

General Training: Reading and Writing Test A

SECTION 1 Questions 1–14

Read the text below and answer Questions 1–9.

CAUSTON HEALTH CENTRE PATIENT INFORMATION LEAFLET

A Appointments

Please telephone 826969 (8.30am – 5.00pm: Mon – Fri). We suggest that you try to see the same doctor whenever possible because it is helpful for both you and your doctor to know each other well. We try hard to keep our appointments running to time, and ask you to be punctual to help us achieve this; if you cannot keep an appointment, please phone in and let us know as soon as possible so that it can be used for someone else. Please try to avoid evening appointments if possible. Each appointment is for one person only. Please ask for a longer appointment if you need more time.

B Weekends and Nights

Please telephone 823307 and a recorded message will give you the number of the doctor from the Centre on duty. Please remember this is in addition to our normal working day. Urgent calls only please.

A Saturday morning emergency surgery is available between 9.30am and 10.00am. Please telephone for home visits before 10.00am at weekends.

C Centre Nurses

Liz Stuart, Martina Scott and Helen Stranger are available daily by appointment to help you with dressings, ear syringing, children's immunisations, removal of stitches and blood tests. They will also advise on foreign travel, and can administer various injections and blood pressure checks.

For any over 75s unable to attend the clinic, Helen Stranger will make a home visit.

All three Centre Nurses are available during normal working hours to carry out health checks on patients who have been on doctors' lists for 3 years.

D New Patients

Within 3 months of registering with the Centre, new patients on regular medication are invited to attend a health check with their doctor. Other patients can arrange to be seen by one of the Centre Nurses.

E Services Not Covered

Some services are not covered by the Centre e.g. private certificates, insurance, driving and sports medicals, passport signatures, school medicals and prescriptions for foreign travel. There are recommended fees for these set by the National Medical Association. Please ask at reception.

F Receptionists

Our receptionists provide your primary point of contact – they are all very experienced and have a lot of basic information at their fingertips. They will be able to answer many of your initial queries and also act as a link with the rest of the team. They may request brief details of your symptoms or illness – this enables the doctors to assess the degree of urgency.

G Change of Address

Please remember to let us know if you decide to relocate. It is also useful for us to have a record of your telephone number.

Read the text below and answer Questions 10–14.

BENTLEY HOSPITAL CATERING SERVICE

TO ALL PERMANENT AND TEMPORARY MEMBERS OF STAFF

IMPORTANT INFORMATION

Meal Breaks

(minimum company guidelines)

HOURS WORKED	BREAK TO BE TAKEN
0–4 hrs	nil
4–6 hrs	15 mins
6–8 hrs	30 mins
8–12 hrs	60 mins (taken as 2×30 mins)
12–24 hrs	75 mins (taken as 2×30 mins + 1×15 mins)

Your section staffing board will show the times when these breaks are to be taken.

Please note

It is your responsibility to check that the total break time shown on the staffing sheets accurately reflects the breaks that you take. Any discrepancies should be raised with your Staff Co-ordinator immediately.

SPECIAL REQUIREMENTS – FOOD HANDLERS

Food handlers are those concerned with preparing and serving unwrapped food.

Food handlers should report any instance of sickness, diarrhoea and/or stomach upset experienced either while at work or during a holiday to a member of the Personnel Management team. Any infections of ear, nose, throat, mouth, chest or skin should also be reported to a member of the Personnel Management team.

Food handlers need to have an annual dental examination by the company dentist.

Alternatively, a current certificate of dental fitness may be produced from their own dentist.

This applies to all permanent staff who handle food.