

## Conversations at the Doctor's

### 1) Registering with a GP

Here is a conversation between a doctor's receptionist and a person who wants to register with the GP. Can you put the questions below into the right places in the conversation?

And what's your address?      Do you have a medical card?      And what's your first name?  
Can you give me your date of birth, please?      And a telephone number, please?  
Can you spell that for me?      Hello. Can I help you?      What's your surname?  
Have you been to a GP here before?      What's your nationality?

**R:** .....

**Z:** Hi. Yes, I'd like to register with the GP, please?

**R:** Ok. I'll just take your details, please. ....

**Z:** Lali

**R:** .....

**Z:** L-A-L-I

**R:** .....

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

**R:** .....

**Z:** Flat 5, 835 Mountjoy Square.

**R:** .....

**Z:** The second of September nineteen seventy-five.

**R:** .....

**Z:** 085 555 8888.

**R:** .....

**Z:** Yes.

**R:** .....

**Z:** No, this is the first time.

**R:** .....

**Z:** Algerian.

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

**Z:** Thank you.

## 2) Making An Appointment (by phone)

Here is a conversation between a doctor's receptionist and a person who wants to make an appointment with the GP. What do you think the person says?

**R:** Good Morning, Doctor Byrne's surgery.

**P:** .....

**R:** Certainly. Is this your first appointment with the doctor?

**P:** .....

**R:** That's fine, but I just need a few details. Could I have your full name, please?

**P:** Patrick Ryan.

**R:** OK. And your address, please?

**P:** .....

**R:** Thanks. Do you have a contact phone number?

**P:** 087 8887777

**R:** Great. Do you have a medical card, Mr Ryan?

**P:** .....

**R:** When would you like to see Doctor Byrne?

**P:** .....

**R:** Let me see...I'm afraid he isn't available tomorrow afternoon. What about in the morning?

**P:** .....

**R:** I see. Well, the doctor could see you this afternoon at 4pm.

**P:** .....

**R:** Ok. We'll see you at 4 then, Mr. Ryan. Goodbye.

**P:** .....

### 3) Talking to the Doctor

Here is a conversation between a doctor and a patient. Fill in the missing words from the list below:

time medicine sorry? any seems to be appetite repeat  
allergies swell up touching have a look sick what's wrong

**D:** Please take a seat, Cristina. Baby Alex doesn't look very happy. What ..... the problem?

**C:** He's ....., but I don't know ..... He's crying all the .....

**D:** Oh dear. How's his .....

**C:** .....

**D:** Is he eating ok?

**C:** No, he's not eating.

**D:** Does he have diarrhoea?

**C:** Yes, especially today.

**D:** Is he on ..... medication?

**C:** Sorry. Can you ..... that, please?

**D:** Is he taking ..... at the moment?

**C:** Just some Calpol last night.

**D:** Does he have any .....

**C:** Can you explain that?

**D:** Does Alex get a rash, get sick or does any part of his body ..... from eating or ..... anything?

**C:** No, I don't think so.

**D:** Ok. Let's ..... at his ears and throat.