

# The NHS and other support networks

## Check it

### THEME 1 WHO WORKS IN THE NHS?

**E** Rw/E3.1a

- 1 What is another name for a chiropodist?
- A a podiatrist
  - B a pharmacist
  - C a physiotherapist

### THEME 2 WHAT DOES THE NHS DO?

**E** Rw/E3.1a

- 2 Optical services deal with which part of the body?
- A ears
  - B eyes
  - C throat

### THEME 3 PRESCRIPTIONS

**N** MSS1/L1.2

- 3 How would you write the date 16th October 2006 on a prescription form?
- A 10/16/06
  - B 16/06/10
  - C 06/10/16
  - D 16/10/06

### THEME 4 PREPARING FOR THE HOSPITAL

**E** Rt/E3.2a

- 4 Look at the extracts from hospital letters. Which of these sentences **doesn't** tell you what to do?
- A We are pleased to confirm your outpatient appointment on 13 July 2007.
  - B If you are unable to keep your appointment, please let us know as soon as possible.
  - C Please do not bring anything valuable with you on the day of your appointment.

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## THEME 5 GIVING DIRECTIONS

**L** SLc/E3.3

- 5 A community nurse wants to visit you at your home. Which of these is a useful way of giving her directions on the phone?
- A Use your hands and point to show direction.
  - B Ask the nurse to repeat everything you say during the call.
  - C Ask the nurse to repeat the important points in your directions so you know she has understood.

## THEME 6 GETTING TO THE HOSPITAL

**E** Rw/E3.1a

- 6 Which department deals with skin conditions?
- A Psychiatry
  - B Dermatology
  - C Obstetrics

## THEME 7 NHS DIRECT

**L** Rt/E3.5

- 7 In the NHS Direct guide, which of these symbols refers to self-care?

A



B



C



## THEME 8 NHS DIRECT WEBSITE

**L** Rt/L1.4

- 8 What are the underlined headings called on the NHS website?
- A menus
  - B links
  - C bars
  - D search boxes

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## THEME 9 TELEPHONE HELPLINES

**L** Rt/L1.1

- 9 When you make a call to NHS Direct helpline, what information do they **not** need?
- A what the symptoms are
  - B any drugs the person is on
  - C any existing medical conditions
  - D your NHS number

## THEME 10 EMERGENCY SERVICES

**L** Rt/E3.8

- 10 In which of these situations should you call the emergency services?
- A You left your wallet on the train.
  - B Your dog has gone missing.
  - C A child has been hit by a car.

## THEME 11 EMERGENCY CALLS

**L** SLc/L1.1

- 11 When you make an emergency call, which of these things is important?
- A to talk quickly to get in all the details
  - B to listen but not say very much
  - C to ask lots of questions
  - D to listen and give short but precise details

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### ANSWERS

- 1 A
- 2 B
- 3 D
- 4 A
- 5 C
- 6 B
- 7 A
- 8 B
- 9 D
- 10 C
- 11 D