

Going to the Doctors



An easy read guide about
The doctors

 made with
photosymbols®

What to do when you are ill



Stay in bed and rest



Talk to your friends, family or carer



Talk to the Chemist or Pharmacist



Go to the doctor



Telephone NHS free helpline
by dialling 111



Call an ambulance or go to A&E

To make an appointment with your doctor you will need to know



Your full name and address

Doctors name
Doctors address
Street name
Town
postcode



Your doctors name, address and telephone number



When the surgery is open



How to get to the surgery



If you want someone to go with you

Waiting to see the doctor



When you get to your doctors you must tell them who you are

you can do this face to face

or



by using the check in machine



You will need to wait until the doctor is ready

MISS MAJA NAGORSKA
DR WALKER ROOM 1

When the doctor is ready your name will show on the screen

or



someone will call your name and take you to the doctors room

What to tell the doctor



The doctor may ask you questions about why you are feeling unwell and what part of your body hurts



Do you have any pain ?



What part of your body hurts ?



Can you sleep ?



Are you eating ?



Have you been sick ?



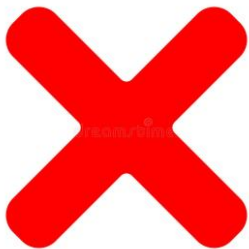
Are you going to the toilet differently than normal ?



When did you start to feel ill ?



Are you upset about anything ?



Is anything else wrong ?



What do you think has made you ill ?



Have you taken any medicine ?

The doctor may need to...



check the part of
your body that
hurts



When the doctor checks your body you
may have to take some of your clothes off



If you are on your own you can ask for
someone to be with you

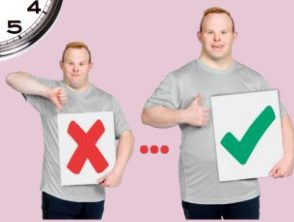
The doctor may need to do some tests



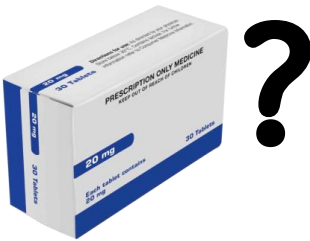
Questions you can ask the doctor



What is wrong and what should I do next ?



When will I feel better ?



Do I need medicine ?



How long will I have to take medicine ?



Will I have to come back ?

You can talk to the doctor about your treatment,

Treatment means the things the doctor does or the medicine you are given to make you feel better.

you can ask;



“what can go wrong with the treatment ?”

“how will I know if the treatment is working ?”



“are there other things I can do to make me feel better ?”

“What will happen if I don't have any treatment ?”

You must tell your doctor if there is anything you don't understand, you can say;



“Can you explain it again please”

“I want to check that I have got it right”

“Please can you write it down for me”



made with
photosymbols®



This easy read booklet was created by
The Hive Avon and Healthwatch South Glos

Funded by South Gloucestershire
Learning Difficulties Partnership Board

