



## UNIT 2: Working In General Practice

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# Matching Jobs to The Pictures

What do you think is the most stressful aspect of medical work? What is the most rewarding?

## Check up

- 1 Work in pairs. Can you predict what each person's job involves? What do you think are their main responsibilities within the team?



- 1 Match these jobs to the pictures on page 12.

- 1 practice manager \_\_\_\_\_
- 2 receptionist \_\_\_\_\_
- 3 general practitioner \_\_\_\_\_
- 4 midwife \_\_\_\_\_
- 5 district nurse \_\_\_\_\_
- 6 health visitor \_\_\_\_\_
- 7 practice nurse \_\_\_\_\_



# Practice Manager

A **practice manager** is the **administrator** who runs a doctor's office, group **practice**, medical clinic, hospital department and other forms of medical offices. They are sometimes called medical **managers**, medical **practice** administrators, healthcare administrators and healthcare executives.



## Receptionist

Serves visitors by greeting, welcoming, and directing them appropriately. Notifies company personnel of visitor arrival.

Maintains security and telecommunications system. Informs visitors by answering or referring inquiries.



## General Practitioner/Dentist

General practitioners (**GPs**) treat all common medical conditions and refer patients to hospitals and other medical services for urgent and specialist treatment. They focus on the health of the whole person combining physical, psychological and social aspects of care.

A **general dentist** is your primary care **dental** provider.

This **dentist** diagnoses, treats, and manages your overall oral health care needs, including gum care, root canals, fillings, crowns, veneers, bridges, and preventive education.



## District Nurse

(in the UK) a nurse who visits and treats patients in their homes, operating in a specific area or in association with a particular general practice surgery or health centre.



## Health Visitor

**Health visitors** are nurses or midwives who are passionate about promoting healthy lifestyles and preventing illness. They work with families to give pre-school-age children the best possible start in life.



## Practice Nurse

**Practice nurses** work in surgeries where they plan and provide **nursing** care, treatment and health education to patients of all ages. Previous relevant experience prior to training is not essential, but any gained caring for or working with people can be helpful.



## Midwife

○ A **midwife** is a trained health professional who helps healthy women during labor, delivery, and after the birth of their babies. **Midwives** may deliver babies at birthing centers or at home, but most can also deliver babies at a hospital.

# Matching Jobs to The Pictures

What do you think is the most stressful aspect of medical work? What is the most rewarding?

## Check up

- 1 Work in pairs. Can you predict what each person's job involves? What do you think are their main responsibilities within the team?




- 1 Match these jobs to the pictures on page 12.

- |                        |                  |
|------------------------|------------------|
| 1 practice manager     | <u>    F    </u> |
| 2 receptionist         | <u>    A    </u> |
| 3 general practitioner | <u>    G    </u> |
| 4 midwife              | <u>    D    </u> |
| 5 district nurse       | <u>    E    </u> |
| 6 health visitor       | <u>    B    </u> |
| 7 practice nurse       | <u>    C    </u> |

- 1 A practice is run by a practice manager
- 2 Health visitors work with individuals, families, and groups like the elderly and new-born babies in the community.
- 3 Receptionist need very good interpersonal skills because they are the first contact people have with the practice.
- 4 Ninety-seven per cent of the UK population is registered with a general practitioner.
- 5 The duties of a practice nurse include 'traditional' nursing skills and running specialist clinics for immunization, diabetes, and so on.
- 6 An important link between hospitals, GPs, and other health professionals involved in antenatal care is the midwife.
- 7 District nurses visit those who are housebound or those recently discharged from hospital and / or dress wounds.

Immunization (or vaccination) protects people from disease by introducing a vaccine into the body that triggers an immune response



# LET'S HAVE A BIT PRACTICE WITH THE GIVEN COMMON NOUNS.

Antenatal care is the care you get from health professionals during your pregnancy. It's sometimes called pregnancy care or maternity care.



## Main stress

1. Listen mark the main stress in the words and phrases.



○ **Listening ( Where is the main stress?)**

○ practice manager ( **○** . . . . )

○ receptionist ( . **○** . . )

○ general practitioner ( . . . **○** . . )

○ midwife ( **○** . )


○ district nurse { . . **○** )

○ health visitor ( **○** . . . )

○ practice nurse ( **○** . . )



○ **Listening 1:**

 Listen to a GP talking about her work in an inner city area. Decide whether these statements about her work are true (T) or false (F).

- 1 The GP works in the centre of London.     **T**
- 2 High crime rates do not affect the people working at the GP practice.     **F**
- 3 The workload is lighter than in rural areas.     **F**
- 4 Patients move from one GP practice to another.     **T**
- 5 GPs receive no extra payment for working in deprived areas.     **F**

not having the things that are necessary for a pleasant life, such as enough money, food, or good living conditions:

## ● Language spot

### Present Perfect and Past Simple

We use the Present Perfect for actions which happen in the past at any time up to now. The exact time is not known or not defined.

**a**

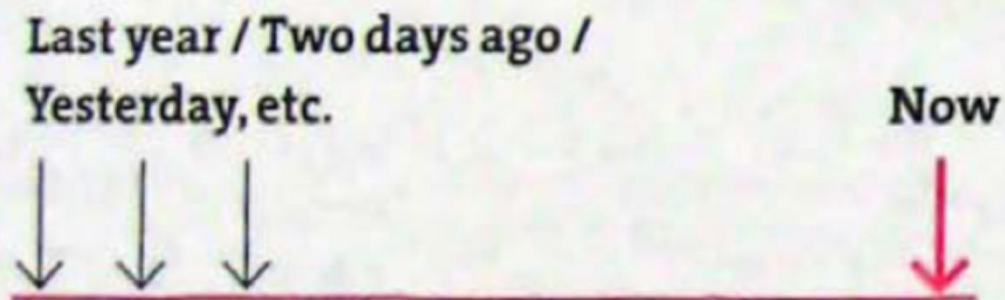


*In recent years many developments, both technological and social, have occurred.*

The time of the occurrence of each event is not specific. Look at diagram A above.

We use the Past Simple for specific times in the past. The exact time is known or defined, but sometimes the time is not mentioned.

**b**



*I started work as a GP in this area over 20 years ago.*

# Present Perfect

<b>Subject</b>	<b>Have</b>	<b>Past Participle</b>	<b>Rest of the Sentence</b>
I	have	studied	for the exam.
You	have	bought	a new computer.
He	has	eaten	my chocolate.
She	has	written	an e-mail.
It	has	been	cold this month.
We	have	won	the championship.
You	have	tried	to learn a lot.
They	have	forgotten	my birthday.

# Usages

## A. Unfinished Actions

## B. Finished Actions

1. Life experience

2. With an unfinished time word (this month, this week, today)

3. Result

4. We can also use the present perfect to talk about something that happened recently, even if there isn't a clear result in the present.

# Unfinished Actions

We use this tense when we want to talk about unfinished actions or states or habits that started in the past and continue to the present. Usually we use it to say 'how long' and we need 'since' or 'for'. We often use stative verbs.

I've known Karen since 1994.

She's lived in London for three years.

I've worked here for six months.

## **B. Finished Actions**

### 1. Life experience

- I have been to Tokyo.
- We have never seen that film.

## **2. With an unfinished time word (this month, this week, today). The period of time is still continuing.**

- I haven't seen her this month.
  - She's drunk three cups of coffee today.
  - I've already moved house twice this year!
- 
- We CAN'T use the present perfect with a finished time word.
  - I've seen him yesterday. (wrong)

### 3. A finished action with a **result** in the present.

I've lost my keys (so I can't get into my house).

She's hurt her leg (so she can't play tennis today).

They've missed the bus (so they will be late).

**We can also use the present perfect to talk about something that happened recently, even if there isn't a clear result in the present. This is common when we want to introduce news and we often use the words 'just / yet / already / recently'**

- I've just seen Lucy.
- The Mayor has already announced a new plan for the railways.

# Past Simple or Present Perfect

- ❖ I have seen (see) three police cars this morning (it's still morning).
- ❖ After he arrived (arrive) home, he unpacked (unpack) and went (go) to bed early.
- ❖ A: What's wrong? B: I have broken (break) a glass!
- ❖ I have been (be) in London for three years. I love it here.
- ❖ We saw (see) Julie last night.

**1** Use these words to make sentences.

- 1 coughing start five days ago be so bad it wake me up every night.
- 2 when attacks first come on?
- 3 anything make it worse since start?
- 4 he never take any medication in his life.
- 5 what happen when you be near animals as a child?
- 6 my father die over 20 years ago.
- 7 you get these problems every day when you live in Africa?
- 8 ever have coughing attacks like this before ?
- 9 your family ever have illness like this as far as you aware?

# Past tense and Present Perfect Tense Samples (???)

1 The coughing started five days ago and it has been so bad that it has woken me up every night.

2 When did the attacks first come on?

3 Has anything made it worse since it started?

4 He has never taken any medication in his life.

5 What happened when you were near animals as a child?

6 My father died over 20 years ago.

7 Did you get these problems every day when you lived in Africa?

8 Have you ever had coughing attacks like this before?

9 Has anyone in y our family ever had an illness like this as far as you are aware?

**2** Work in pairs. Ask each other questions using these phrases.

travel abroad

be a patient

be in hospital as a patient

read a novel in English

use the internet to study

ride a motorcycle

BEGIN:

*Have you / Has anyone in your family ever ...?*

*When / Where did you ...?*

*Did you / How often did you ....?*

*Did you ...?*

**3** Work in pairs. Decide the questions you would ask patients about themselves or their family in the past to find out about:

- pain.
- cough.
- food poisoning.
- similar illness.
- headache.

**civil servant** (n) an employee of the government  
like a teacher or doctor.

**contributory** (adj) helping to cause

**locum GP** (n) a GP who stands in for another doctor who is temporarily away on holiday or off sick


**precipitants** (adj) factors which cause something

**productive** (adj) producing a substance (like sputum)

**siblings** (n) brothers and sisters

## LISTENING 2: Listen and complete the notes below.



2  Listen and complete the notes below.

PC

C/o breathlessness, 3/52

breathlessness<sub>1</sub>, wheezing<sub>2</sub>, productive cough<sub>3</sub>  
with white phlegm<sub>4</sub>

HPC

Attacks worse: at night<sub>5</sub> and in the morning<sub>6</sub>

Cough wakes patient about three<sub>7</sub> times/week

Other symptoms: chest tightness<sub>8</sub>

Contributory causes: no known<sub>9</sub> precipitants;  
history suggests asthma<sub>10</sub>

PMH

No history of previous<sub>11</sub> attacks

Family History

Mother/sister: eczema<sub>12</sub>

# Signs and Symptoms

A **sign** is an indication of particular disorder that the doctor sees but which is not apparent to the patient

A **symptom** is a change in your body that shows that you are not healthy. It is what the patient notices himself/herself.

### **Condition a**

- 1 blocked nose
- 2 raised temperature
- 3 tender over sinuses
- 4 headache worse on bending
- 5 runny nose

### **Condition b**

- 1 breathlessness
- 2 tachypnoea
- 3 tight chest
- 4 night and morning coughing
- 5 prolonged expiration
- 6 wheeze

### **Condition c**

- 1 raised pulse
- 2 recent vomiting / diarrhoea
- 3 dehydration
- 4 abdominal tenderness
- 5 crampy abdominal pain

- Blocked nose: stuffy nose, nasal congestion
- Tender: (of a part of the body) painful when you touch it.
- Sinus: is any of the spaces inside the head that are connected to the back of the nose.
- Runny (nose): producing a lot of liquid. (rhinorrhea)
- Breathlessness: shortness of breath, dyspnoea
- Tachypnea is a condition that refers to rapid breathing.
- Prolonged: continuing for a long time.
- Expiration: exhalation
- Wheeze: to breathe noisily and with difficulty
- diarrhoea (diarrhea): an illness in which waste matter is emptied from the bowels much more frequently than normal, and in liquid form.
- Cramp: a painful involuntary spasmodic contraction of a muscle.

1 Decide whether these are signs or symptoms. Some may be both.

### Condition a

- 1 blocked nose
- 2 raised temperature
- 3 tender over sinuses
- 4 headache worse on bending
- 5 runny nose

1. **Symptom**
2. **Sign/ Symptom**
3. **Sign/ Symptom**
4. **Symptom**
5. **Symptom**

### Condition b

- 1 breathlessness
- 2 tachypnoea
- 3 tight chest
- 4 night and morning coughing
- 5 prolonged expiration
- 6 wheeze

1. **Symptom**
2. **Sign**
3. **Symptom**
4. **Symptom**
5. **Sign**
6. **Sign/ Symptom**

### Condition c

- 1 raised pulse
- 2 recent vomiting / diarrhoea
- 3 dehydration
- 4 abdominal tenderness
- 5 crampy abdominal pain

1. **Sign**
2. **Symptom**
3. **Sign**
4. **Sign**
5. **Symptom**

to make something, especially something bad, happen suddenly or sooner than it should

## Vocabulary

### Non-technical language

1 When you speak to patients, you need to use non-technical language that the patient understands. Look at the two example questions from the case history. Which verb means *precipitate* and which means *start*?

1 When do the attacks *come on*? **start**

2 Are you aware of anything that *triggers* the attacks? **precipitate**

**2** Work in pairs. Replace the technical words in italics with non-technical words from the list. You may have to change the form of the word.

avoid      admit      have / have got  
prone      do      to come and go  
stick to      book      there all the time

- 1 We're going to have to *perform* a few tests.
- 2 She's *suffering from* a very bad bout of flu.
- 3 It might be a good idea to *refrain from* fatty foods for a while.
- 4 He is *susceptible* to many minor illnesses.
- 5 You said the cough is *intermittent*.
- 6 Your cough is *persistent*?
- 7 It's difficult to *adhere to* any kind of life change.
- 8 You won't have to be *hospitalized*.
- 9 You're *scheduled* to see the nurse in the allergy clinic next Tuesday.

1. do
2. has got
3. avoid
4. prone (liable)
5. comes and goes
6. there all the time
7. stick to
8. admitted
9. booked

**3** Work in pairs. Use the phrases below to make questions with the non-technical words. Take turns role-playing a patient with flu or a cough, and take a short history from each other.

When ....? Is there...? Do you / Does it ...?

Did you ...? Have you ever ...? / Are you / Is it ... ?

**EXAMPLE**

*Are you prone to coughs? Are you booked to see ...?*

*Do you find it difficult to stick to medication?*


*Does your cough come and go? Have you ever had ...?*

## waterworks: The urinary system



### Listening 3

#### Short questions in the general history

 Listen to the last part of the conversation between Dr Dickson and Mr Bloomfield, when he asked some questions about the general history. Write down the questions he asked about:

1 appetite.

2 bowels.

3 waterworks.

4 sleeping.

Is your appetite OK?

Bowels OK?

Waterworks OK?

Sleeping OK?

# Patient care

- 1** Expand the short questions.

## EXAMPLE

*You been off work at all? – Have you been off work at all?*

- 1 You eating well?
- 2 Your appetite OK?
- 3 You sleeping OK?
- 4 You passing water a lot?
- 5 Your periods OK?
- 6 Had any diarrhoea?
- 7 Lost any weight?
- 8 Been living there long?
- 9 You been keeping well?
- 10 You OK in yourself?
- 11 You been looking after yourself?

1. Are you eating well? Have you been eating well?
2. Is your appetite OK? Has your appetite been OK?
3. Are you sleeping well? Have you been sleeping well?
4. Are you/ Have you been passing water a lot?
5. Are your periods OK? Have your periods been OK?
6. Have you had any diarrhea?
7. Have you lost any weight.
8. Have you been living there long?
9. Have you been keeping well?
10. Are you/ Have you been OK in yourself?
11. Have you been looking after yourself?

- 2** Work in pairs. Say a full question to your partner. He / She should shorten it without looking at the book.
- 3** Now do it the other way round and give the short question first.

## Reading

- 1 Work in pairs. Look at the pictures and decide which social problems they show.



**smoking in front of children**

**homelessness or sleeping rough**



**cramped housing/ accommodation**



**eating too much**

# Social factors in general practice

Read the text and do activity 1 and  
2.

**deprivation** (n) poverty

**factors** (n) causes

**incidence** (n) occurrence

**plateau** (n) level

**pronounced** (adj) evident

**social classes I and II** (n) in the classification of the population for research purposes, the two highest social classes

**2** Match the symbols or abbreviations in the text to these words.

1 years

3 less than

2 increased / increasing

4 leading to / resulting in

**3** Work in pairs. Answer these questions.

## **Social factors in general practice**

Social deprivation is associated with death from all causes. The most pronounced effect is with circulatory and other smoking-related diseases. A similar trend is seen with infant mortality, morbidity from chronic illness (particularly musculoskeletal, cardiovascular, and respiratory conditions), and teenage pregnancy.

the fact of having a particular disease; the number of people who have a particular disease.

This is not a new problem, nor one unique to the UK. It may partly be due to smoking and eating habits, but this disparity was in evidence 80y ago when those of social classes I and II were more likely to smoke, eat foods high in saturated fats, and take less exercise.

Disparity in health is closely related to income. In the UK, an ↑ proportion of the population is now living on < 50% of average income than 20y ago – the mortality gap has grown proportionately.

This has an impact on general practice. There is higher incidence of illness → ↑ requirement for primary care team services and the ↑ use of out-of-hours and A&E services amongst deprived communities.

a difference, especially one connected with unfair treatment

a type of fat found, for example, in butter, fried food and many types of meat, that is considered to be less healthy in the diet than other types of fat

in a way that increases or decreases in size, amount or degree according to changes in something else

Other factors which have an effect are homelessness, sleeping rough, employment and unemployment, divorce, and immigration status. The adverse effects of living in temporary accommodation are well documented. For example, adults have a ↑ incidence of depression than people of similar social standing in their own homes. Children are less likely to receive their immunizations, more likely to have childhood accidents, and have higher incidence of minor and diarrhoeal diseases. Among those sleeping rough, poor diet, poor accommodation, and lack of access to medical services are universal problems. A study done in 1986 in London found one third are psychotic, a quarter have severe physical problems, and two-thirds have no contact whatsoever with medical

services. Evidence shows that if services are provided, homeless people will use them.

The effects of work have been compared to effects of vitamins – we need a certain amount to be healthy; then there is a plateau, where extra doesn't work, and too much is harmful.

negative and unpleasant; not likely to produce a good result relating to diarrhoea

**2** Match the symbols or abbreviations in the text to these words.

80y 1 years

3 less than  $\leftarrow$  50%

$\uparrow$  2 increased / increasing

4 leading to / resulting in  $\rightarrow$

**3** Work in pairs. Answer these questions.

- 1 What main social factors are given?
- 2 Can you give your own reasons why those in social classes I and II were more likely to smoke 80 years ago?
- 3 What reasons could you give for the increased incidence of depression in those living in temporary accommodation?
- 4 Why is poor diet a problem among those sleeping rough?

- Homelessness, sleeping rough, employment and unemployment, divorce and immigrations status.
- 80 years ago, tobacco was fashionable and more affordable for those in higher paid jobs.
- Some general reasons are general anxiety about living conditions, lack of security, worry about the future.
- Some reasons are they probably have little or no money; no access to cooking facilities; lack of balanced diet with fresh vegetables; fixed routine.

## nonprescription medicine

**OTC** (adj) over the counter  
= available in a shop

**Piriton** (proper n) an  
over-the-counter medication  
to treat allergies

**volunteer** (n) a person who  
works without payment



# Referral letter

A referral letter is a formal document written by a healthcare professional, typically a general practitioner (GP), primary care doctor, or specialist, to recommend a patient for further assessment, diagnosis, or treatment by another medical specialist.

For example: A GP refers a patient with chronic joint pain to a rheumatologist. The referral letter includes the patient's symptoms, past tests, and response to pain medication. The rheumatologist now has a clear picture and can build on what's already been done, rather than repeating basic investigations.

## **Purpose of a Referral Letter:**

1. To transfer care to a specialist with more expertise in a specific area (e.g., cardiology, psychiatry, dermatology).
2. To request diagnostic tests or second opinions.
3. To ensure continuity of care across healthcare provider

# Significant Components of RL

- 1. Patient Information:** Name, age, medical history, current symptoms.
- 2. Reason for Referral:** What issue the referring doctor wants the specialist to assess or manage.
- 3. Relevant Findings:** Results of previous tests, observations, or treatment.
- 4. Urgency Level:** Routine, urgent, or emergency.
- 5. Referring Doctor's Details:** Contact info and professional signature

# Writing

## A referral letter

1 Work in pairs. Look at the referral letter on page 19 written by a GP to a specialist at a hospital for one of her patients. Tick (✓) the features of / points covered by the letter.

- 1  clear communication
- 2  date of referral
- 3  date of birth of the patient
- 4  hospital number
- 5  NHS number
- 6  patient's name and address
- 7  investigations performed with results
- 8  treatments tried with outcomes
- 9  relevant past medical history and family history
- 10  reason for referral
- 11  presenting condition
- 12  social circumstances
- 13  clear signature

Next

NHS Number 6684335792  
Hospital Number 1017786F  
22 August 2007



Dear Dr Ahmed,

**Re David Hunt 17 May 1985(M)**  
18 Greencross Street, London SE5 2PD

This patient has complained of a rash which has erupted on a number of occasions in different parts of his body on and off for more than three years. Recently, he has also complained of bilateral intermittent nasal blockage, itchy nose and eyes, watery nasal discharge. The rashes have also increased in frequency and duration, treated on occasion with antibiotics and OTC medication. This does not appear to be related to allergy to pets, nor work or other common factors. The rash has responded to Piriton. The patient has had allergy sensitivity testing with no conclusive result. The patient spent several years in West Africa working as a volunteer in his early 20s. The Africa connection may have some bearing and I would appreciate your opinion.

Yours sincerely,

A handwritten signature in blue ink, which appears to be 'John Doe' followed by the number '1221'.

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