

Information about a GP practice

LEARNING OUTCOMES



- To understand the type of information found in leaflets from a local GP practice
- To think about, find and read relevant information in leaflets

RESOURCES

- A range of leaflets / information about local GP practices
- Copies of Resource 1A and 1B, folded into a leaflet
- Cards / sticky notes with clinic names and simple explanations to be devised by teacher (Activity 1 ESOL)
- Copies of Resource 2

- Copies of Resource 3 (Activity 2 Support)
- Cards / sticky notes with words and their abbreviations to be devised by teacher (Activity 2 ESOL)
- Small blank cards / sticky notes

RELATED THEMES

- Making appointments (pages 164–174)
- Recording appointments (pages 175–183)

HEALTH SKILLS

A person's relationship with their GP practice or health centre is essential to their feeling of well-being and this can be affected by how much a person feels in control. Knowing what, when and where things happen is the start of feeling in control of your own health.

Local GP practices, clinics and health centres will always respond to specific enquiries verbally and offer advice and information appropriate to the person's needs. However, if a person wishes to find out about the full range of services offered, they may be given a leaflet to read. In order to access and understand the health information in leaflets, learners should know what they can expect to find and be able to locate and read the information they require.

Related health information

www.bbc.co.uk/health/talking_to_your_doctor/gp_choosing.shtml

SKILLS FOR LIFE

In order to read relevant information from doctors' or health centre leaflets, learners need to be able to:

- understand the layout of the leaflet, headings and abbreviations
- understand time written in different ways.

Core curriculum

Activities in this theme will contribute to learning in the following curriculum areas:

- recognise that information is presented in different ways (L Rt/E3.5)
- skim read headings to find information (L Rt/E3.6)
- use a range of different reading strategies to find information and understand it (L Rt/L1.5)
- understand and use abbreviations (L Rw/E3.1)
- read time recorded in different 12-hour formats and use of am and pm (N MSS1/E3.3).

- Open the discussion by describing some scenarios where someone visits their GP practice and is given a leaflet to read (e.g. a woman who wants to know when the family planning clinic takes place).
- Ask learners to share their own experiences of visiting their local GP practice and being given a leaflet to read.
- Discuss what information learners might need to know about their local GP practice and would like to see included in a leaflet. It may help them if you provide some prompts (e.g. 'What do you do if you need a doctor when the practice isn't open?' 'Has anyone in your family got a particular medical condition that requires extra help?' 'Do you know the phone number of your GP practice to make an appointment?' 'What can people do if they don't read English?' 'What if you are worried about confidentiality?'). Display suggestions.
- Present learners with a range of different leaflets, including the one provided (Resource 1). In small groups, ask learners to explore the leaflets and see if their suggestions are included.
- Discuss the features the leaflets have in common and how the layout of a leaflet helps you to find your way around (titles, headings, illustrations, different kinds and sizes of print, etc.).
- Help learners to focus on the Resource 1 leaflet by asking: 'Which one of these is about Ashton Medical Centre?'

How can you find out what services are offered by your local GP practice?

What do you do if you need a doctor when the practice isn't open?

What leaflets are available at your local practice?

ACTIVITY 1

Use format and headings to locate information on a health centre leaflet

- Ensure all learners have a copy of the leaflet prepared from Resource 1.
- Ask learners to identify the features which would help them to find the information fairly quickly and easily (e.g. text limited to essential information; bold print; headings; italic writing; bullet points; tables; etc.). For more support, you may want to compare the leaflet with a document which has a dense block of text and very few features.
- Remind learners of their suggestions from the 'Engage' activity. Ask them to find these items using the headings or the layout of the leaflet. Point out that they don't need to read every word – they can often locate things by using headings. Ask questions to check understanding: 'Are any of the things you wanted to see in a leaflet missing?' 'Is there any additional information? Is it helpful?' 'Can you find the opening hours quickly?'
- Suggest that learners work in pairs to highlight key information. This may include things that are important for everyone (e.g. opening times, out-of-hours contact telephone number) and also things important for each individual (e.g. days and times of the diabetes clinic).
- Encourage feedback. Establish that there is always information of use to everyone (e.g. opening times), but there is also information of specific interest to certain people at certain times of their life (e.g. family planning clinic, diabetes clinic). Compare learners' highlighted information to illustrate the point.

What information is important for you and your family?

Do you know what special clinics and services your GP practice offers?

Support

- Work through the leaflet systematically, making sure each heading and format is understood before moving on.
- Help learners to identify and highlight information that is particularly useful for them.

ESOL

- Learners may be unfamiliar with the range of services. Discuss them or provide simple explanations of the different clinics for learners to match with the names.
- Discuss similarities and differences with services on offer in their countries.

ACTIVITY 2

Explore some common abbreviations

- Display some common acronyms and abbreviations ('NHS', 'GP', 'Mon', 'Dr', etc.) and ask learners if they know what they all mean.
- Find out how many other health-related abbreviations learners can think of and list them on the flipchart or board ('5 ml tsp' – 5 millilitre teaspoon; 'every 2 hrs' – 2 hours; 'HRT' – Hormone Replacement Therapy; 'IVF' – In Vitro Fertilisation; 'STD' – Sexually Transmitted Disease; etc.). Note: it could be interesting, if there is enough time, to ask for volunteers to look these up in a dictionary and try to write them on the board. Stress that few people can spell or even say most of the unabbreviated words without reading them first, so it is obvious why the acronyms or abbreviations are used!
- Ask learners to find the abbreviations on the Resource 1 leaflet (days of week, am / pm, letters after names of practitioners).
- Discuss the use of abbreviations in the scenario cards on Resource 2, and how abbreviations are made: for example, the first few letters ('Mon'); the first letter of each word ('GP', 'am'); the first and last letter ('Dr'). It may be fun to ask if anyone has their own name abbreviated and how this has been done.

What does 'GP' stand for?

Support

Use the tracking puzzle (Resource 3) to encourage left-to-right eye movement – so important in reading continuous text – and to familiarise learners with the days of the week and their abbreviations. Suggest this tip: it helps to find the capital letter which starts the whole word and its abbreviation (they are days of the week and they always begin with a capital letter).

ESOL

- Prepare some small cards or sticky notes and ask learners to match each whole word with its abbreviation (e.g. 'Monday' – 'Mon'; 'physiotherapist' – 'physio'; 'doctor' – 'Dr'; 'in the afternoon' – 'pm').
- Check learners can pronounce both the full word(s) and the abbreviation accurately (e.g. 'National Health Service' – 'NHS').

ACTIVITY 3

Practise finding and reading information

Refer learners to the scenario cards prepared from Resource 2. In pairs, ask them to identify the correct information from the leaflet on Resource 1 and to write it down on small blank cards or sticky notes. They should place these next to the relevant scenario. If there is time

and it seems appropriate, encourage each pair to give feedback on at least one scenario to the whole group.

Support

- Cover parts of the text not being used by learners.
- Show learners how to use a straight edge to help them align information in tables.
- Assist them in reading the scenario cards.

ESOL

- As preparation for the activity, check understanding of information in the leaflet with simple direct questioning (e.g. 'What is the emergency phone number?' 'Are there any female doctors?').
- Check that learners recognise female names (e.g. Dr **Linda** Green).

TIP

For information about local health services contact **PALS** – this **Patient Advice and Liaison Service** is available in every primary care trust.

Action

- Ask learners to bring a leaflet from their own GP practice and to familiarise themselves with the content.
- Ask them to find the contact information for their own GP and add it to a personal telephone directory.
- Ask learners to look at the leaflet they have brought and think about any further information they would like to see on it (e.g. a telephone number to ring when the practice is closed).

What information is available about your local practice?

Welcome to Ashton Medical Centre



Your health is our concern

For appointments contact

☎ **01234 567890**

Ashton Medical Centre
Park Street
Birmingham
BH2 3ND

Emergency number:

☎ **01234 098765**

Check the notice-board for the latest information.
Or visit our website at
www.ashtonmedicalcentre.co.uk

Regular Clinics

Please make an appointment at Reception.

Antenatal	Thurs 9:30–11:00
Child health	Mon 1:30–4:30
Child immunisation	Mon 1:30–4:30
Diabetic	Tues 2:00–4:00
Family planning	Wed 3:00–6:00
Healthy heart	Thurs 10:30–12:00
Baby clinic	Fri 2:30–4:00
Well man	Tues 10:30–12:00
Well woman	Wed 10:30–12:00

Minor Surgery

Dr Green and Dr Golden will perform minor surgery.

This can save you a trip to the hospital.

Your GP will give you details.

Other Services

We also have regular visits from other professionals.

All these clinics and services require appointments.

Chiropodist	Friday 2:00–4:00
Physiotherapist	Monday–Thursday 9:00–12:00
Phlebotomist	Tuesday and Thursday 9:00–11:00
Counsellor	Wednesday and Friday 2:00–5:00
Carers' link worker	Tuesday 9:00–10:30, Friday 1:30–4:30

We also offer a range of complementary therapies.

Ask at Reception for further details.

Appointments: 01234 567890

Practice Hours	AM	PM
Monday	8:30–12:00	4:30–6:00
Tuesday	8:30–11:30	4:30–6:00
Wednesday	8:30–11:30	4:30–6:00
Thursday	8:30–11:30	4:30–9:00
Friday	8:30–12:00	4:30–9:00
Saturday	9:00–11:30	closed
Sunday	closed	closed

The practice is closed for lunch every day from 1:00–2:00

If you need to see a doctor when the practice is closed call
 ☎ **01234 098765**

If you require a **home visit**, please contact the practice **before 10 am**.
 All **non-urgent calls** to the practice should be made **after 10 am**.

Ring **after 2:00 pm** to request a **repeat prescription**.

NHS Direct is a confidential 24-hour helpline. By calling **0845 4647** you can speak to a nurse for advice at any time of the day or night wherever you are in England. For information about health services you can contact NHS Direct Online on www.nhsdirect.nhs.uk

The Practice Team

Dr Linda Green

MB, ChB, DROG, MRCGP, FPCert (Birmingham 1982)

Dr Joseph Golden

MB, ChB, DROG, MRCGP, FPCert (Glasgow 1987)

Dr Solym Ahmed

MB, ChB (Cape Town 1997), DCH (South Africa) DRCOG

In addition to the partners we usually have a GP Registrar, a fully qualified doctor with three or four years of hospital experience, who is completing his or her training. We may also have final year medical students. From time to time we may video a consultation but only if we have your permission.

Practice Manager: Pat O'Reilly

Receptionist: Annie Butcher

Practice Nurse: Sheila Thomas

Health Visitor: Fran McDougall

District Nurse: Maxine Price

This medical practice aims to provide a high quality, individual service. We seek to provide each patient with as much time as necessary according to their needs and will try to see you as close to your appointment time as possible or provide an explanation if we are more than 30 minutes late.

We ask you:

- to arrive on time
- not to ask for extra people to be fitted in at the last minute
- not to ask for prescriptions for different members of your family at your appointment
- to cancel if you cannot attend.

Information about a GP practice

RESOURCE 2

1 You have just moved into the area. You want to see a female doctor. Has this practice got one?

2 Your elderly mother is coming to live with you. She has diabetes. When can she go to the diabetes clinic?

3 Your son has an asthma attack at 9:00 pm. Which numbers can you call for help?

4 When can you phone to make an appointment for a doctor to call and see you at home?

5 You work every weekday (Mon–Fri) from 9 am to 6 pm. Will you be able to get an appointment after work on Wednesday?

6 When is the best time to go for family planning advice?

7 Your father needs some more of the drugs he takes for his heart condition. When is the best time to phone up about them?

8 It is after midnight and you cannot sleep. You have a severe headache. You are not sure whether to bother your GP. Who could you call for advice?

9 Your baby is eight weeks old. When can you get her weighed and checked?

10 The dentist asks you who your GP is. What could you say?

Information about a GP practice

RESOURCE 3

The days of the week are written in full and as abbreviations in this puzzle.

Track them all with your eyes, your finger or with a pencil.



Start here

M	o	n	d	a	y	x	M	o	n
b	T	u	e	s	d	a	y	c	d
e	f	g	T	u	e	s	h	i	j
W	e	d	n	e	s	d	a	y	k
W	e	d	l	m	n	T	h	u	r
T	h	u	r	s	d	a	y	o	p
q	r	s	F	r	i	d	a	y	t
u	v	F	r	i	w	x	S	a	t
y	z	S	a	t	u	r	d	a	y
S	u	n	d	a	y	a	S	u	n

There are no audio scripts for this theme.

ACTIVITY 3 / Resource 2

- 1 Yes – Dr Linda Green
- 2 Tuesdays between 2:00 and 4:00
- 3 01234 098765 or NHS Direct 0845 4647 (real number)
- 4 Before 10 am
- 5 No – it closes at 6:00
- 6 Wednesdays between 3:00 and 6:00
- 7 After 2:00 pm for a repeat prescription
- 8 NHS Direct 0845 4647
- 9 Fridays between 2:30 and 4:00
- 10 Dr Linda Green or Dr Joseph Golden or Dr Solym Ahmed at the Ashton Medical Centre