

The Big Picture

Materials and Resources for ESOL Tutors

Section A: Children



3 At the doctor

Lesson plan and exercises

Objectives

The students will be able to:

1. use vocabulary to describe symptoms
2. request clarification
3. understand how to register with a GP/doctor
4. fill in a GP/doctor's registration form
5. ask for and give personal information

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Section A - Children

3 At the Doctor

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3.1 Registering with a GP/Doctor - Lesson Plan

Objectives: At the end of the activity students will be able to read and ask for missing information on registering with a GP in Ireland

Functions: Asking for information

Level:

- Elementary+
- Basic Literacy

Materials: Jigsaw Reading Page 43

Key Vocabulary

- to recommend
- medical card
- appointment
- X-ray
- consultant
- emergency
- prescription
- casualty
- Golden Pages

Instructions:

1. Divide the class into two groups, A's and B's.
2. Students work in pairs/small groups to read their text and to write down the four questions they need to ask to find the missing information.
3. Student A pairs with student B. Ask questions and fill in the missing information.
4. Read through the completed text as a whole-group activity.

Suggestions for consolidation/extension activities:

Registering with a GP in Ireland – True or False Reading Comprehension Worksheet

- For multi-level classes, some students could do the information gap activity and some could do the true or false reading comprehension.
- Alternatively, some students can do the true or false reading comprehension as an extension activity.
- The **Jigsaw reading** can also be used as a writing (gapfill activity) for literacy learners.

Registering with a GP/Doctor in Ireland - Jigsaw Reading

Fill in the gaps

Student A

Ask Student B questions to find the answer.

- You can register with any GP/doctor.
- Ask a neighbour or a friend to recommend a GP/doctor in your area.
- You can look in the (1.) _____ for doctors/general practitioners.
- If you have a medical card, a visit to the GP/doctor is free.
- There is always a notice with the opening times of the GP/doctor's surgery outside.
- The GP/doctor can give you a (2.) _____ to buy medicine at the chemist.
- The GP/doctor can make an appointment for you for an X-ray or to visit a consultant.
- You usually have to wait a long time for a hospital (3.) _____.
- People usually go to the GP/doctor first if they are sick.
- They go to (4) _____ in hospital if there is an emergency.



Student B

Ask Student A questions to find the answer.

- You can register with any GP/doctor.
- Ask (1) _____ to recommend a GP/doctor in your area.
- You can look in the Golden Pages for Doctors-General Practitioners.
- If you have a (2) _____, a visit to the GP/doctor is free.
- There is always a notice with the opening times of the GP/doctor's surgery outside.
- The GP/doctor can give you a prescription to buy medicine at the chemist.
- The GP/doctor can make an appointment for you for an (3) _____ or to visit a consultant.
- You usually have to wait a long time for a hospital appointment.
- People usually go to the (4) _____ first if they are sick.
- They go to casualty in hospital if there is an emergency.



Registering with a GP/doctor in Ireland - True or False

Read the text

- You can register with any GP/doctor.
- Ask a neighbour or a friend to recommend a GP/doctor in your area.
- You can look in the Golden Pages for Doctors-General Practitioners.
- If you have a medical card, a visit to the GP/doctor is free.
- There is always a notice with the opening times of the GP/doctor's surgery outside.
- The GP/doctor can give you a prescription to buy medicine at the chemist.
- The GP/doctor can make an appointment for you for an X-ray or to visit a consultant.
- You usually have to wait a long time for a hospital appointment.
- People usually go to the GP/doctor first if they are sick.
- They go to casualty in hospital if there is an emergency.



T or F? Tick T or F for True or False.

The first one is done for you.

1. The GP/doctor is free if you have a medical card.
2. You can register with any GP/doctor.
3. You go to casualty in hospital if there is an emergency.
4. The GP/doctor can make an appointment for you to have an X-ray.
5. You don't have to wait for a long time for a hospital appointment.

Registering with a GP/Doctor – Dialogue - Lesson Plan

Objectives:	At the end of the activity students will be able to match questions and answers for a dialogue to register with the GP/Doctor
Functions:	Giving personal information Making a request
Materials:	Registering with a GP/doctor in Ireland Dialogue Worksheet Page 47
Level:	Beginner to Elementary
NB: Record the Registering with a GP/doctor Dialogue onto a cassette	

Key Vocabulary

- to register • medical card • nationality • date of birth
- address • surname • first name • telephone number

Focus on Language:

Question forms (questions and answers)

I'd like to ... I would like to.....

Instructions:

1. Practise questions asking for personal information (name, surname/family name, address telephone number, etc.). Write up model questions on the board, ask everyone to repeat together as a group and individually, ask students to practise in pairs. Switch partners and practise again. Practise asking to repeat and "Can you spell that please?"
2. Students work in pairs to match the questions to the answers on the **Registering with a GP/doctor in Ireland Dialogue Worksheet**.
3. Listen to the dialogue and check. (**See Registering with a GP/doctor Dialogue** on page 46).
4. Read through the dialogue as a group to check comprehension/pronunciation.
5. Students role-play the dialogue in pairs.

Suggestions for consolidation/extension activities:

Speaking	Role-play dialogues: Making an appointment on the phone. Cancelling an appointment/apologising. Explaining symptoms to the doctor.
Writing	Filling in a doctor's registration form.

Registering with a GP/doctor Dialogue

Please record onto cassette for class use or ask student's to read it aloud.



Listen to or read the dialogue.

Practise the dialogue with a partner.

Receptionist: Hello. Can I help you?

Zohra: Hi. Yes. I'd like to register with the GP please.

Receptionist: Ok. I'll just take your details please.
What's your surname?

Zohra: Lali.

Receptionist: Can you spell that for me?

Zohra: L-A-L-I.

Receptionist: And what's your first name?

Zohra: Zohra. Z-O-H-R-A.

Receptionist: And what's your address?

Zohra: Flat 3, 240 Mountjoy Square.

Receptionist: Can you give me your date of birth please?

Zohra: 29...9...1976.

Receptionist: And a telephone number please?

Zohra: 084 555 5555.

Receptionist: Do you have a medical card?

Zohra: Yes.

Receptionist: Have you been to a GP here before?

Zohra: No.

Receptionist: What's your nationality?

Zohra: Algerian.

Receptionist: That's it thanks. Here's our card with the surgery opening hours.

Zohra: Thank you.



Registering with a GP/Doctor - Dialogue Worksheet

Match the questions with the correct answers.

The first one is done for you.

- | | |
|---|---|
| a. Hello. Can I help you? | L-A-L-I. |
| b. Can you spell your name please? | Yes. I'd like to register with the GP please. |
| c. What's your address? | 29-09-1976. |
| d. Can you give me your date of birth please? | 084-555 5555. |
| e. What's your telephone number? | Yes, I have my medical card. |
| f. Do you have a medical card? | Flat 3, 240 Mountjoy Square |
| g. What's your nationality? | Algerian. |

Listening/Reading

Listen to or read the dialogue (page 46) and check your answers.

Speaking and Writing:

Give personal Information.

Student A:

You would like to register with the GP.
The receptionist will ask you for some personal information.

Student B:

You are the GP's receptionist. A new patient would like to register. You need some personal information.
Ask questions and write down the details in the form below:

First name(s)	_____
Surname (family name)	_____
Address	_____
Telephone number	_____
Nationality	_____
Date of Birth	_____
Medical card	Yes <input type="checkbox"/> No <input type="checkbox"/>

3.2 Doctor Talk - Lesson Plan

Objectives:	At the end of the activity students will understand key vocabulary needed to discuss a child's symptoms and request clarification.	
Functions:	Asking and answering questions	
Level:	Beginner-Elementary. Basic Literacy Can adapt for higher level	
Materials:	• Doctor Talk Worksheet	Page 49
	• Doctor Talk - Dialogue Sheet	Page 50

Key Vocabulary

- diarrhoea
- happy
- allergies
- medication
- appetite

Instructions:

1. Hand out **Doctor Talk Worksheet**.
2. Read the numbered questions (1 - 5) out loud. As a whole group, ask about vocabulary students already know.
3. Read the lettered questions (a - e) out loud or have students take turns reading them. Elicit vocabulary students already know.
4. Have students work in pairs and match the numbered questions with the appropriate lettered question. Give them time to use a dictionary if necessary.
5. Have students volunteer matching answers.
6. Introduce the phrases in the speech bubbles at the bottom of the page. Model the situations; have students take turns using the questions in a classroom situation.
7. Have the students practise the language used by roleplaying the first five questions in the first exercise:
 - “Doctor” asks the numbered questions.
 - “Parent” asks for clarification
 - “Doctor” explains with repetition or using the lettered answers.

Suggestions for consolidation/extension activities:

1. Ask students to contribute doctors' vocabulary used by doctors they hadn't understood. Ask for definitions from the other students. Use this for vocabulary expansion or future role plays.
2. Use other situations in which the students must use the phrases for clarification.

Doctor Talk Worksheet



Read the Sentences 1-5.

Match the two sentences that have the same meaning

The first one is done for you.

- | | |
|------------------------------------|--|
| 1. Does he have a good appetite? | a. Does your baby play well? |
| 2. Does she have diarrhoea? | b. Is there anything your baby gets sick from if he eats or drinks or touches? |
| 3. Is your baby happy? | c. Does your baby eat a lot? |
| 4. Has he got any allergies? | d. Is your baby taking any medicine now? |
| 5. Is your baby on any medication? | e. Does your baby go to the toilet too much? |

I'm sorry, I do not understand

Can you repeat that?

Please explain that again?

What does _____ mean?

Doctor Talk - Dialogue Sheet

Please record onto a cassette or ask the students to read aloud.



Listen to or read the dialogue.

Practise the dialogue with a partner.

Parent: My baby is sick.

Doctor: What's the problem?

Parent: He's crying all the time.

Doctor: How's his appetite?

Parent: Sorry?

Doctor: Is he eating okay?

Parent: No, he's not eating.

Doctor: Does he have diarrhoea?

Parent: Yes.

Doctor: Is he on any medication?

Parent: Can you repeat that please?

Doctor: Is he taking any medicine at the moment?

Parent: No.

Doctor: Does he have any allergies?

Parent: What does allergies mean?

Doctor: Does your baby get a rash, get sick or does any part of his body swell up from eating or touching anything?

Parent: No.

Doctor: Ok. Let's have a look at his ears and throat.