LASSN

English at Home

Resource pack

Health 3:

Making a GP appointment



This pack works from vocabulary to simple role plays and conversations. It is based on making an appointment either in person or on the phone.

Further into the pack there is language to help with negotiating or changing an appointment.

**Lesson ideas – making a GP appointment**

*This is likely to take more than one lesson depending on the student’s level. Either way, use either the prompt sheet or role play cards next lesson to check how much has been remembered.*

1) Use the picture flashcards to elicit the topic and some language. Encourage student to say as much as possible about each picture. Then student matches pics to words.

2) Clarify that today’s lesson is about making a GP appointment. Ask student if she has ever done this, how she found it, what’s easiest and hardest.

3) Ask student what she would say when calling a GP surgery to make an appointment, accuracy not important at this stage.

4) Read through simplified role play (with pics of patient and receptionist) together a few times, with student inserting own name/address.

5) Then read through longer role play a few times.

6) Repeat but using details of student and/or family member/s.

7) At this point, or during 5 and 6, focus on any tricky pronunciation.

8) Use one of the prompt sheets to run through the conversation a few more times. First time don’t correct mistakes, but do every other time. Refer back to previous sheets if needed. Student might want to write some or all of the conversation down herself at this stage to aid memory.

9) Use the role play cards to practise further.

**Additional activities**

1) **Spelling** - student makes a short list of difficult words to learn for next week.

2) **Pronunciation** - if eg the ‘th’ sound in thank you is causing problems, make a list together of other words with ‘th’ for the student to practise between lessons.

3) **Conversation** – chat about different experiences of phone conversations, what doctors receptionists are like, illnesses, when you should go to the GP and when to the chemists/A&E etc.

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| --- | --- |
| doctor  GP | http://www.bccancer.bc.ca/NR/rdonlyres/72393DAE-A943-44E4-BAF9-2F3B2916C36C/41126/drwhite.jpg |
| nurse | http://www.dunsterandporlocksurgeries.co.uk/website/L85065/files/DSC00911.JPG |
| midwife | http://img.ehowcdn.com/article-new/ehow/images/a04/ei/br/what-role-community-midwife-uk-800x800.jpg |
| receptionist |  |
| reception | http://www.nntlift.co.uk/wp-content/uploads/2012/05/050617-Kenton-GP-Reception.jpg |
| waiting room | http://members.collegeofmedicine.eu/user_data/images/WhitstableHealthCentre.jpg |
| appointment | http://www.brightonstationhealthcentre.co.uk/uploads/images/2012/Guildhall.jpg |
| morning | MP900412062[1] |
| afternoon | MC900432589[1] |
| evening | http://blog.lib.umn.edu/dewo0010/architecture/skyline-sunset-a.jpg |

**Making an appointment with the GP**

[](http://www.google.co.uk/imgres?q=phone+conversation&start=129&hl=en&biw=1024&bih=571&tbm=isch&tbnid=Lm49ZQMXzaPcvM:&imgrefurl=http://footage.shutterstock.com/clip-704818-stock-footage-young-woman-on-phone-young-woman-has-happy-conversation-on-a-retro-telephone.html&docid=soVb7K06fsw7nM&imgurl=http://ak2.picdn.net/shutterstock/videos/903967/preview/stock-footage-smiling-woman-having-a-phone-conversation.jpg&w=400&h=224&ei=jKgsUc2fKaOp0QWZq4H4CA&zoom=1&iact=rc&sig=116426173625843528294&page=7&tbnh=149&tbnw=266&ndsp=22&ved=1t:429,r:31,s:100,i:97&tx=173&ty=)

Patient Receptionist

|  |  |
| --- | --- |
| Receptionist  http://www.phoenixsurgery.com/website/J83645/files/reception.jpg | Hello. Can I help you? |
| Patient  [http://t1.gstatic.com/images?q=tbn:ANd9GcTVqONyCo3Ei1m15yzT3In2FdgST7ZOfH6m9yu4G5WSte66CVmBLQ](http://www.google.co.uk/imgres?q=phone+conversation&start=129&hl=en&biw=1024&bih=571&tbm=isch&tbnid=Lm49ZQMXzaPcvM:&imgrefurl=http://footage.shutterstock.com/clip-704818-stock-footage-young-woman-on-phone-young-woman-has-happy-conversation-on-a-retro-telephone.html&docid=soVb7K06fsw7nM&imgurl=http://ak2.picdn.net/shutterstock/videos/903967/preview/stock-footage-smiling-woman-having-a-phone-conversation.jpg&w=400&h=224&ei=jKgsUc2fKaOp0QWZq4H4CA&zoom=1&iact=rc&sig=116426173625843528294&page=7&tbnh=149&tbnw=266&ndsp=22&ved=1t:429,r:31,s:100,i:97&tx=173&ty=) | Can I have an appointment on Monday at 10 o’clock please? |
| Receptionist  http://www.phoenixsurgery.com/website/J83645/files/reception.jpg | Yes, what’s your name and address? |
| Patient  [http://t1.gstatic.com/images?q=tbn:ANd9GcTVqONyCo3Ei1m15yzT3In2FdgST7ZOfH6m9yu4G5WSte66CVmBLQ](http://www.google.co.uk/imgres?q=phone+conversation&start=129&hl=en&biw=1024&bih=571&tbm=isch&tbnid=Lm49ZQMXzaPcvM:&imgrefurl=http://footage.shutterstock.com/clip-704818-stock-footage-young-woman-on-phone-young-woman-has-happy-conversation-on-a-retro-telephone.html&docid=soVb7K06fsw7nM&imgurl=http://ak2.picdn.net/shutterstock/videos/903967/preview/stock-footage-smiling-woman-having-a-phone-conversation.jpg&w=400&h=224&ei=jKgsUc2fKaOp0QWZq4H4CA&zoom=1&iact=rc&sig=116426173625843528294&page=7&tbnh=149&tbnw=266&ndsp=22&ved=1t:429,r:31,s:100,i:97&tx=173&ty=) |  |
| Receptionist  http://www.phoenixsurgery.com/website/J83645/files/reception.jpg | OK, see you on Monday. |
| Patient  [http://t1.gstatic.com/images?q=tbn:ANd9GcTVqONyCo3Ei1m15yzT3In2FdgST7ZOfH6m9yu4G5WSte66CVmBLQ](http://www.google.co.uk/imgres?q=phone+conversation&start=129&hl=en&biw=1024&bih=571&tbm=isch&tbnid=Lm49ZQMXzaPcvM:&imgrefurl=http://footage.shutterstock.com/clip-704818-stock-footage-young-woman-on-phone-young-woman-has-happy-conversation-on-a-retro-telephone.html&docid=soVb7K06fsw7nM&imgurl=http://ak2.picdn.net/shutterstock/videos/903967/preview/stock-footage-smiling-woman-having-a-phone-conversation.jpg&w=400&h=224&ei=jKgsUc2fKaOp0QWZq4H4CA&zoom=1&iact=rc&sig=116426173625843528294&page=7&tbnh=149&tbnw=266&ndsp=22&ved=1t:429,r:31,s:100,i:97&tx=173&ty=) | Thank you. Bye. |

**Making an appointment with the GP**





|  |  |
| --- | --- |
| Receptionist  http://www.phoenixsurgery.com/website/J83645/files/reception.jpg | Hello North Lane surgery how can I help? |
| Patient  [http://t1.gstatic.com/images?q=tbn:ANd9GcTVqONyCo3Ei1m15yzT3In2FdgST7ZOfH6m9yu4G5WSte66CVmBLQ](http://www.google.co.uk/imgres?q=phone+conversation&start=129&hl=en&biw=1024&bih=571&tbm=isch&tbnid=Lm49ZQMXzaPcvM:&imgrefurl=http://footage.shutterstock.com/clip-704818-stock-footage-young-woman-on-phone-young-woman-has-happy-conversation-on-a-retro-telephone.html&docid=soVb7K06fsw7nM&imgurl=http://ak2.picdn.net/shutterstock/videos/903967/preview/stock-footage-smiling-woman-having-a-phone-conversation.jpg&w=400&h=224&ei=jKgsUc2fKaOp0QWZq4H4CA&zoom=1&iact=rc&sig=116426173625843528294&page=7&tbnh=149&tbnw=266&ndsp=22&ved=1t:429,r:31,s:100,i:97&tx=173&ty=) | Hello, can I have an appointment for my son please? |
| Receptionist  http://www.phoenixsurgery.com/website/J83645/files/reception.jpg | What’s your son’s name? |
| Patient  [http://t1.gstatic.com/images?q=tbn:ANd9GcTVqONyCo3Ei1m15yzT3In2FdgST7ZOfH6m9yu4G5WSte66CVmBLQ](http://www.google.co.uk/imgres?q=phone+conversation&start=129&hl=en&biw=1024&bih=571&tbm=isch&tbnid=Lm49ZQMXzaPcvM:&imgrefurl=http://footage.shutterstock.com/clip-704818-stock-footage-young-woman-on-phone-young-woman-has-happy-conversation-on-a-retro-telephone.html&docid=soVb7K06fsw7nM&imgurl=http://ak2.picdn.net/shutterstock/videos/903967/preview/stock-footage-smiling-woman-having-a-phone-conversation.jpg&w=400&h=224&ei=jKgsUc2fKaOp0QWZq4H4CA&zoom=1&iact=rc&sig=116426173625843528294&page=7&tbnh=149&tbnw=266&ndsp=22&ved=1t:429,r:31,s:100,i:97&tx=173&ty=) | His name is Ali Hassan. |
| Receptionist  http://www.phoenixsurgery.com/website/J83645/files/reception.jpg | Can you spell that for me please? |
| Patient  [http://t1.gstatic.com/images?q=tbn:ANd9GcTVqONyCo3Ei1m15yzT3In2FdgST7ZOfH6m9yu4G5WSte66CVmBLQ](http://www.google.co.uk/imgres?q=phone+conversation&start=129&hl=en&biw=1024&bih=571&tbm=isch&tbnid=Lm49ZQMXzaPcvM:&imgrefurl=http://footage.shutterstock.com/clip-704818-stock-footage-young-woman-on-phone-young-woman-has-happy-conversation-on-a-retro-telephone.html&docid=soVb7K06fsw7nM&imgurl=http://ak2.picdn.net/shutterstock/videos/903967/preview/stock-footage-smiling-woman-having-a-phone-conversation.jpg&w=400&h=224&ei=jKgsUc2fKaOp0QWZq4H4CA&zoom=1&iact=rc&sig=116426173625843528294&page=7&tbnh=149&tbnw=266&ndsp=22&ved=1t:429,r:31,s:100,i:97&tx=173&ty=) | A L I H A S S A N |
| Receptionist  http://www.phoenixsurgery.com/website/J83645/files/reception.jpg | And his date of birth? |
| Patient  [http://t1.gstatic.com/images?q=tbn:ANd9GcTVqONyCo3Ei1m15yzT3In2FdgST7ZOfH6m9yu4G5WSte66CVmBLQ](http://www.google.co.uk/imgres?q=phone+conversation&start=129&hl=en&biw=1024&bih=571&tbm=isch&tbnid=Lm49ZQMXzaPcvM:&imgrefurl=http://footage.shutterstock.com/clip-704818-stock-footage-young-woman-on-phone-young-woman-has-happy-conversation-on-a-retro-telephone.html&docid=soVb7K06fsw7nM&imgurl=http://ak2.picdn.net/shutterstock/videos/903967/preview/stock-footage-smiling-woman-having-a-phone-conversation.jpg&w=400&h=224&ei=jKgsUc2fKaOp0QWZq4H4CA&zoom=1&iact=rc&sig=116426173625843528294&page=7&tbnh=149&tbnw=266&ndsp=22&ved=1t:429,r:31,s:100,i:97&tx=173&ty=) |  |
| Receptionist  http://www.phoenixsurgery.com/website/J83645/files/reception.jpg | We’ve got an appointment on Monday at 2pm. Is that ok? |
| Patient  [http://t1.gstatic.com/images?q=tbn:ANd9GcTVqONyCo3Ei1m15yzT3In2FdgST7ZOfH6m9yu4G5WSte66CVmBLQ](http://www.google.co.uk/imgres?q=phone+conversation&start=129&hl=en&biw=1024&bih=571&tbm=isch&tbnid=Lm49ZQMXzaPcvM:&imgrefurl=http://footage.shutterstock.com/clip-704818-stock-footage-young-woman-on-phone-young-woman-has-happy-conversation-on-a-retro-telephone.html&docid=soVb7K06fsw7nM&imgurl=http://ak2.picdn.net/shutterstock/videos/903967/preview/stock-footage-smiling-woman-having-a-phone-conversation.jpg&w=400&h=224&ei=jKgsUc2fKaOp0QWZq4H4CA&zoom=1&iact=rc&sig=116426173625843528294&page=7&tbnh=149&tbnw=266&ndsp=22&ved=1t:429,r:31,s:100,i:97&tx=173&ty=) | Monday 2pm, yes, that’s fine. |
| Receptionist  http://www.phoenixsurgery.com/website/J83645/files/reception.jpg | Bye then. |
| Patient  [http://t1.gstatic.com/images?q=tbn:ANd9GcTVqONyCo3Ei1m15yzT3In2FdgST7ZOfH6m9yu4G5WSte66CVmBLQ](http://www.google.co.uk/imgres?q=phone+conversation&start=129&hl=en&biw=1024&bih=571&tbm=isch&tbnid=Lm49ZQMXzaPcvM:&imgrefurl=http://footage.shutterstock.com/clip-704818-stock-footage-young-woman-on-phone-young-woman-has-happy-conversation-on-a-retro-telephone.html&docid=soVb7K06fsw7nM&imgurl=http://ak2.picdn.net/shutterstock/videos/903967/preview/stock-footage-smiling-woman-having-a-phone-conversation.jpg&w=400&h=224&ei=jKgsUc2fKaOp0QWZq4H4CA&zoom=1&iact=rc&sig=116426173625843528294&page=7&tbnh=149&tbnw=266&ndsp=22&ved=1t:429,r:31,s:100,i:97&tx=173&ty=) | Bye. |

**Making an appointment with the GP**

 

greeting

ask for an appointment

ask for name

give name

ask for more information

give information

offer appointment

accept or decline

ending

ending

|  |
| --- |
| **North Street Medical Centre**  Dr Young  Dr Smith  Dr Green  Appointments available this week:  Wednesday 6pm 6.30pm  Thursday 9am 11am 2.30pm  Friday 2pm 5pm |
| Make an appointment  for yourself  with Dr Young  on Friday afternoon |

|  |
| --- |
| **Long Hill Medical Centre**  Dr Patel  Dr Johnson  Dr Smith  Appointments available this week:  Monday 2pm 4.30pm  Tuesday 10.30am 11.45am 3.30pm  Friday 4pm 5.15pm |
| Make an appointment  for your son  with Dr Patel  on Monday afternoon |

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| **Old Road Surgery**  Dr Small  Dr Khan  Dr Buller  Appointments available this week:  Monday 2.15pm  Wednesday 12.30pm 4.30pm  Thursday 9am 5pm |
| Make an appointment  for your wife/husband  with Dr Buller  on Thursday morning |

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| **City Centre Surgery**  Dr Old  Dr Thomson  Dr Samran  Appointments available this week:  Monday 10.45am 11.30am  Tuesday 11.15am 11.30am 1.30pm  Friday 1pm |
| Make an appointment  for your son  with Dr Samran  on Tuesday morning |

**Making an appointment with the GP**

**Accepting (yes)**

I’ll take that.

I’ll have to take that.

That’ll be great.

So, 2.30 on Tuesday?

2.30 on Tuesday?

**Declining (no)**

I’d rather come earlier/later if possible.

I’d rather see……………….

Is there nothing/anything before that?

There’s nothing before that?

**Making an appointment**

**Mrs Jones** Good morning, I’d like to make an appointment this week please.

**Receptionist** Can you come on Friday at 9 o’clock?

**Mrs Jones** Yes, that’s fine.

**Receptionist** What’s your name please?

**Mrs Jones** Ann Jones

**Receptionist** OK Mrs Jones, see you on Friday. Here’s your appointment card. Friday, 1st March at 9 a.m.

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Mr Ali** Hello. Can I make an appointment please?

**Receptionist** Is next Tuesday at 4 o’clock OK?

**Mr Ali** Yes, that’s OK.

**Receptionist** What’s your name please?

**Mr Ali** Celal Ali.

**Receptionist** Can you spell your surname please?

**Mr Ali** Yes, it’s A L I.

**Receptionist** OK. That’s next Tuesday, 24 December at 4 o’clock.

**Now write your own conversations**

**Patient** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Receptionist** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Patient** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Receptionist** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Patient** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Receptionist** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Patient** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Receptionist** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Patient** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Receptionist** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Patient** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Receptionist** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Patient** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Receptionist** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Patient** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Receptionist** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Arriving at the surgery**



**Patient** Hallo, I’ve got an appointment at 5.30.

**Receptionist** Who is your appointment with?

**Patient** It’s with Dr Raif.

**Receptionist** What’s your name please?

**Patient** Mohamed Abdulla – my surname is Abdulla.

**Receptionist** OK Mr Abdulla. Take a seat please.

**Patient** Thank you.

Lewisham Way Surgery

Lewisham Way SE4 1UT

0208 694 5565

Appointment with:

……………….……………………

on …… …………….......................

at ………………………………….

***Dr Kim***

***Tue. May 3rd***

***10.15 a.m.***

My appointment is …………………………… Dr Kim.

My appointment is …………………………… Tuesday May 3rd.

My appointment is …………………………… 10.15 a.m.

**on**

**with**

**at**