Contents

Introduction p.4

Background, teaching notes, tips, and additional activities

- 1 Presenting complaints p.6
- 2 Working in general practice p.11
- 3 Instructions and procedures p.17
- 4 Explaining and reassuring p.23
- 5 Dealing with medication p.29
- 6 Lifestyle p.34

- 7 Parents and young children p.41
- 8 Communication p.48
- 9 Working in psychiatry p.56
- 10 Terminal illness and dying p.62
- 11 Working in a team p.68
- 12 Diversity at work p.74

Grammar tests and communication activities

Instructions for communication activities p.80

- 1 Presenting complaints p.82
- 2 Working in general practice p.84
- 3 Instructions and procedures p.86
- 4 Explaining and reassuring p.88
- 5 Dealing with medication p.90
- 6 Lifestyle p.92

Grammar tests key p.106

- 7 Parents and young children p.94
- 8 Communication p.96
- 9 Working in psychiatry p.98
- 10 Terminal illness and dying p.100
- 11 Working in a team p.102
- 12 Diversity at work p.104

Symbols and abbreviations p.110