

Your Part to Play



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This confidential service is available from 10.00am to 5.00pm Monday–Friday. Any questions you have will be answered by fully trained information staff.



WORKSHEET ONE

Watch Module Four carefully. Answer the following questions.

You may need to watch the video again to check your answers.

1. What can every patient expect from their family doctor?

5. How could you get involved in a patient participation group?

2. The presenter talked about calling the doctor out for her sore throat. What should she have done?

6. How are Community Health Councils funded?

3. List the points made by the practice nurse about using your NHS responsibly.

7. Community Health Councils are sometimes called 'the patients' voice'. Explain what they do and how they do it.

4. What is a patient participation group and what does it do?

8. Design a newspaper advertisement to recruit a voluntary member of a Community Health Council. Make sure that it says what the job entails and how important the job is, by stressing the difference it makes. What sort of qualities do you think are needed by Council members?

WORKSHEET TWO

Life – a risky business

Think about the way we live today. There are some things we do that carry risks. One type of risk is something that could happen to harm our health. Some risks are unavoidable, but there are others that we may decide to take, even though we know what may happen. Table 1 shows how risks can be categorised.

Table 1

TERM	ABSOLUTE RISK OF DEATH IN ONE YEAR
High	Greater than one in a hundred
Moderate	Between one in a hundred and one in a thousand
Low	Between one in a thousand and one in ten thousand
Very low	Between one in ten thousand and one in one hundred thousand
Minimal	Between one in one hundred thousand and one in a million
Negligible	Less than one in a million

Table 2

BEHAVIOUR	ABSOLUTE RISK OF DEATH IN ONE YEAR	TERM
Injecting illegal drugs	1 in 50	
Smoking ten cigarettes a day	1 in 200	
Mountain climbing	1 in 1,500	
Driving a car	1 in 8,000	
Playing soccer	1 in 25,000	

Copy table 2. Fill in the last column using the terms in the first column of table 1 – High, Moderate, etc. For each of the activities under ‘Behaviour’, design and fill in a table using the following headings.

RISK

REASONS FOR UNDERTAKING THE ACTIVITY

POSSIBLE HEALTH BENEFITS

HEALTH RISKS

Discuss your answers in pairs.

For each risk, think of the advice that you would give to people so that they

- i) minimise the risk
- ii) do the least harm to themselves and friends should an accident occur.

Physical activity for life

Regular physical activity is good for everyone. There are lots of different things you can do – swimming, dancing, walking the dog, roller-blading, going to an exercise class or joining a sports team. It is important to make physical activity part of your daily routine, and if possible one hour's worth a day, say half an hour's swimming and half an hour's dancing.

There are lots of good things about exercise. Listed below are just some of them.

- *it can be fun*
- *you could make new friends*
- *it gives you more energy*
- *it strengthens the heart*
- *it tones muscles and can help you look good*
- *it can help you lose weight and it helps to keep you in trim*
- *it improves breathing and circulation*
- *it improves balance, co-ordination, strength and flexibility*
- *it helps you to sleep better*
- *it strengthens bones*
- *it reduces stress*
- *it reduces blood fat and cholesterol*
- *in the long term it reduces the risk of heart attacks and strokes*
- *it makes you feel better and improves the way you feel about yourself*

You have been asked to write a leaflet to let people know how great regular exercise is. Target your leaflet at a particular age group. Choose one from the list below

- Primary school children
- Teenagers
- People at work
- People in wheelchairs
- Over-65s

You can make your leaflet from one piece of A4 card or paper and it should include:

- The reasons why people should exercise
- Ideas on the right kind of exercise for the age group you have chosen
- Details of where people can go to exercise in your local area (sports centre, clubs, etc)
- Some good health tips

Use the reasons in your list to help you persuade your chosen age group that exercise is good fun and good for them.



WORKSHEET FOUR

How fit are you?

There are lots of ways to measure your fitness. One way is to take your resting pulse rate.

Choose a time when you are relaxed and sitting down and find your pulse.

Count the number of pulses in 15 seconds.

Multiply the figure by 4. This gives you your pulse in beats per minute.

Repeat this four more times. Work out your average pulse by adding your five readings together and dividing by five.

Copy and fill in the table below with information about yourself, then extend the table so you can copy the whole class's results, allowing one line per pupil.

SEX M/F	AGE	AMOUNT & TYPE OF EXERCISE PER WEEK	AVERAGE RESTING PULSE RATE

Look at the class data.

Try to answer the following questions.

Calculate the average pulse rate of girls and then boys. Is there a difference in the readings?

Look at the amount of exercise per week.

Is there a connection between pulse rate and exercise?

Your resting pulse rate is a rough measure of your fitness. Look at the chart below and you will soon see just how fit you are!

PULSE PER MINUTE	LEVEL OF FITNESS
Less than 50	Very fit
50 – 59	Fit
60 – 69	Good
70 – 79	Average
80 or over	Poor

Complete the table, using the fitness rating above. Does regular exercise improve fitness?

Goal!

There are lots of ways to make sure you stay healthy. One good way is to work out how healthy you are now, then examine your lifestyle to see if there are things you can do to improve your general health.

ASK YOURSELF ABOUT...	WHAT YOU COULD DO ABOUT IT
<i>Weight – It isn't good to be overweight but it can also be a problem to be underweight. Ask your school nurse to weigh you.</i>	<i>Change what you eat or how much you eat. You may need to eat more or you may need to cut those extra few sweets out. You could also look at how much you exercise. If you're not sure what to do, ask the school nurse.</i>
<i>Stress – Are you bad-tempered, finding it difficult to concentrate, unable to relax?</i>	<i>Rest more, and start exercising; it really helps. Talk through your problems with someone; you will find it really helps. Try to avoid stressful situations.</i>
<i>Habits – Do you smoke, drink alcohol or take other recreational drugs?</i>	<i>Ask yourself why you are doing it. Is it because your friends do? Try to stop because it's not good for you.</i>
<i>Diet – Do you eat a balanced diet? Do you have at least five servings of fruit and vegetables a day?</i>	<i>Write down what you eat. Eat plenty of starchy foods like pasta, rice, bread and potatoes, plus fruit and vegetables. The odd treat won't hurt, though.</i>
<i>Exercise – Do you exercise regularly?</i>	<i>Find out about different sports in your area; it's a great way to make friends. Try to walk or cycle instead of going on the bus.</i>
<i>Rest – Are you getting enough sleep?</i>	<i>Compare how long you sleep with how you feel in the mornings. Maybe, video <i>The X-Files</i> or get a friend to!</i>

Improving your health can be good fun – it's not all jogging and beanburgers. Being healthy is important and it can make everything seem better.



Target-setting

Think about three things before you make a change.

- **Motivation** – *Why am I doing this? What will I get out of it? Write down a list of the advantages of the change you're going to make.*
- **Setting goals** – *Set realistic and attainable targets. There is no point in starting to do something and then failing, because you'll feel disappointed. Promise yourself a reward if you achieve your goal.*
- **Help** – *Will you need advice or help in reaching your goal? Friends, family, teachers and health workers can all give useful advice.*

Make sure you discuss the change you want to make with your teacher before you start. That way you can make sure it's the right change for you.

Using the above information to help you, set yourself some targets for next month. It could be something small, like eating chocolate only at the weekend, or something more ambitious like planning a fitness programme.

You could use your weight, or resting pulse rate taken once a week or fortnight, as a way to monitor your progress. Although it may take a few months to see much change, you'll feel better and better all the time.

Month _____ Target(s) _____

_____ day	_____ day	_____ day	_____ day	_____ day	_____ day	_____ day
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31				

Getting the most from your doctor

Doctors are busy people. They have to see a lot of people and try to give each patient the time they need.

Here is a list of the things that doctors would like you to think about before you arrive for your appointment.

- **What is the most important reason for your visit?**
- **How long have you felt ill or had the problem?**
- **What are your symptoms? When did they appear? When did they get worse?**
- **Are you taking any medicines and what are they? Were they prescribed, or bought from a shop or pharmacy?**
- **Have you seen anybody else about your problem? Who was it?**
- **Is there any other illness that you have had recently?**
- **Are there any serious illnesses in your family?**

1. Look through the questions and write down any reasons that you can think of why the doctor might want to know this information. Is there any advantage to you in preparing your answers?

2. Work in groups of three. One person should take on the role of the doctor, and use the diagnosis sheet provided. Another person should be the patient and use one of the symptom cards. The last person should act as an observer and time how long each interview takes and note important points about the interviews.

For the first interview the patient should not prepare the answers and will wait for the doctor to ask questions about what is wrong. He/she should be very vague and not offer any additional information but should simply answer the questions.

For the second interview, choose another symptoms card, prepare answers to the questions above and repeat the appointment.

In your group, discuss the two interviews. Which was the most effective?

Once the doctor has diagnosed your illness, he or she may prescribe treatment. What sort of questions should you ask about your treatment? Write down a list.

Role Card One

You have a rash. It started about two weeks ago and you now have red rings of spots in your armpits and in your groin. It is very itchy. You don't feel unwell, apart from this. The rings appear to be getting bigger. You haven't taken any medicine recently or been to another doctor. You haven't had any serious illness recently but you have had bad Athlete's Foot which started after you went swimming most days in the school holidays.

Role Card Two

You have a rash. The rash has only shown up in the last three days, but your skin was very painful, with the pain getting worse over the four days before the spots appeared. The spots are in bands on one side of your body. The pain has got slightly less since the spots got worse. You haven't been to another doctor and you are not on any medication.

WORKSHEET SIX *continued*

Role Card Three

You have a rash. It started three days ago on your face and neck and then spread to your body and arms and legs. You also have a runny nose. Your glands under your arms and at the back of the neck are a bit tender and you had a slight temperature but it has gone now.

Role Card Four

You have a rash. It seems to be mainly around your neck, armpits and wrists. You have had the rash for two weeks, on and off. It itches and seems to go down at night. It is worse when you are wearing woollen clothes, especially the ones that have just been washed. You haven't been taking any medicine or seeing any other doctor. Your family have recently changed their washing powder.

Role Card Five

You have a rash. It is on your feet. It appeared a week ago and is getting worse. It looks like bad Eczema, but you haven't had Eczema for two years. It itches a lot. You have had Athlete's Foot and have been putting an anti-fungal powder on your feet that your pharmacist recommended.

Role Card Six

You have a rash. It started about three days ago as one big spot on your chest and has now spread over your body. You don't feel ill, but you had a bad attack of bronchitis about six weeks ago. You visited your doctor then and were given antibiotics.

Diagnosis Card

Location of rash	<i>In armpits, groin, scalp</i>	<i>In bands around the body</i>	<i>Face, spreading to neck onto body</i>	<i>Anywhere on body</i>	<i>Anywhere on body</i>	<i>On body, starting as one big spot on chest</i>
Pain?	<i>Itchy</i>	<i>Painful</i>	<i>No</i>	<i>Itchy</i>	<i>Itchy</i>	<i>No</i>
Other symptoms?	<i>No</i>	<i>No</i>	<i>Runny nose, slight fever</i>	<i>No</i>	<i>No</i>	<i>No</i>
Other illness?	<i>Athlete's Foot</i>	<i>No</i>	<i>No</i>	<i>No</i>	<i>Eczema, Athlete's Foot</i>	<i>Bronchitis/ infection 1–2 months ago</i>
Doctor/ medication?	<i>No</i>	<i>No</i>	<i>No</i>	<i>No</i>	<i>Anti-fungal powder for Athlete's Foot</i>	<i>Visited doctor for Bronchitis. Given antibiotics</i>
Timescale	<i>Once appeared, hasn't faded, but rash getting bigger</i>	<i>Rash appeared after pain for a few days</i>	<i>Rash got worse over a few days but is now fading</i>	<i>Rash appeared but gets better, then worse again</i>	<i>Rash appeared and is getting worse</i>	<i>Rash started, has spread and hasn't faded</i>
What to ask?	<i>–</i>	<i>–</i>	<i>–</i>	<i>Have you been in contact with anything different recently?</i>	<i>Did the rash start after you put the powder on?</i>	
Diagnosis	Ringworm (a fungus)	Shingles	German Measles	Allergy	Eczema, brought on by anti-fungal drug	Pityriasis Rosea

CAUTION! THIS IS AN EXERCISE. DO NOT USE THIS INFORMATION TO DIAGNOSE ANY ILLNESS. ALWAYS CONSULT YOUR DOCTOR IF YOU ARE ILL.

What are your rights?

True or false?

1. You can refuse to be examined by student doctors. TRUE
FALSE

2. You can ask for a health check from your family doctor even if you're not ill. TRUE
FALSE

3. You have the right to free drugs and medicines. TRUE
FALSE

4. You have the right to be put on a single-sex ward if you are admitted to hospital. TRUE
FALSE

5. If called, an emergency ambulance will arrive within 20 minutes wherever you live. TRUE
FALSE

6. You can change your family doctor if you want to. TRUE
FALSE

7. You have the right to have access to all your health records. TRUE
FALSE

8. You have the right to receive information about the service your family doctor provides. TRUE
FALSE

9. You have the right to receive emergency dental advice and treatment from the dentist you are registered with. TRUE
FALSE

10. You have the right to have any complaint about the NHS investigated. TRUE
FALSE

999 – a service for us all

The ambulance service provides us with prompt service in the event of an emergency.

In groups, decide which of the following situations needs an emergency ambulance.

Where you don't think one is necessary, suggest what the person should do.

1. Emma fell over playing basketball at school. Her teacher suspects that she has broken her wrist.

2. Vicky had a heavier period than usual. It was very late at night and she had used all her tampons.

3. Sanjay and John were going home and they saw a man stagger off the kerb and fall over. He didn't get up and didn't respond when they asked if he was all right. When they got close to him they noticed that he smelt strongly of drink.

4. Liam, a diabetic, felt faint and showed the symptoms of hypoglycaemia. He had a cup of sweet tea and a biscuit and started to look better.

5. Jay had had toothache for two days. It was now so bad that he couldn't eat and it hurt when he moved his head.

6. Seetal had an asthma attack when waiting for an exam. She had her inhaler with her and used it. She started to breathe more easily but was still wheezy.

7. Tom woke up with a bad headache. He tried to ignore it all day but it got worse. He couldn't take any painkillers as all the chemists were shut.

8. Winston cut his finger on a piece of metal in his design class. Two hours later his finger was still bleeding heavily.

9. At the sixth-form party Helen noticed her best friend Sally swallowing a pill in the toilet. She had also had some alcohol during the evening. Sally started to complain about feeling ill and then went quiet. She went to the toilet and fell over.

10. Jan was babysitting for a neighbour. The 18 month-old baby started to cry, then stopped breathing and turned blue.

11. Ben had an asthma attack. He took his medication but it didn't seem to give him much relief.

12. Steve was round at his grandparent's. His grandad was gardening and he complained of severe chest pains.

What does the NHS expect from you? The patient partnership

Patients, too, have a responsibility to the National Health Service.

As a patient, you should expect the most effective treatment available and to be prescribed the correct drugs. What can you, the patient, do in return?

Always keep appointments and be on time.

Tell the doctor if you change your address.

When the doctor gives you advice, do exactly as you are told.

Always take any prescribed drugs according to the doctor's instructions.

Always finish a course of drugs – never stop taking them, even if you're feeling better. If there are problems contact the doctor again.

Dispose of any unwanted medicines carefully by returning them to the pharmacist – never keep them.

Never give any prescribed drugs to anyone else, even if they show the same symptoms.

Always tell your doctor about previous illnesses, any medication that you are on and any family history of similar diseases.

Always return equipment such as crutches and wheelchairs.

Join the NHS organ donor register and carry an organ donor card and when you are old enough, become a blood donor.

Only ask for a repeat prescription when necessary – don't stockpile drugs.

Think about who you need to see to ask for advice – the nurse may be able to help. Check with the surgery receptionist whether others can provide what you want. For example, the practice nurse can give vaccinations and general advice on healthcare.

For each request, list as many reasons as possible why doctors ask you to do this.

Compare your reasons with other people.

Design a poster for a surgery waiting room, explaining one of these points.

Find out, by asking the practice manager from your local surgery, some of the problems they face, for example, people who do not attend appointments and the impact of this on doctors' time.

Find out if there is a patient participation group near you, find out what it does and if you can join, too.



WORKSHEET TEN

When things go wrong

NHS staff will do everything they can to make sure that you are treated properly and promptly. If things do go wrong, it is your right to complain and expect an investigation into your complaint. The NHS welcomes any comments about your experiences, so that they can improve the service you receive.

The table below shows, by category, the complaints received by one local health Trust in one month.

<i>Medical treatment</i>	<i>17%</i>	<i>Administration/medical records</i>	<i>5%</i>
<i>Attitude of staff</i>	<i>16%</i>	<i>Discharge</i>	<i>4%</i>
<i>Failure to communicate with relatives/patients</i>	<i>16%</i>	<i>Environmental issues</i>	<i>3%</i>
<i>Waiting times</i>	<i>11%</i>	<i>Ambulance/transport</i>	<i>2%</i>
<i>Car parking</i>	<i>7%</i>	<i>Food/catering</i>	<i>2%</i>
<i>Cancellations of appointments or admission</i>	<i>7%</i>	<i>Other</i>	<i>2%</i>
<i>Nursing care</i>	<i>6%</i>	<i>Medication</i>	<i>1%</i>
		<i>Cleaning</i>	<i>1%</i>

There are also many letters of praise received by local health Trusts, but these are not recorded centrally. Contact your local health Trust and find out how many compliments they receive. Compare this with the number of complaints.

What to do if things go wrong

Put in your complaint as soon as possible. If you can't complain yourself, someone can complain for you. You should complain within six months, or within six months of realising that you have the grounds for complaint. Be as accurate as possible – try to remember all the details of the incident.

Wherever possible, complain to the place where the problem happened. It may be possible to sort out the complaint there. This is called Local Resolution. For example, if your complaint is with your local family doctor's practice, contact them – they can sort out the problem straight away. All local practitioners (doctors, dentists, pharmacists and opticians) have complaints procedures.

If you want to complain to someone less directly, contact the Complaints Manager at your local Health Authority (the number will be in your local phone book).

Each NHS Trust also has a Complaints Manager and they will, like the other Complaints Managers, keep your information confidential and look into your complaint.

You have the right to expect a full written reply to your complaint. This should arrive within four weeks of your

complaint. If the investigation is taking longer, then you can expect to be kept informed about what they are doing.

If you are still not satisfied with the outcome of this, you can ask for an Independent Review. You should do this within four weeks of receiving the reply from the Local Resolution. If an independent review is granted, the review will involve a panel which will look again at your complaint. Members of the panel will not usually be from a medical background, but will have advice from doctors or other health professionals who are not directly involved professionally.

After the review panel has reported, if you are still dissatisfied, the Health Service Commissioner (the Ombudsman) will investigate your complaint and can also investigate how your complaint was handled. The Ombudsman will follow up complaints about administration (standard of service, food, beds, waiting times) and may make recommendations on all cases, including those concerning medical care. Complaints about the professionalism of a doctor can be made to the General Medical Council.

The Community Health Council can help you and it will also be worth contacting the Citizens Advice Bureau. The numbers for each of these can be found in the phone book.

The Community Health Council – the patients' voice in the NHS

Community Health Councils are the patients' voice in the NHS and have been set up to provide independent help and advice. Community Health Councils have many functions, including representing patients' interests in local service developments, monitoring standards of NHS services, providing advice on using health services, and making comments or complaints about services. CHC members come from many different backgrounds. Representatives from the CHC often attend Health Authority meetings, and have the power to go into any hospital or Health Authority establishment to inspect what is going on.

There is representation from the County and District Councils, and the CHC's Chief Officer is employed by the NHS to act for the patient.

Find out about your local Community Health Council (the number will be in the phone book). Invite a member of the CHC in to talk to you about his/her role.

Draw up a list of questions to ask them. You may like to include some of the questions below:

- How did you first get involved with the CHC?
- How many people sit on the CHC?
- Do you get paid for your work?
- How much time to you spend on CHC business?



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