instructions to the pictures.

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

2  4					
7  5	 6	 7		 8	
6  9					
5 8 am    8 pm   					

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



a



b



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.

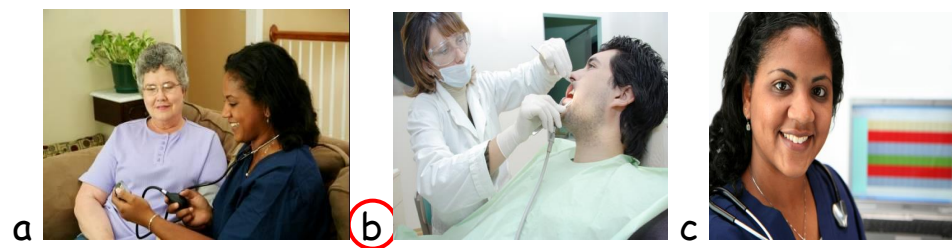
Answer key

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.

4 a



b



5 a



b



c



Name:

Date:

'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.

		
nose	road	bone
		
loaf	note	toast
		
home	soap	phone
		
coach		

Name:

Date:

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.

Name:

Date:

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.

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

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 _____

Answer key

Which sign tells:

- | | |
|--|---|
| 1 the way in | d |
| 2 where you can get medicine | e |
| 3 you can't park here | g |
| 4 where to go if you have an appointment | b |
| 5 where to go if you have an accident | a |
| 6 where to go to visit someone | f |
| 7 where to go to get a tooth out | c |
| 8 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
100G MOMETASONE OINTMENT 0.1 % Apply sparingly TWICE a day To be spread thinly. For external use only.		

1

This label is for:

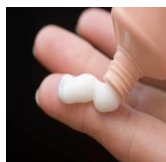
a



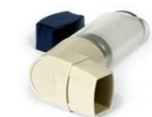
b



c



d



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

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

2

This label is for:



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

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

3

This label is for:

a



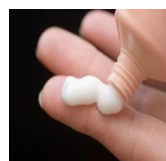
b



c



d



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

Now answer the questions.

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

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
30 CETIRIZINE TABLETS 10MG. Take ONE daily.		

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
1 BUDESONIDE AEROSOL INHALER 200 MICROGRAMS/ACTUATION, (200 DOSE INHALER). Inhale TWO PUFFS TWICE a day.		

Label 3:

1 How much should you take?

2 How often should you use it?

3 What's the chemist's phone number?

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

ESOL Literacies National 2: Health

All photos used in this learning and teaching pack are
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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 Blazic / Stacey Newman / Sharon Dominick / Pali Rao
Luis Pedrosa / Jason Lugo / Andres Balcazar / Nikola Hristovski
Jo Ann Snover / David Peeters

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- 2a Dirk Freder
- 2b Yumi Miki
- 2c Karl Rosencrants
- 3a Andrejs Pidjass
- 3b Ana Abejon
- 3c TriggerPhoto

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

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- 1 Christopher O'Driscoll
- 2 cristin Ardelean
- 3 Bill Fehr
- 4 maria gritzai
- 5 M. algorzata korpas
- 6 Jim DeLillo
- 7 Floortje
- 8 Juan Monino
- 9 Victor Burnside

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- 5a Darren Baker
- 5b Kelvin Wakefield
- 5c Peter Spiro

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- 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

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