

# Preparing for hospital

## LEARNING OUTCOMES

- To read and understand the purpose of different pre-admission hospital documents
- To read and complete pre-admission forms appropriately
- To know how and when to confirm or turn down an appointment



## RESOURCES

- Copies of Resources 1–3
- Further examples of hospital pre-admission documents (you may want to ask learners to bring these in)

## RELATED TOPICS

Getting to the hospital (Theme 9, Topic 5)

### HEALTH SKILLS

Going to hospital for an outpatients appointment or for tests or treatment can be a stressful experience. This topic will help learners to prepare themselves for a hospital visit. It aims to help reduce the potential stress of a hospital visit by helping learners understand the different types of information they may receive beforehand.

#### Related health information

Local hospital websites are likely to have a great deal of useful information for patients. Access to NHS healthcare is detailed on the following websites: <https://www.gov.uk/guidance/nhs-entitlements-migrant-health-guide> <https://www.gov.uk/government/publications/how-the-nhs-charges-overseas-visitors-for-nhs-hospital-care/how-the-nhs-charges-overseas-visitors-for-nhs-hospital-care> <https://www.citizensadvice.org.uk/health/help-with-health-costs/nhs-charges-for-people-from-abroad/>

Some visitors from abroad will have to pay for treatment. As of 2018 non-EEA (European Economic Area) visitors who come to the UK for more than 6 months have to pay an immigration health surcharge. This will not affect immigration status. You may want to help learners check what entitlement or charges might affect them.

### FUNCTIONAL SKILLS

In order to provide all relevant information before hospital admission, learners need to be able to:

- read and understand different pre-admission documents
- understand instructions and vocabulary on forms
- enter personal information on different types of form.

#### Functional Skills/Core Curriculum

Activities in this topic will contribute to learning in the following curriculum areas:

- recognise the different purposes of text **English E3.9 (ERt/E3.2a)**
- recognise and understand the features and language of instructional texts **English E3.9 (ERt/E3.3a)**
- complete forms with some complex features **English E2.18 (EWt/E3.5a).**

## Engage

- If possible, before this session, invite learners to bring in any forms they have relating to hospital admission.
- Discuss learners' experiences of going into hospital for day care or to stay.
- Provide some examples of pre-admission hospital documents (preferably examples brought in by learners).
- Talk about the different kinds of information and requests on the forms and make a list of the categories (e.g. personal details, medication, previous illnesses, etc.).

*Have you ever been in hospital in the UK?*

*What information does the hospital ask for before you go in? What information does it give you?*

## Enable

### ACTIVITY 1

#### Understand the purpose of pre-admission hospital documents

- Ask learners to underline any unfamiliar words on Resource 1 and to check their meanings with others in the group.
- Ask learners to discuss and identify the purpose of each document, picking out the clues from the text such as headings and key words like 'bring ...' or 'date for your admission'.
- Encourage learners to pick out and discuss the effect of different text features such as bullet points, capital letters and bold text.
- Help them to recognise how bullet points are often used for lists and how bold text, capitals and colour draw attention to important points.

#### Support

- Begin by displaying and discussing one or two key words or expressions from each document, such as 'date for your admission' or 'if you cannot keep your appointment'.
- When you are sure they understand their meaning, encourage learners to find and highlight them in the documents on the page before proceeding to the main activity.

#### ESOL

- ESOL learners may be unfamiliar with the language and layout of forms and letters. Encourage them to compare common features between the documents on Resource 1 and those they have brought in.
- Make sure learners understand conventions of form filling, such as circling or deleting items.

### ACTIVITY 2

#### Read and understand details in pre-admission hospital documents

- Talk about why it is necessary to read the pre-admission documents carefully.
- Discuss the questions on Resource 2 with learners. Check they understand the meaning of words such as 'closest relative', 'surgery' and 'jewellery'.
- Ask learners to complete the activity in pairs or individually.
- Review results. Discuss the reasons for the various requests and instructions, for example details of your religion; instruction not to bring valuables.

*Is there any other information you would need before a hospital appointment?*

*How would you feel about going into hospital?*

*What would you do if you had questions about your treatment or procedure?*

### Support

- Read the questions aloud with learners and ensure understanding of all vocabulary.
- Focus on each question individually, first discussing which document is likely to contain the information requested.

### ESOL

Provide practice in recognising commands (e.g. 'confirm', 'call', 'bring').

## ACTIVITY 3

### Understand and complete hospital forms appropriately

- Ask learners to read Resource 3, then talk about why the hospital wants them to fill in each form.
- Encourage learners to circle key or new words and to discuss their meanings.
- Talk about what you might do if you received an appointment which you couldn't attend. Discuss what sort of circumstances might mean that you couldn't attend an appointment.
- Talk about what you might say when telephoning to change an appointment.
- Invite learners to complete the two sample form extracts on Resource 3 with their own personal information. Provide a suitable hospital number for each learner, either in writing or orally. Make sure they follow the instruction on Form 1 to use block capital letters.

### TIP

Begin by completing the forms in pencil. Check and complete in ink when details are correct.

### Support

- Direct learners to particular sections one at a time and ask them to pick out the features and/or language of forms (e.g. bold text or the instruction 'Delete').
- Talk about the kinds of information needed in each section.
- Encourage completion of the form in pencil first and checking of spellings.

### ESOL

- Check that learners know how to enter their names in the boxes if they do not fit easily into 'name', 'forename', etc.
- Suggest that learners create a list of words for filling in forms:
  - instructions (e.g. 'fill in', 'tick', 'circle'), with visual clues to illustrate the meaning
  - abbreviations (e.g. 'DoB', 'Tel no.')
  - useful words and expressions ('next of kin', 'date of admission', 'confirm', 'turn down an appointment')
  - words with similar meaning (e.g. 'forename'/'first name', 'surname'/'family name').

## Action

- Allow time for reflection on the information needed by hospitals. Ask learners to record one thing they remember and to think about how it will help them next time they have to deal with pre-admission documents.
- Remind learners that they too may have questions they need answered and to make a note of these
- Provide a range of hospital pre-admission documents for reading and, where appropriate, completion. This is an excellent opportunity for learners to bring in any such forms from their own family or friends for discussion.
- Ask learners to:
  - discuss and identify the purpose of each document
  - make sure they know what to do with key text features and form-filling conventions
  - circle the instruction words
  - discuss the documents
  - practise completing relevant extracts.
  - note any questions they have about the tests or procedures they are going to have
- Review results.

*Have you received any hospital forms or letters you would like to discuss?*

# Preparing for hospital

## RESOURCE 1

1

Northport Hospital **NHS**  
NHS Trust

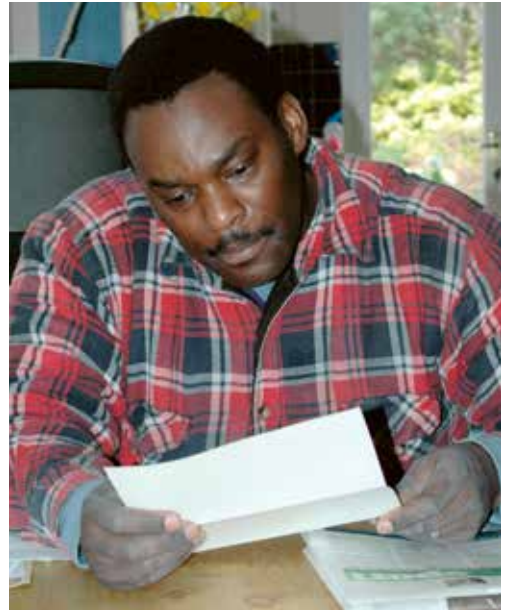
Brook Street  
Northport  
BW2 3AD

Mr Richard Lawrence  
16 Dell Street  
Northport  
BW6 5JC  
NHS no: 413 033 3392  
27 April 2018  
Ref: H16652

Dear Mr Lawrence

We are pleased to offer you a date for your admission as detailed below:

**Consultant:** Mr J. S. Baker  
**Speciality:** General Surgery  
**Admission date:** Thursday 12 July 2018  
**Ward:** Mayfield  
**Time:** 8:00 am



3

### What to bring with you

Bring:

- dressing gown and slippers
- any medication you are taking
- towel, toilet bag and toiletries
- some money for newspapers, etc.
- You may also want to bring a book or a personal stereo.

Please do not bring any valuables.

2

Title:  
Mr/Mrs/Miss/Ms/Dr/Rev/Other .....

Civil status: single/married/widowed/divorced/separated/  
other .....

Telephone (Home) ..... (Work) .....  
(Mobile) .....

Name and address of family doctor .....

.....

Telephone .....

Religion .....

Name and address of next of kin .....

4

You are being admitted to Mayfield Ward for surgery.

Please:

1. **CONFIRM BY TELEPHONE OR BY THE TEAR-OFF SLIP ON YOUR APPOINTMENT LETTER THAT YOU CAN ATTEND** Tel: 018 392 6186
2. **CALL US AS SOON AS POSSIBLE IF YOU CANNOT KEEP YOUR APPOINTMENT**

If you become unwell or are not able to come to your appointment for any reason, please call us.

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- 1** Circle the information in the documents on Resource 1 which tells you:
  - a** the date and time of your appointment
  - b** where you write the name of your closest relative
  - c** what you should do if you can't make the appointment
  - d** whether the hospital will look after your jewellery while you are having your operation.

- 2** Read this instruction.

If you become unwell or are not able to come to your appointment for any reason, please **call** us.

- a** The instruction word has a circle round it. What does it tell you to do?
- b** Find and circle two more instruction words in the documents on Resource 1.
- c** Find and circle an instruction that tells you not to do something (a negative instruction).

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## RESOURCE 3

1

Northport Hospital **NHS**  
NHS Trust

Patient Administration System (PAS) Registration

Please complete this form and return it to the receptionist when you attend the hospital or in the pre-paid envelope.

**IT IS IMPORTANT THAT YOU ADVISE YOUR FAMILY DOCTOR AND THE HOSPITAL OF ANY CHANGE OF ADDRESS**

Please use BLOCK CAPITAL LETTERS

Title and surname	Hospital number (if known)
Forename	DoB
Tick to show	Male <input type="checkbox"/> Female <input type="checkbox"/>

2

Dear Mr Lawrence

Please confirm your admission date by completing and returning this form in the pre-paid envelope enclosed. **\*\*Delete as appropriate below\*\***.

**\*\*I shall/shall not be accepting the admission date.**

If not accepting the admission date please give a reason.

NAME	FORENAME
TITLE (please circle) Mr/Mrs/Miss/Ms/Dr/Rev/Other	TELEPHONE Home: Work: Mobile:
DATE OF BIRTH	RELIGION
CIVIL STATUS (please circle) Single/married/widowed/ divorced/separated/other	NAME OF NEXT OF KIN  RELATIONSHIP

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There are no audio scripts for this topic.

## ACTIVITY 1 / Resource 1

The main purposes are:

- 1 (letter) to give details of your appointment
- 2 (form) to let the hospital know your personal details
- 3 to tell you what to bring (and what not to bring) to hospital
- 4 to tell you to confirm your appointment, and what to do if you can't make the appointment

## ACTIVITY 2 / Resources 1-2

### Question 1

- a Document 1 (letter)

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NHS Trust

Brook Street  
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BW2 3AD

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BW6 5JC  
NHS no: 413 033 3392  
27 April 2018  
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Dear Mr Lawrence

We are pleased to offer you a date for your admission as detailed below:

**Consultant:** Mr J. S. Baker  
**Speciality:** General Surgery  
**Admission date:** Thursday 12 July 2018  
**Ward:** Mayfield  
**Time:** 8:00 am



**b** Document 2 (form)

Title:  
Mr/Mrs/Miss/Ms/Dr/Rev/Other .....

Civil status: single/married/widowed/divorced/  
separated/other .....

Telephone (Home) ..... (Work) .....  
(Mobile) .....

Name and address of family doctor .....

.....

Telephone .....

Religion .....

Name and address of next of kin .....

**c** Document 4

You are being admitted to Mayfield Ward for surgery.

Please:

1. CONFIRM BY TELEPHONE OR BY THE TEAR-OFF SLIP ON YOUR APPOINTMENT LETTER THAT YOU CAN ATTEND Tel: 018 392 6186
2. CALL US AS SOON AS POSSIBLE IF YOU CANNOT KEEP YOUR APPOINTMENT

If you become unwell or are not able to come to your appointment for any reason, please call us.

**d** Document 3

**What to bring with you**

Bring:

- dressing gown and slippers
- any medication you are taking
- towel, toilet bag and toiletries
- some money for newspapers, etc.
- You may also want to bring a book or a personal stereo.

Please do not bring any valuables.

## Question 2

- a** The word 'call' tells you to phone the hospital if you are unable to come to your appointment.
- b** 'confirm' (document 3), 'bring' (document 4)
- c** 'do not bring' (document 4)

## ACTIVITY 3 / Resource 3

Document 1 is a registration document – it provides official information for the hospital records.

Document 2 is for admissions only and tells the hospital whether you will attend on the date.