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CAREER SKILLS AND KNOWLEDGE			LANGUAGE SKILLS				LANGUAGE KNOWLEDGE		
It's my job	Patient care	Culture project/ Project	Listening	Reading	Speaking	Writing	Language spot	Vocabulary	Pronunciation
<b>1 Presenting complaints</b> • p.4									
Dr Gillian Henderson – cardiologist		Understanding culture: interpreting body language	Personal details Presenting complaints		Diagnosing presenting complaints	A case report	Asking short and gentle questions Tenses in the presenting complaint	Describing pain	Medical terms: word stress
<b>2 Working in general practice</b> • p.12									
	Short questions in the general history	Research into general practice in the UK	Description of a GP's job A case history Short questions in the general history	Social factors in general practice	GP statistics Case history role-play	A referral letter	Present Perfect and Past Simple	Medical jobs Signs and symptoms Non-technical language	Medical jobs: main stress Questions: rising and falling intonation
<b>3 Instructions and procedures</b> • p.20									
Dr Franco Carulli – newly qualified doctor	Preparation for carrying out a procedure		Preparing for the first ward round Giving instructions	Direct Observation of Procedural Skills	Explaining a process (hand washing) Explaining a procedure Case presentation	Case notes	Giving instructions Explaining procedures Making polite requests	Instructions for a procedure	
<b>4 Explaining and reassuring</b> • p.28									
		Research into complications	Student care Explaining a gastroscopy Emphasis Discussing complications	Gastroscopy	Explaining procedures Acknowledging visual cues	An explanation of possible complications	Explaining procedures with the Present Passive and <i>going to</i> future	Adjectives to describe procedures Explaining complications and reassuring the patient	Word stress: suffixes
<b>5 Dealing with medication</b> • p.36									
Joyce Carne – nurse practitioner	Prescribing drugs in hospital	Research into clinical incident reporting	A patient's chart Benefits and side effects	Concordance	A drug chart Explaining medications	Clinical incident reporting	Phrasal verbs Explaining side effects: <i>can/may</i>	Abbreviations	
<b>6 Lifestyle</b> • p.44									
	Sympathy and empathy	Research in medicine	Family history and social history Being sympathetic	Overweight and obesity	Making changes Stress Exam practice	An email about dealing with stress	Encouraging patients and making suggestions	Language for exercise	Word stress in noun phrases

**Reading bank** ● p.52

1 'TV doctor'	4 The language barrier	7 Children's sleep	10 Keeping the memory of loved ones alive	<b>Reading bank key</b> p.64
2 Medicines	5 The nocebo effect	8 What a half-smile really means	11 Being a midwife	
3 Assessment	6 Salt caves	9 Understanding psychiatry	12 Maori health providers in New Zealand	

**7 Parents and young children** ● p.66

Dr Nasrin Ahmed – paediatrician	Reassurance	Baby's six-week check Applying for work	Talking about oneself Reassuring an anxious parent Sharing experiences	Recommendations for the use of the vaccine	Empathizing Practising for OSCE scenarios	Reflecting on one's own experiences	First Conditional vs Second Conditional	Qualities of a good paediatrician Non-technical language Signs and symptoms	
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**8 Communication** ● p.74

	Understanding why patients can appear vague Asking and responding to open questions	Information web search: TWEAK	Acknowledging verbal cues Appropriate responses	Barriers to prevention	Considering what the patient thinks Dealing with a defensive patient	Writing accurately for training or work applications	Open and closed questions	Alcohol	Stress in the sentence
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**9 Working in psychiatry** ● p.82

Dr Tom Turner – psychiatrist	Asking about self-harm		Describing patients	Eliciting the history	Mini-mental state examination	Notes from a mental state examination	The Simple Past and the Past Perfect Wishes and consequences in negotiations	Appearance, behaviour, and manner	Weak forms
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**10 Terminal illness and dying** ● p.90

Frances MacGregor – Marie Curie nurse		Care in the community	Recognizing and dealing with patients' emotions Informing a relative about a death	Breaking bad news	Breaking bad news A debate about donor cards Coping mechanisms	Preferred coping mechanisms	Expressing likes, dislikes, and preferences	Reactions to bad news Words and phrases related to death	
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**11 Working in a team** ● p.98

Dr Omar Noori – phlebotomist		Finding out about politeness in different cultures	Appropriate responses Asking a senior colleague for help	Syllabus and Competences of the Foundation Programme	Communicating with a consultant Interrupting a colleague Interview panel	Describing an example of good practice	Being polite	Teamwork Describing attitude and behaviour	
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**12 Diversity at work** ● p.106

	Asking about culture Spiritual needs in palliative care	Name awareness	Avoiding and responding to tactless comments	A multicultural UK	Cultural awareness Reporting and clarifying Diversity committee Patients' spiritual needs	A response to a report	Reported speech	Awareness of feelings	Saying long sentences
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