



# Words of Welcome

by and for English language learners

free



## Happy and Healthy in Hull

told through real stories of Welcome to English students  
and illustrated by refugee artists living in Hull





# Words of Welcome

Issue 1, Autumn 2024

by Karen van Diesen and  
Valentyna Bohdaniuk

**Welcome to English  
helps newcomers (most  
of whom are refugees or  
asylum seekers) to Hull to**

**learn English, make friends and find out about how  
things work in the UK.**

This magazine will teach you some basic English about health. It will also help you learn more about health services in Hull.

All of the stories in the magazine are based real stories of Welcome to English students. We have changed some of the names and adapted some of the stories. The artwork is by people who have made Hull their new home. You can read about the artists on the back cover.

Many pages have QR codes. Open the camera on your phone and hold it over the QR code. It will take you to useful websites.

Please share this magazine with other English language learners.

You can find a free, printable version at:

**[www.welcometoenglish.org](http://www.welcometoenglish.org)**

Teachers can find more ideas on how to use this magazine in the classroom on our website.

Please send your comments, ideas and stories to:

**[wordsofwelcome@outlook.com](mailto:wordsofwelcome@outlook.com)**

*Please note: this magazine is not intended  
to replace professional medical advice.*



## Contents

page

What is it?	3
What is the NHS?	4
The human body	5
Which health service?	6
How are you?	7
Arriving in Hull	8
Registering with a GP	9
Finding health services	9
Going to the GP	10
First aid kit	11
In the pharmacy	12
A referral to hospital	14
Urgent treatment	16
Vaccinations	17
Talking therapy	17
Emergency 999	18
Addictions	19
Having a baby	20
Going to the dentist	22
Going to the optician	24
Mental health	26
Happy and healthy	28
Games about health	30
Jobs	30
Answers	31
Thanks to	31
The artists	32

**Hello!**

My name is Magic.  
I can change colour!  
How many times can  
you find me in the  
magazine?  
Which colours am I?  
Where am I?



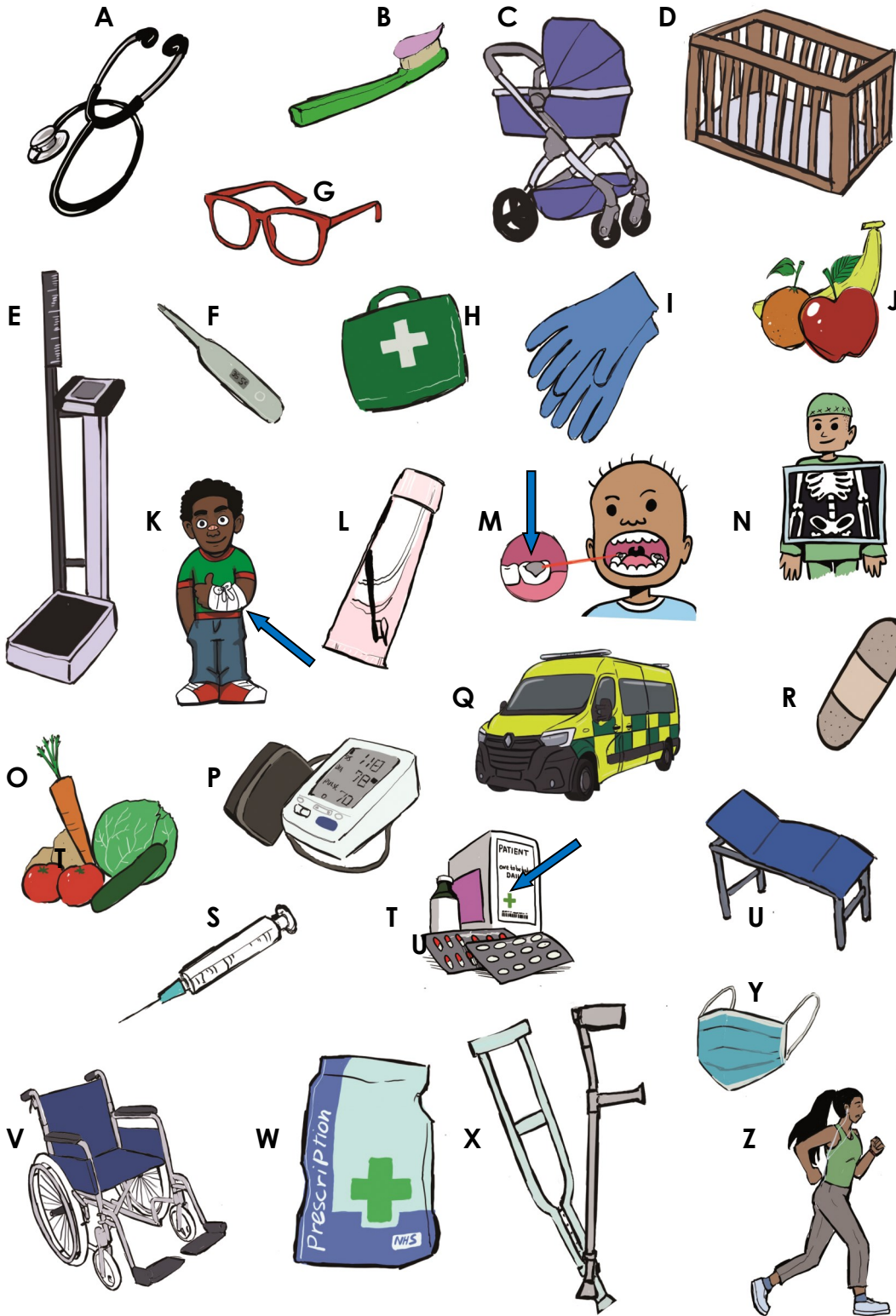
**healthwatch.co.uk and  
nhs.uk and are used in this  
magazine.** "Information  
from the NHS website and  
Health-  
watch  
website is  
licensed  
under the  
Open  
Govern-  
ment



## Welcome to English Magazine Disclaimer

Welcome to English takes all reasonable care to ensure the accuracy of the content within this publication. However, Welcome to English cannot be held liable for errors, omissions, or out-of-date information. **Content and Opinions:** The views expressed by contributors are their own and do not necessarily represent the views of the publisher or editor. **External Links and Advertising:** This publication contains information from and (not endorsed) links to external websites and advertisements. The publisher accepts no responsibility for the content or security of these external sources. **Financial and Legal Advice:** The information contained within this magazine is for general information purposes only and does not constitute financial or legal advice. **Health Disclaimer:** The information in this magazine is simplified and should not be used as a substitute for professional medical advice. **Copying and Sharing:** Content from this magazine may be reproduced for personal or classroom use only, including photocopying and distributing unaltered content to students. When copying content, please provide clear attribution to Welcome to English. You may not alter the content of the magazine in any way. You may not reproduce the magazine for commercial purposes.

# What is it?



Match a picture and a word:

1. ambulance **Q**
2. bandage **K**
3. blood pressure monitor **P**
4. cot
5. crutches
6. examination couch
7. exercise
8. filling
9. first aid kit
10. fruit
11. glasses
12. gloves
13. mask
14. medicine label
15. plaster
16. pram
17. prescription medicine
18. scales
19. stethoscope
20. syringe
21. thermometer
22. toothbrush
23. toothpaste
24. vegetables
25. wheelchair
26. x-ray

## What is it for? Choose a word.

1. I pick my **17** up from the pharmacy.
2. A **14** tells me how to take my medicine correctly.
3. I use a \_\_\_ and \_\_\_ to brush my teeth.
4. I use a \_\_\_ to take my temperature.
5. A doctor uses a \_\_\_ to listen to my heart and breathing.

Write 5 more sentences.



# What is the NHS?

The NHS is the National Health Service for England, Scotland and Wales (HSC in Northern Ireland). It started in 1948 so that everyone could get free healthcare.

## How can nhs.uk help me?

**“The NHS website helps you take control of your health and wellbeing.**

For example:

- **Health A to Z**

Your complete guide to conditions, symptoms and treatments, including what to do and when to get help.

- **Medicines A to Z**

Find out how your medicine works, how and when to take it, possible side effects and answers to your common questions.” Information from the NHS website as at 30/07/24.

Scan the QR code and write 3 more things you can use nhs.uk for.



## Is the NHS free?

**Most NHS services are free to most people living in the UK.**

However:

“Patients often need to pay towards the cost of: prescriptions; dental care; eye care; wigs and fabric supports. The money raised helps fund the NHS.

Exemptions: some patients do not have to pay these costs. If this is the case for you, the NHS will ask to see proof of your entitlement. This could be a prescription repayment certificate (PPC), benefit award notice, or an exemption certificate.” Information from the NHS website as at 30/07/24.

Scan to check what help you could get and how to apply.



Scan for information about visitors who do not need to pay for NHS treatment.

## What is the NHS App?

**“The NHS App gives you a simple and secure way to access a range of NHS services.**

Download the NHS App on your smartphone or tablet via the Google play or App store.

You can also access the same services in a web browser by logging in through the NHS website.” Information from the NHS website as at 30/07/24.

Scan the QR code and write 3 things you can do with the NHS App.



Hello.  
I can't speak English.  
I speak Farsi.  
I need an interpreter please.



## Is other health care available?

There are many charities which deliver healthcare in the UK. Some people pay for private health care.

Scan for an overview healthcare in UK.



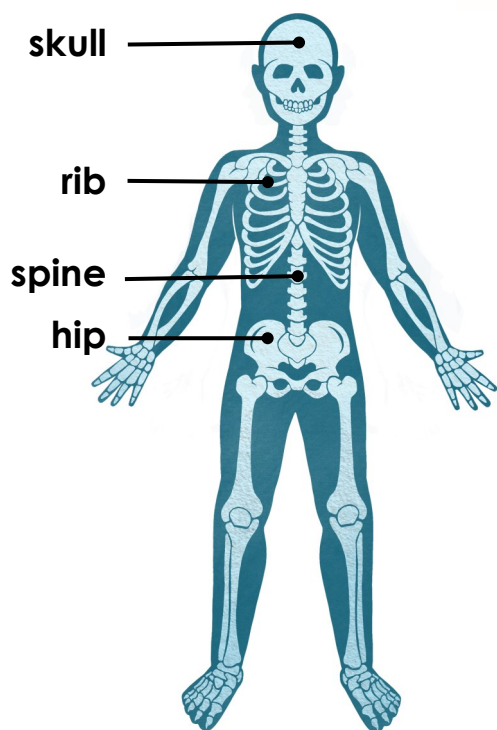
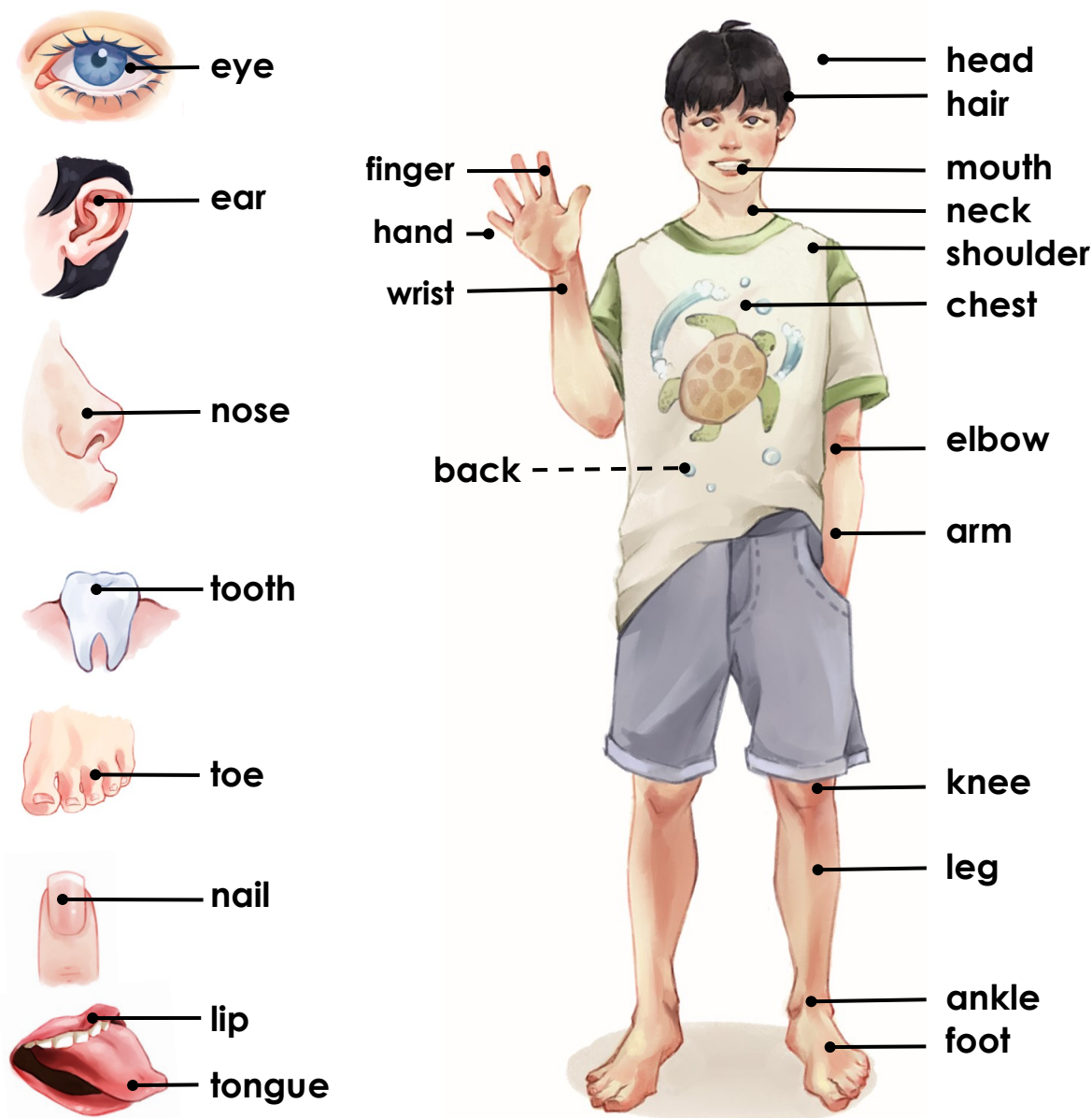
“It is your right to have a professional interpreter help you at every stage of your healthcare journey. It is the responsibility of your healthcare provider to arrange an interpreter for you.” Information from health-watch.co.uk as at 07.2024.

Scan for more information.

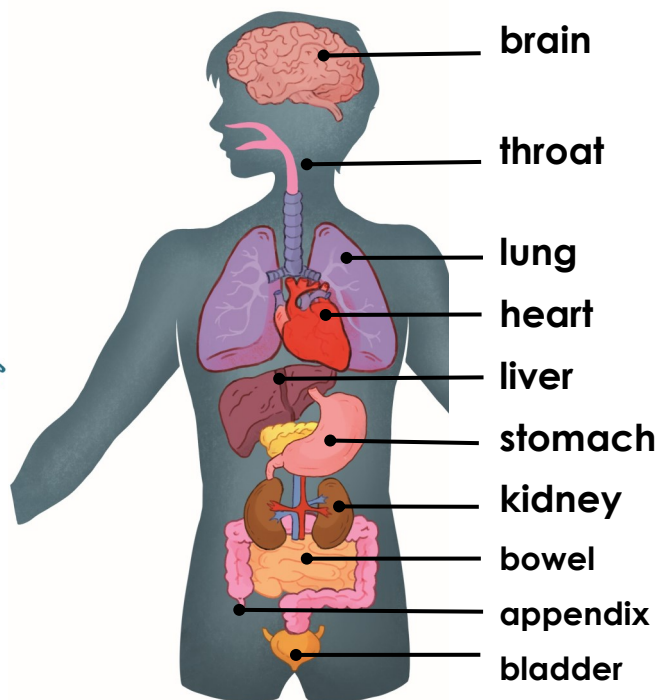




# The human body



**skeleton (bones)**



**internal organs**

Cover the pictures.  
How many do you have?

1. ankle **2**
2. appendix **1**
3. arm **2**
4. back
5. bladder
6. brain
7. chest
8. ear
9. elbow
10. eye
11. finger
12. foot
13. hand
14. head
15. heart
16. hip
17. kidney
18. knee
19. leg
20. lip
21. liver
22. lung
23. mouth
24. nail
25. neck
26. nose
27. rib
28. shoulder
29. skull
30. spine
31. stomach
32. tooth
33. throat
34. toe
35. tongue
36. wrist

**Write 4 more body parts:**









1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_
4. \_\_\_\_\_

# Which NHS service should I choose?

(adapted from Let's Choose Well ([humberandnorthyorkshire.org.uk](http://humberandnorthyorkshire.org.uk)) as of 30/07/24)

Scan for more information.



<b>Self Care</b> 	<b>Minor ailments should be treated at home</b> <b>For example:</b> Minor cuts and grazes Minor bruises Minor sprains Coughs and colds
<b>Pharmacy</b> 	<b>Local expert advice</b> <b>For example:</b> Minor illnesses Headaches Stomach upsets Bites and stings
<b>NHS 111</b> 	<b>Non – emergency help</b> Use NHS 111 online or call 111 if you're unsure what service you need (including for a mental health crisis). <div><b>Call 111 when it is less urgent than 999</b></div>
<b>GP Practice</b> 	<b>A skilled team of medical professionals</b> <b>For example:</b> Lasting symptoms Chronic pain Long term conditions New prescriptions New or ongoing concerns about your mental health
<b>Urgent Care</b> 	<b>Urgent Treatment Centres</b> <b>For example:</b> Breaks and sprains X-rays Cuts and burns Fever and rashes
<b>Emergency Department (A&amp;E)</b> <b>999</b> 	<b>For emergencies only</b> <b>For example:</b> Choking Chest pain Blacking out Serious blood loss <i>If you can, use online services first.</i>
<b>Mental Health</b> 	<b>For urgent mental health help</b> Text "SHOUT" to 85258 for free from a UK mobile network or scan the QR code to find a local helpline 



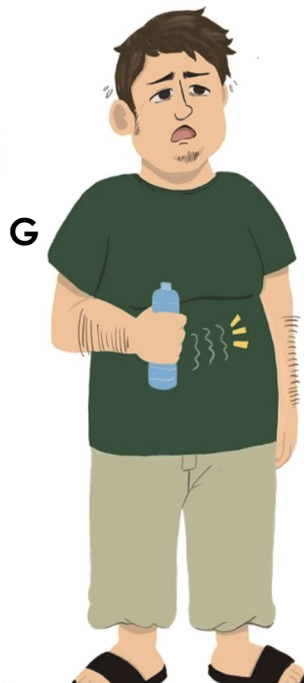
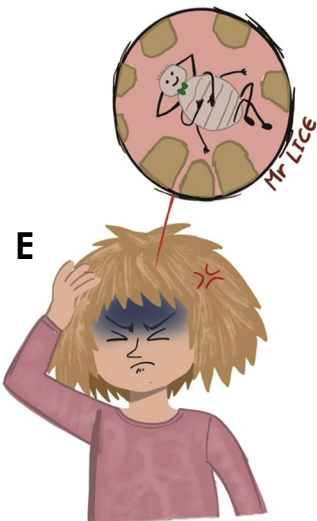
# How are you?

## Match a picture and a health problem:

1. I cut my finger and I burned my hand a little when I was cooking. **H**
2. I fell off my bike. My wrist and my elbow hurt a lot. I think they are broken. My knee is bleeding. **A**
3. I have a headache, a cough, a sore throat and my body aches. I feel like I have flu.
4. My head itches. I can see head lice in my hair!
5. My little boy has a rash and a high temperature.
6. I can't sleep because I'm worried about my family back home in Somalia.
7. I have spots all over my body, I have a fever and I feel sick. It's midnight and I don't know what to do!
8. I feel very depressed and suicidal. I need to talk to someone now!
9. I can't breathe properly. My chest and my left arm hurt. I think I'm having a heart attack!
10. I have lost weight and I'm always thirsty. I've been feeling like this for a few weeks now. I'm worried I have diabetes.

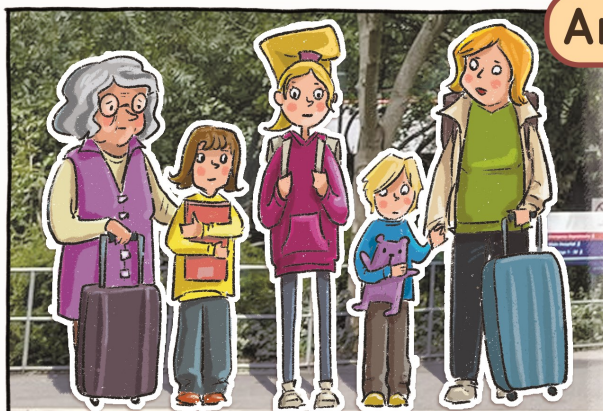
**What advice can you give each person?**

**Write a story about one of the pictures.**





## Arriving in Hull



Olga, her mother and her three children fled the war in Ukraine. They are now living with their hosts in Hull.

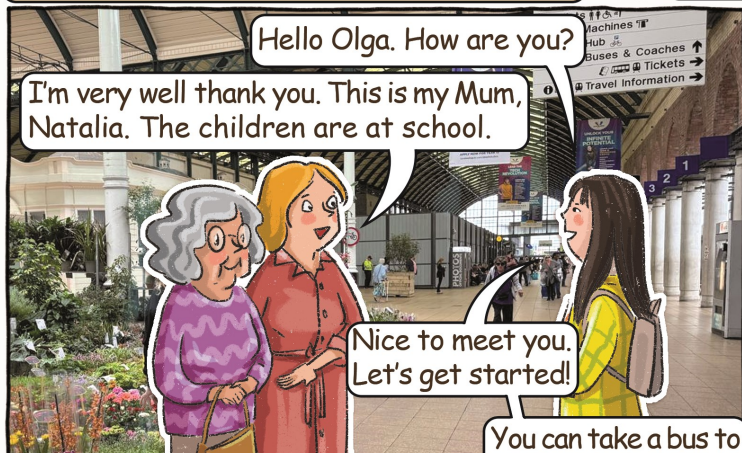
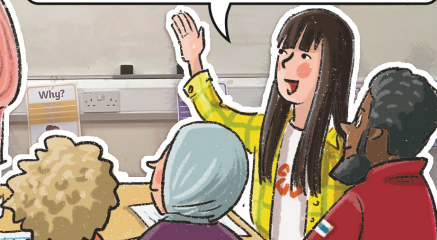
How can I register my family with a doctor please?



Olga is attending her first English class at Welcome to English.

Do you have any questions about the NHS?

I can take you around Hull tomorrow afternoon. I will show you some useful places to do with health.



Hello Olga. How are you?

I'm very well thank you. This is my Mum, Natalia. The children are at school.

Nice to meet you. Let's get started!

You can take a bus to Castle Hill Hospital from here.

They are meeting at the flower shop in Paragon Interchange at 1pm.



Can I buy medicine here?

You can buy over the counter medicine and get prescription medicine here. The pharmacist can help you with minor health problems. There are lots of pharmacies in Hull.



Can I make an appointment at the optician's now?

Yes, here is an optician's.



Look, there is a dentist! I have bad toothache!

Let's try, but it's difficult to get an appointment nowadays. So you can phone 111. You might get an emergency appointment.

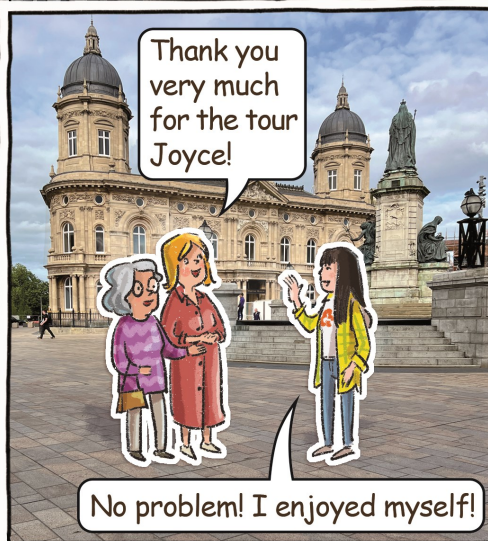


This is Hull Royal Infirmary (HRI). There are many departments here, including Emergency Care (A&E) and an Urgent Treatment Centre. You need a referral from your GP to see a specialist doctor.



There is a GP practice here. Let's go in and register your family.

Oh thanks, that's a good idea!



Thank you very much for the tour Joyce!

No problem! I enjoyed myself!



## Choose the missing words to tell Olga's story in the past tense:

Last month Olga, her mum, and her two children 1. A in Hull. A week ago Olga 2. J English classes. The teacher 3. \_\_\_\_\_ them about the NHS. Joyce 4. \_\_\_\_\_ to take Olga around Hull.

At 1pm the next day Olga and her mum 5. \_\_\_\_\_ Joyce at Hull Paragon Interchange. Joyce 6. \_\_\_\_\_ that there are two big NHS hospitals. She 7. \_\_\_\_\_ them how to catch a bus to Castle Hill Hospital, which is in Cottingham. Then they 8. \_\_\_\_\_ to Hull Royal Infirmary (HRI), which is close to the city centre. Afterwards they 9. \_\_\_\_\_ St Stephen's shopping centre to see a pharmacy. Next they 10. \_\_\_\_\_ Olga's family at a GP practice. Natalia 11. \_\_\_\_\_ new glasses, so they 12. \_\_\_\_\_ an appointment at an optician's. Olga 13. \_\_\_\_\_ bad toothache, so they 14. \_\_\_\_\_ to make an appointment at the dentist's. Then it 15. \_\_\_\_\_ time for Olga to pick her children up from school. They 16. \_\_\_\_\_ Joyce for a very useful afternoon.

- A. arrived
- B. explained
- C. had
- D. made
- E. met
- F. needed
- G. offered
- H. registered
- I. showed
- J. started
- K. taught
- L. thanked
- M. tried
- N. visited
- O. walked
- P. was

### How can I register with a GP?

"Anyone in England can register with a GP surgery to access NHS services. It's free to register.

You do not need proof of address or immigration status, ID or an NHS number.

GP surgeries are usually the first contact if you have a health problem. They can treat many conditions and give health advice. They can also refer you to other NHS services.

Most people need to register with a surgery close to where they live."

*Information from the NHS website as at 30/07/24.*

Scan to find out more about how to register with a GP.



### Where is my nearest GP?

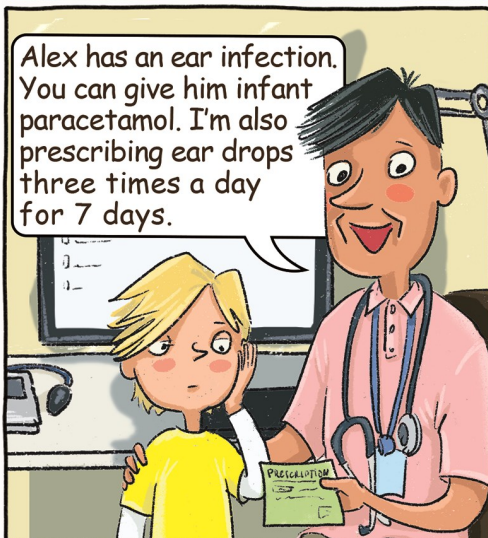
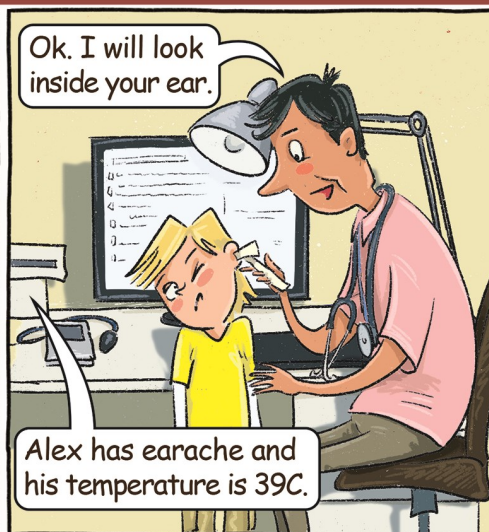
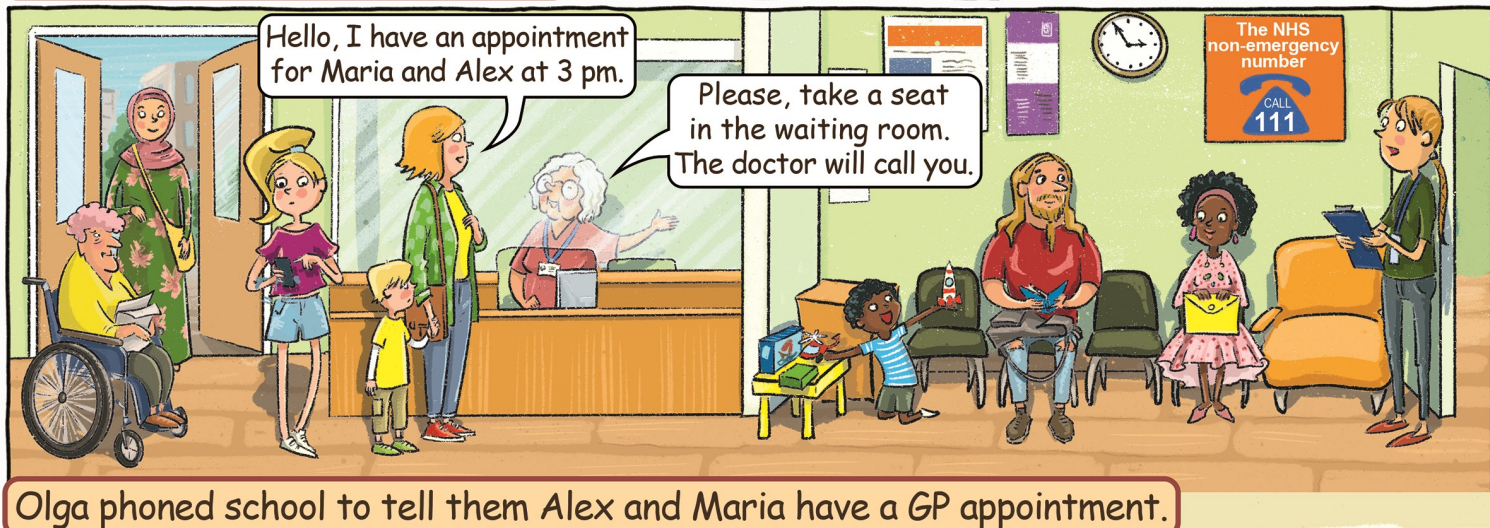
**Scan to find NHS services near you:**



- GP
- Dentist
- Pharmacy
- Urgent care services
- Mental health services
- Hospital
- NHS sight test
- Sexual health services
- Pregnancy services
- Other NHS services
- A&E



## Going to the GP





Cover the story. A, B or C?

1. Maria has

- A. a sore throat.
- B. backache.
- C. a headache.

2. Mum phones

- A. the GP and the school.
- B. the hospital and the school.
- C. the GP and the pharmacy.

3. Maria and Alex go

- A. to school and the GP surgery.
- B. to the GP surgery
- C. to the hospital and school.

4. Maria and Alex’s appointment is at

- A. 8am.
- B. 2.55pm.
- C. 3pm.

5. Alex must take eardrops

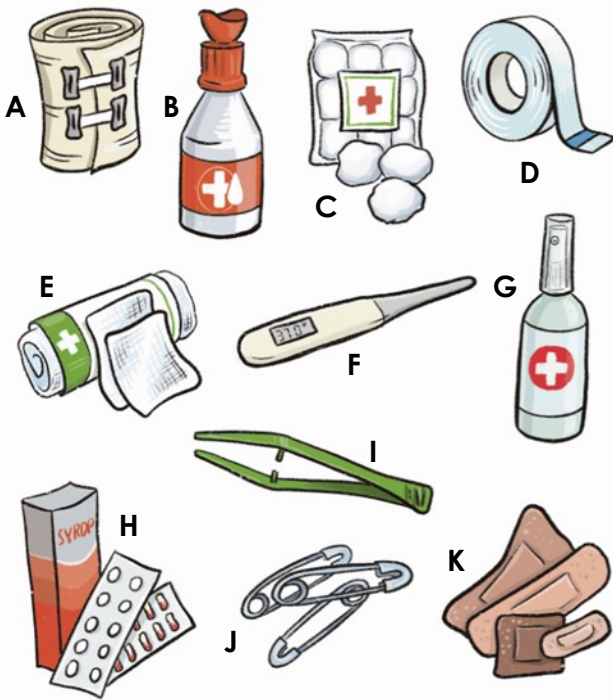
- A. 1 time a day for 7 days.
- B. 2 times a day for 7 days.
- C. 7 times a day for 7 days.

6. Next they need to go to

- A. the hospital.
- B. the GP.
- C. the pharmacy.

Grandma checks Alex’s temperature with the thermometer from her first aid kit. She bought things for her first aid kit at the pharmacy. She keeps her first aid kit in a safe place at home. She uses it for some minor health problems. Look what is in it. **Match the pictures and the words:**

FIRST AID KIT



- 1. antiseptic G
- 2. bandage A
- 3. cotton balls
- 4. eyewash solution
- 5. medical tape
- 6. medicine
- 7. plasters
- 8. safety pins
- 9. sterile dressings
- 10. thermometer
- 11. tweezers

Grandma bought these over the counter medicines for her first aid kit:

- pain relief tablets (for children and adults)
- indigestion relief liquid
- oral rehydration salts
- antihistamine tablets
- anti-diarrhoea capsules

Do you have a first aid kit? What is in it?

First Aid

Scan to learn some basic first aid training.



Scan to listen to a podcast.

Coming to the UK: Seeing the doctor



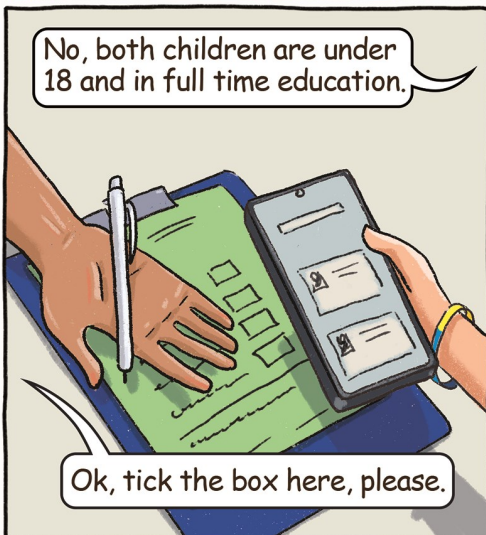
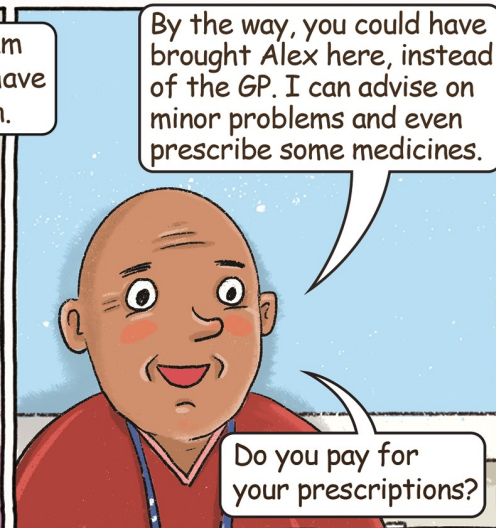
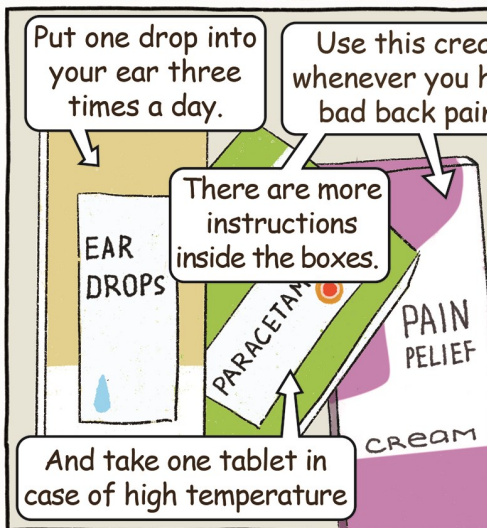
How can I make a GP appointment?

Olga made the GP appointment by phone at 8am. Did you know you can sometimes make appointments online, with the NHS App or by going to the GP practice? Scan for more information.





# In the Pharmacy





## Yes or no?

1. Mum is last in the queue. **no**
2. The GP gave mum the prescription. **yes**
3. Mum gives the prescription to the pharmacist.
4. Maria must apply the ointment twice a day.
5. Pharmacists can help with some minor health problems.
6. Mum can get hay fever tablets over the counter.
7. The prescription is blue.
8. The medicine for Alex and Maria is free.

## Cover the story. Put the words in the correct order.

1. help ? How I you can **How can I help you?**
2. three your Put into ear day . times drop a one
3. pay you prescriptions ? your Do for
4. I fever for tablets ? prescription a Do hay need
5. back have . whenever Use cream this bad pain you

**Find the sentences in the story to check your answers.**

### How can pharmacies help me?

#### For example:

"Pharmacists can give you advice on a range of conditions and suggest medicines that can help. They may also be able to offer treatment and some prescription medicine for some conditions, without you needing to see a GP (this is called **Pharmacy First**). Conditions they can treat as part of Pharmacy First are:

- earache (aged 1 to 17 years)
- impetigo (aged 1 year and over)
- infected insect bites (aged 1 year and over)
- shingles (aged 18 years and over)
- sinusitis (aged 12 years and over)
- sore throat (aged 5 years and over)
- urinary tract infections UTIs (women aged 16 to 64 years)

If you go to a pharmacy with one of these conditions, the pharmacist will offer you advice, treatment or refer you to a GP or other healthcare professional if needed. They will then update your GP health record. If you are not within these age ranges, a pharmacist can still offer advice, but you may need to see a GP for treatment." *Information from the NHS website as at 30/07/24.*

*Scan and write 3 more ways pharmacies can help you.*



### At the Chemist

(chemist is another word for pharmacy)

*Scan for an English lesson.*



### Hilary's Under the Weather

*Scan for a story about going to the pharmacy for health advice.*



### NHS Minor Ailment Scheme

If you don't pay for your NHS prescriptions, you might be able to get free advice and treatment for some minor ailments at the pharmacy. Examples of minor ailments are athlete's foot, cough, diarrhoea, head lice, insect bites/stings, sore throat, teething and warts.

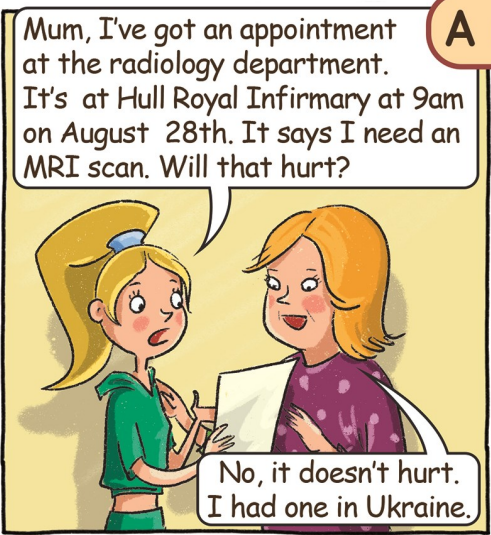
*Ask your pharmacist for more information.*



# A referral to the hospital

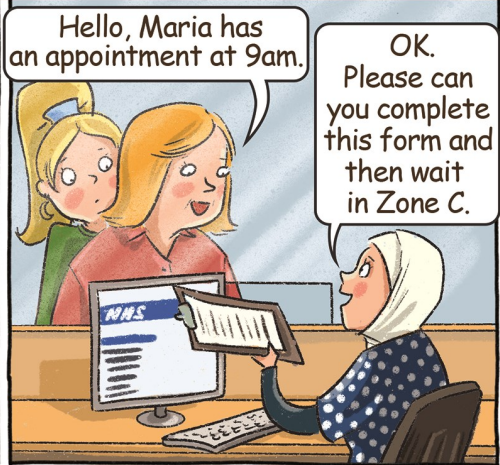
Mum, I've got an appointment at the radiology department. It's at Hull Royal Infirmary at 9am on August 28th. It says I need an MRI scan. Will that hurt?

No, it doesn't hurt. I had one in Ukraine.



Hello, Maria has an appointment at 9am.

OK. Please can you complete this form and then wait in Zone C.



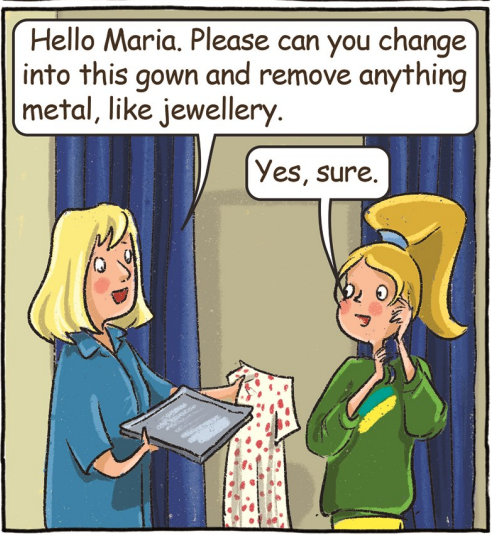
Oh! We forgot to tell school that I'll be late today!

Don't worry, I've sent them an email.

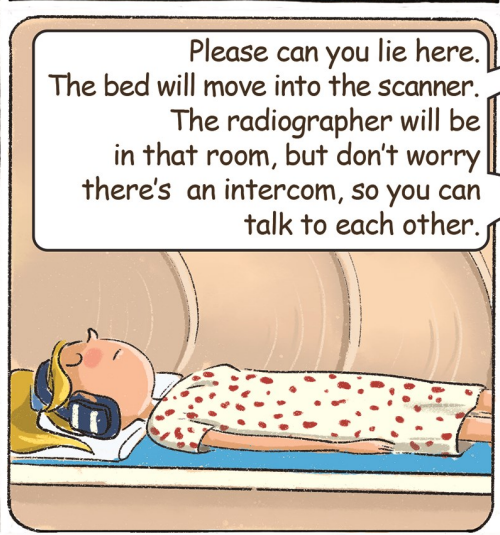


Hello Maria. Please can you change into this gown and remove anything metal, like jewellery.

Yes, sure.



Please can you lie here. The bed will move into the scanner. The radiographer will be in that room, but don't worry there's an intercom, so you can talk to each other.



It'll take about 30 minutes. You'll hear lots of strange sounds. Do you want to listen to music?

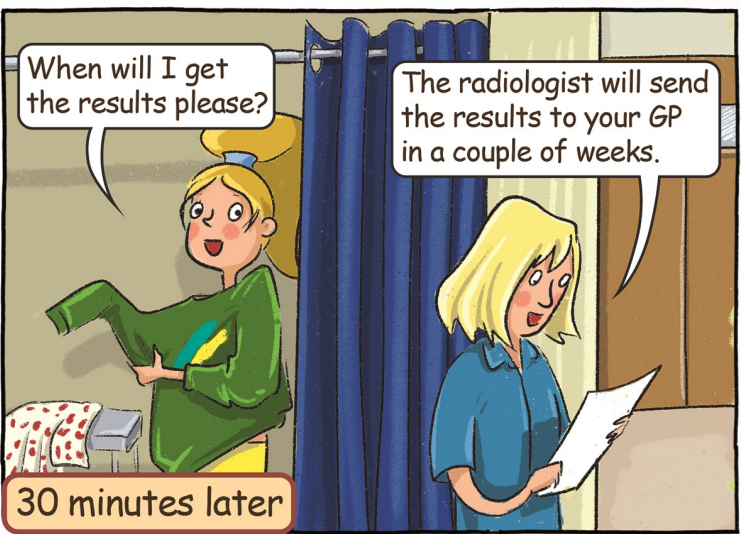
Yes please.



When will I get the results please?

The radiologist will send the results to your GP in a couple of weeks.

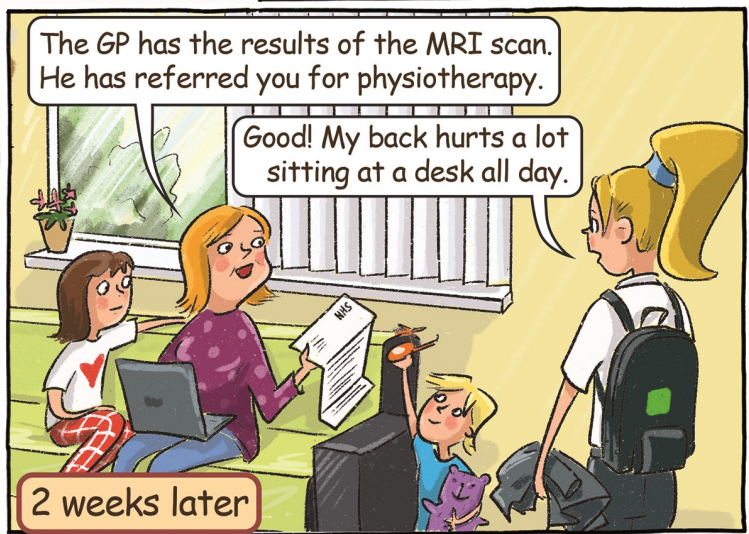
30 minutes later



The GP has the results of the MRI scan. He has referred you for physiotherapy.

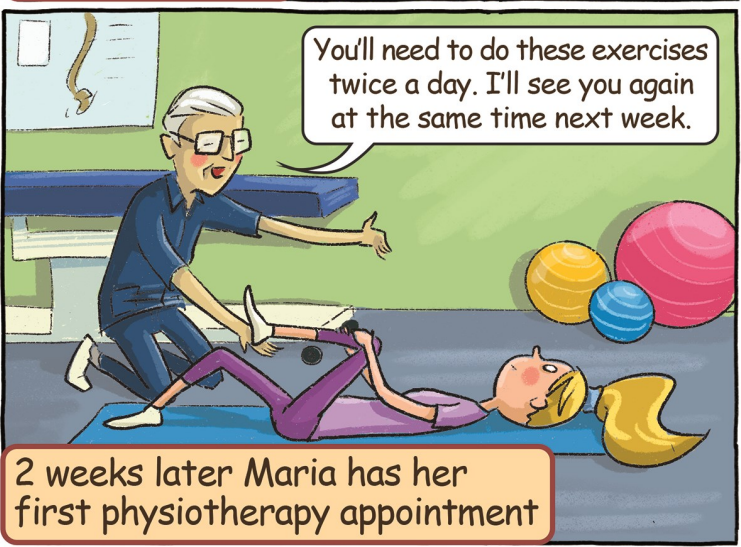
Good! My back hurts a lot sitting at a desk all day.

2 weeks later



You'll need to do these exercises twice a day. I'll see you again at the same time next week.

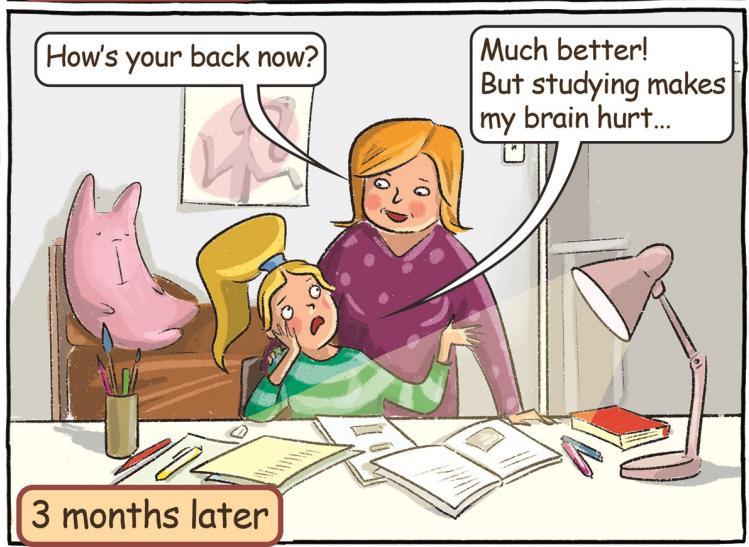
2 weeks later Maria has her first physiotherapy appointment



How's your back now?

Much better! But studying makes my brain hurt...

3 months later

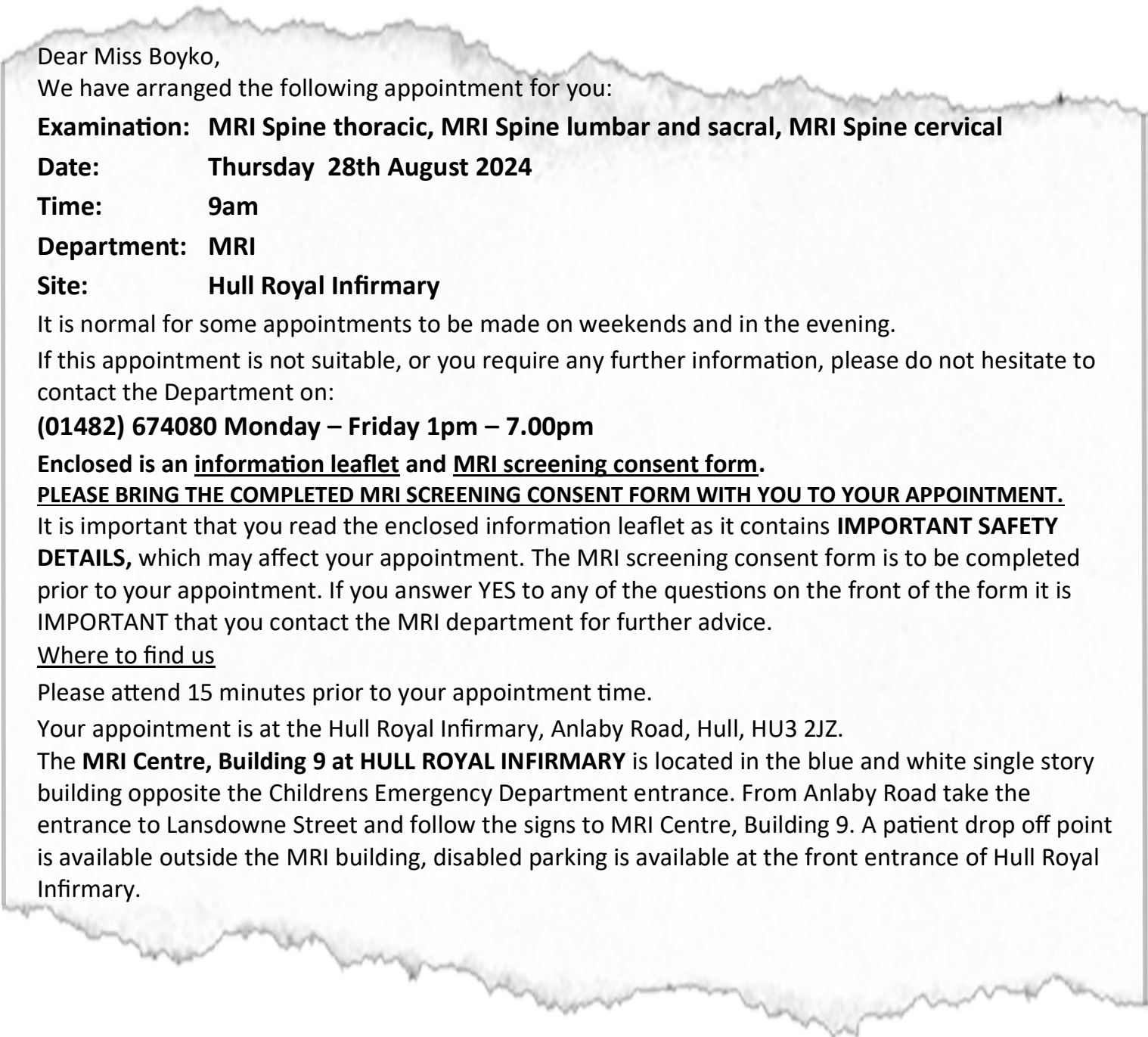




There are many departments at Hull Royal Infirmary (HRI) and Castle Hill Hospital. Maria's GP referred Maria to the hospital. Maria received some forms and a long letter inviting her to an appointment at the MRI department. Here is part of her letter (PLEASE NOTE this letter has been adapted):

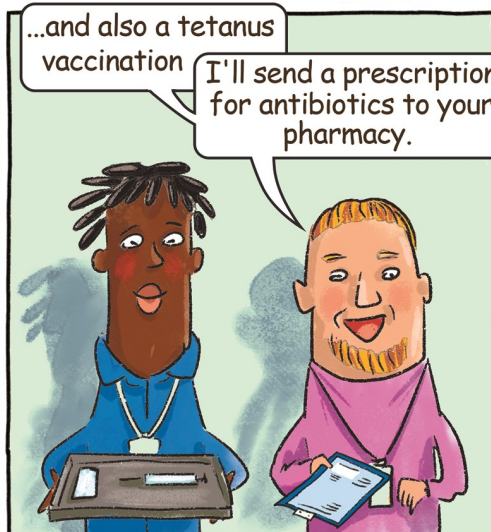
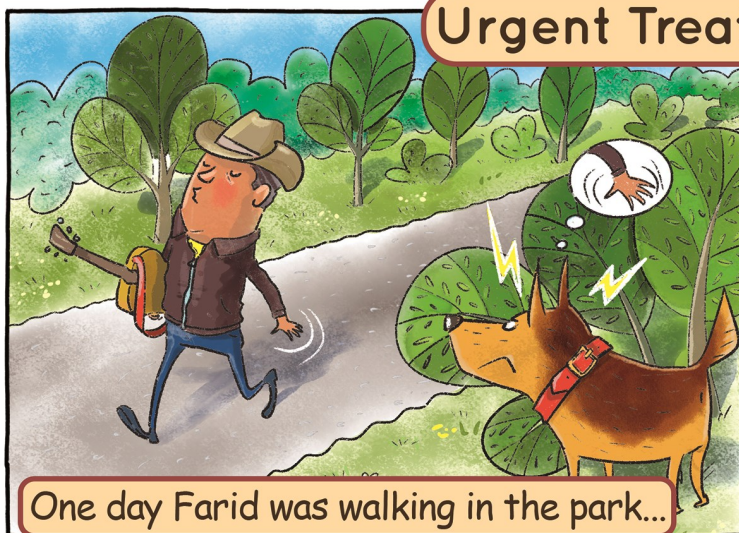
**Read the letter below and correct these sentences:**

- 1. Her surname is Bokyo. **Boyko**
- 2. Her appointment is 28/09/2024. **28/08/2024**
- 3. Her appointment is at 9 o'clock in the evening.
- 4. Her appointment is at the MRI department at Hull Royal Infirmary, Anlaby Road, Hull, HU3 2JZ.
- 5. If she needs to change the appointment, she can text 01482 674080.
- 6. She must fill in the MRI screening consent form after her appointment.
- 7. She must arrive 5 minutes before the appointment time.
- 8. The MRI Centre is in a tall, blue and white building.





# Urgent Treatment Centre





**Cover the story. Put the sentences in the correct order:**

- A. Farid waited in the waiting room at the Urgent Treatment Centre.
- B. A dog bit Farid's arm. **2**
- C. Now Farid isn't afraid of dogs.
- D. Farid went for a walk in the park. **1**
- E. Farid referred himself for therapy.
- F. Farid walked to the Urgent Treatment Centre at Hull Royal Infirmary. **3**
- G. Farid's GP took his stitches out.
- H. Farid needed stitches in his arm and a tetanus vaccination.
- I. The doctor gave Farid a prescription for medicine.
- J. Farid went to the pharmacy for his medicine.

**Write or talk about:**

- 1. an accident (real or imaginary) or
- 2. something you are afraid of

**Vaccinations**

Farid had a tetanus vaccination because he got bitten by a dog.

**Vaccines are the most effective way to prevent many infectious diseases. Most vaccinations are free.**

*Scan to find out about vaccinations for babies, children and adults, including why they're important and how to get them.*



**NHS Talking Therapies**

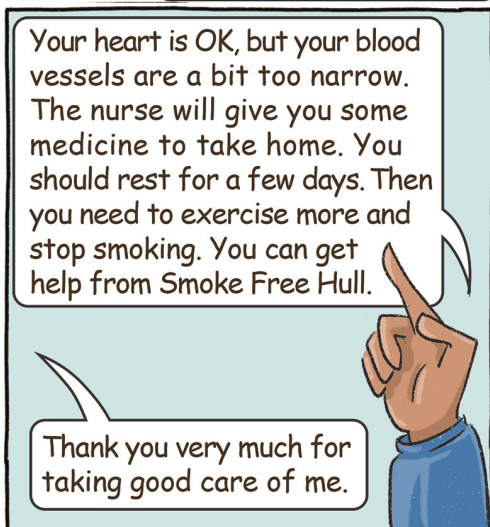
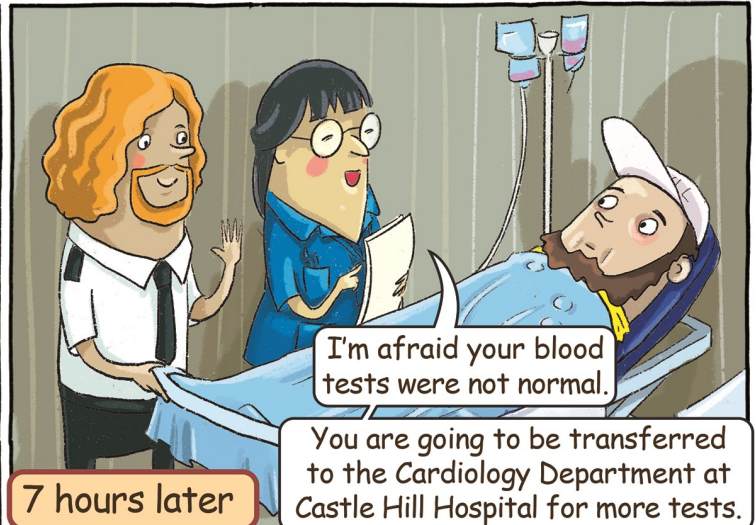
"You can access talking therapies for free on the NHS. You can refer yourself directly to an NHS talking therapies service without a referral from a GP, or a GP can refer you. Help is available in person, by video, over the phone or as an online course." *Information from the NHS website as at 30/07/24.*

*Scan for more information.*





# Emergency 999





Can you read Adel's story?

Six months ago, Adel was very unwell. His friend, Adam, phoned 999 because Adel needed urgent help. An ambulance came and took Adel to the Emergency Department at Hull Royal Infirmary. He had some tests at the hospital. His blood tests were not normal. Adel was transferred to the Cardiology Department at Castle Hill Hospital. Adam brought an overnight bag for Adel. The next day Adel had an angiogram. The doctors said his blood vessels are too narrow. He gave him a prescription for some medicine. He advised Adel to exercise more and to stop smoking. Adel thanked the hospital staff. Adam took him to the pharmacy and then to his flat. Now Adel is much healthier. He is going to help Adam to stop smoking, so they can run together.

What help is there for addictions?

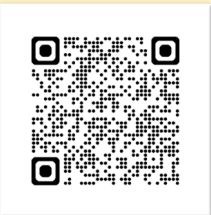
Scan for some information about:



gambling



alcohol



smoking



drugs

What can you see in Adel's bag?

- 1. sapo soap
- 2. tohhbtruos
- 3. otsteahtop
- 4. wteol
- 5. masyjap
- 6. heonp cgarerh
- 7. spersiopl

Call 999 for emergency services!

- ambulance
- fire service
- coast guard
- police

Scan to learn how to make a call to emergency services.



Hospital

Scan for an English lesson about someone who falls at a skate park.





# Baby Wassim

My home pregnancy test is positive, Asha!

That is wonderful news, Sawson!  
You need to make an appointment  
with your GP or a midwife.

Hello Sawson, I am your midwife. I am going to help you with your pregnancy, birth and your general and emotional health.

Welcome to  
the Women  
and  
Children's  
Hospital.  
Your baby  
is growing  
well. Your  
next scan  
will be at 20  
weeks.

I think I can see baby's heartbeat!

I need to phone the midwife now. My contractions are strong and every 5 minutes!

OK! Your hospital bag is next to the door.

Congratulations! Do you need any more help breastfeeding? What is his name? How much did he weigh?

Sawson is 8 weeks pregnant

An illustration depicting a scene from the movie 'The Best of Enemies'. On the left, a woman in a blue dress and yellow headscarf (Sawson) is talking on a mobile phone. On the right, a woman in a purple dress and blue headscarf (Najwa) is also talking on a mobile phone. A large white lightning bolt symbol is positioned between them, indicating a conflict or a significant event. In the bottom right corner, there is an inset showing a hand holding a pregnancy test that displays a positive result (two blue lines).

Sawson is 10 weeks pregnant



My name is Tina. Thank you for coming, mums and dads to be! Do you have any questions?

Sawson is 12 weeks pregnant



Sawson is 24 weeks pregnant

03.11.23 Antenatal Classes

- healthy pregnancy
- birth plan
- looking after baby

Can I have a waterbirth?

Can dads  
be at a  
C-section?

Sawson is 40 weeks pregnant

An open black suitcase is shown, packed with various items. The left side contains a red smartphone in a clear case, two blue water bottles, and a white folded cloth. The right side contains a purple shirt, a green shirt, a white shirt, a green shirt, a white cap, a green box of tissues, a pink piggy bank, and a pair of red shoes. A white speech bubble points from the text 'Sawson is 40 weeks pregnant' to the suitcase.

How do you  
bath a  
baby?

Let's talk about pain relief now.

Can I have  
some gas  
and air?

Wassim is 5 hours old

Wassim is 4 days old



Hi. I am your health visitor. I will be visiting you over the next few weeks.

Thanks. I've just fed him. His name is Wassim. He weighed 3.8kg. My husband is going to pick us up at 2pm. He'll bring Wassim's car seat.

I am tired, but my husband has paternity leave and I know I can get help from Family Hubs.

Wassim is doing very well! Take this book to his GP and baby clinic appointments. It is to record things like his health, development and vaccinations. How are you feeling Sawson?



**Cover the story. Put the sentences in the correct order:**

- A. Sawson and Wassim went home from hospital.
- B. Sawson phoned her friend to tell her the good news. **2**
- C. Sawson's home pregnancy test was positive. **1**
- D. Sawson and her husband started going to antenatal classes.
- E. Sawson went to her first appointment with her midwife.
- F. Sawson's health visitor made her first visit to Sawson's house.
- G. Sawson had her first ultrasound scan.
- H. Sawson went into labour.
- I. Sawson and her husband went to the Women and Children's Hospital.
- J. Wassim was born.

**What can you see in Sawson's hospital bag?**

NIGHTDRESS / SLIPPERS / DRESSINGGOWN UNDERWEAR TOWEL WASH GLOVE SOAP TOOTHBRUSH  
TOOTH PASTE BABY GROW SHAT NAPPIES BLANKET WATER BOTTLE PHONE PHONE CHARGER

**Write the letters in the gaps:**

- 1. A baby has ultrasound **J** before birth.
  - 2. A baby is delivered by a **F**.
  - 3. A baby wears a **H** and a **G**.
  - 4. A baby sleeps in a **C**.
  - 5. If possible, a baby should be **A**.
  - 6. A baby needs a **B** to be safer in cars.
  - 7. A **E** visits new babies at home.
  - 8. A baby goes for walks in a **I**.
  - 9. A baby needs **K** for protection from diseases .
  - 10. You can go to **D** to get help with babies and young children.
- A. baby grow
  - B. car seat
  - C. cot
  - D. Family Hubs
  - E. health visitor
  - F. midwife
  - G. breast fed
  - H. nappy
  - I. pram / pushchair
  - J. scans
  - K. vaccinations

**I'm pregnant...  
what next?**

Scan to find out  
about Hull  
Maternity  
Services.



**What is a doula?**

Sawson had a doula. Her doula helped her when she was pregnant and after the birth of her son. Scan to find out more about Hull's Doula and Breast-feeding Peer Support



**What is a Family Hub?**

Sawson goes to the Family Hub near to her house. "Family Hubs provide a wide range of services to support you during pregnancy and throughout the first 1001 days of your child's life and as your child grows and develops." Scan to find out more.





# Mehdi goes to the dentist's



Good morning.  
I've got very bad  
toothache, but I  
can't get an  
appointment.

Hello. I'm sorry  
we don't  
have any  
appointments.  
You can phone  
111 for urgent  
dental problems.

I've made an  
appointment for  
you at 3.30pm  
tomorrow. You can  
get painkillers at  
the pharmacy.



Thank  
you.  
See you  
tomorrow.

Good afternoon. My name  
is Mr Mehdi Karami.  
I have an  
appointment at 3.30pm.



Mehdi,  
please come  
to Room 3.



Hello. Please can you show me  
evidence that you're entitled  
to free NHS treatment.

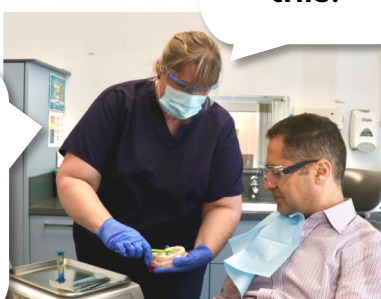
You have a cavity in  
your tooth. I'm going  
to give you a filling. I'll  
give you an injection  
for pain relief.



Thank you.

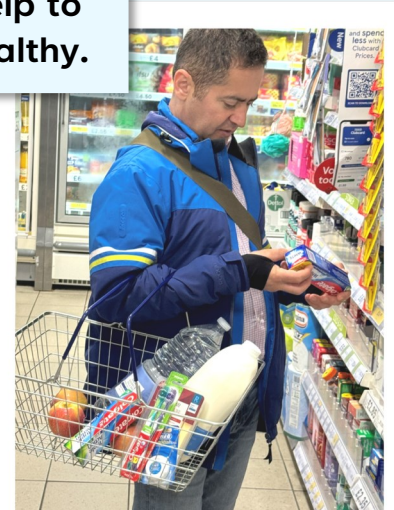


Here's some  
information  
about looking  
after  
your teeth.



Brush your  
teeth two  
or three  
times a  
day, like  
this.

On his way home, Mehdi  
buys things to help to  
keep his teeth healthy.





**Choose the missing words  
to tell Mehdi's story in the past tense:**

Last Wednesday Mehdi 1. F very bad toothache. He 2. G lots of dentists, but he 3.    not get an appointment. So he 4.    111. He 5.    lucky because he 6.    an appointment for the next day. He 7.    painkillers. The next day, he 8.    to the dentist's. The dentist 9.    a cavity in his tooth, so he 10.    him an anaesthetic and a filling. His treatment 11.    free. On his way home, Mehdi 12.    to the supermarket and he 13.    things to help to keep his teeth healthy.

- A. bought
- B. could
- C. found
- D. gave
- E. got
- F. had
- G. phoned
- H. phoned
- I. took
- J. was
- K. was
- L. went
- M. went

**Mehdi got a cavity in his tooth, because he ate too many sweet things.  
Underline the things he bought after his dental appointment:**

milkchocolateapplesbiscuitssugartoothpastecheesecrispsbiscuitsdental flosswatersweettoothbrushfizzy drinks

**What happens at the dentist's?**

Some people don't like going to the dentist's. The dentist will always try to make you feel comfortable.

*Scan the QR code to watch Ava's first visit to the dentist.*

How does the dentist help her to feel comfortable?



**How can I make an appointment at the dentist's?**

*Scan the QR code for a lesson about making an appointment at the dentist's.*



**How should I brush my teeth?**

*Scan the QR code to watch a video about how to brush your teeth.*



**What can I do if I can't get an appointment?**

If you need to see a dentist urgently and you cannot get an appointment, you can phone **111** or use **NHS 111 online** for help.



# Melina and Melika go to the optician's



Hello.  
Melina and  
Melika  
have an  
appointment  
for an eye test.

Good  
afternoon.  
Please take a  
seat in the  
waiting room.



Mum, Melika and  
Melina, follow me  
please. We're  
going to do some  
quick tests, before  
the optician  
sees you.

This machine  
helps to check  
your vision  
and your  
eye health.

Next, the  
optician  
will do  
some  
more tests.



Which  
is the  
smallest  
line of  
letters  
you can  
read?

P E C D F.  
Err! The next line is too  
small. I can't read it.

You both need glasses.  
You can choose some  
frames now.



Do you like  
these frames?

Yes, they're  
cool!



One week later their new  
glasses are ready to be fitted.

Yes, thanks.  
Now we'll  
be able to  
see the  
whiteboard  
at school.

They really  
suit you girls!  
Do they feel  
comfortable?

The eye test  
is free for  
children.  
They can  
use this NHS  
voucher for  
the frames  
and lenses.





## Choose the missing words:

- Most people have brown E.
- Many people can get G NHS eye tests and help with the cost of glasses.
- An \_\_\_ tests your eyes with machines, and a \_\_\_ with letters or pictures on it.
- You can wear \_\_\_ or contact \_\_\_ to correct your eyesight.
- Eye \_\_\_ can help with some eye problems, like an infection.
- You can keep your glasses in a \_\_\_.
- If you have a serious problem with your eyes, your optician will refer you to an ophthalmologist at the Eye \_\_\_.
- Someone who cannot see well is partially sighted. Someone who cannot see is \_\_\_.
- A driving test examiner gives you a simple \_\_\_ before you start driving.
- A nutritious diet can help to keep your eyes \_\_\_.

- A. blind
- B. case
- C. chart
- D. drops
- E. eyes
- F. eye test
- G. free
- H. glasses
- I. healthy
- J. Hospital
- K. lenses
- L. optician

### Find all of the words (A to L) in the wordsearch.

*Look in all directions!*

**How many times can you find the word EYE?**



### Cover the story. Yes or no?

- Melina and Melika's appointment was at 2.15pm. **no**
- They went to the optician's with their mum.
- They did one eye test.
- They could read all of the letters on the chart.
- The optician said they have excellent eyesight.
- They chose frames.
- They went back to the optician's seven days later to have their new glasses fitted.

### I can't hear very well!

"You can get a free hearing test on the NHS. A GP may refer you to a hearing specialist (audiologist) who can do the test.

It could take a few weeks to see a specialist so it might be quicker to get tested somewhere else, like at a large pharmacy or opticians. This is often free." *Information from the NHS website as at 30/07/24.*

Scan for more information.

### What happens at the optician's?

Scan to watch a video.





# Jack's Story

about  
mental health

Jack cannot sleep  
at night.  
He has nightmares  
in the day.

He tells his English teacher  
about crossing seas.

I'm always exhausted, sad  
and worried. I don't feel  
like being around people.

You can talk to your GP  
about how you feel.  
Would you like to volunteer  
at our gardening project?

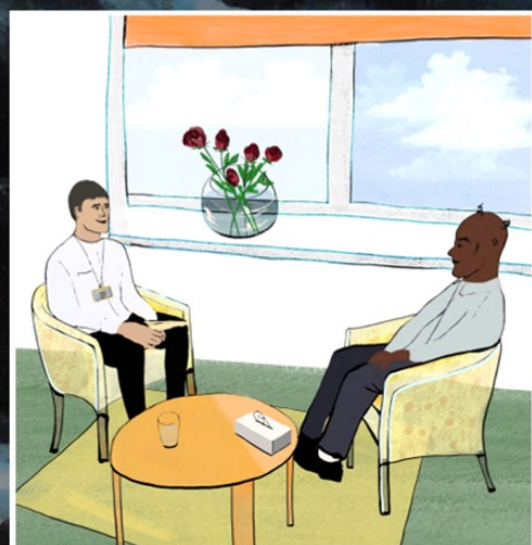
His GP listens.

Jack, you have symptoms of  
depression and PTSD. I will  
refer you for therapy. Come  
back in six weeks, if you are not  
feeling better. We can discuss  
prescribing antidepressants.

Hey, guys!  
Let's play football!

Every week, Jack  
and his therapist  
talk together.  
Slowly, Jack starts  
to feel better.

Jack sleeps at  
night and  
daydreams in the  
day, when he  
is not too busy!





## Cover the story. Put the sentences in the correct order:

- A. Jack often missed his English classes. **2**
- B. Jack's English teacher gave him some advice.
- C. Jack couldn't sleep at night. **1**
- D. Jack met his therapist every week.
- E. Jack made some friends at the gardening project.
- F. Jack started to feel better and could sleep at night.
- G. Jack's GP said Jack had symptoms of depression and PTSD.



### The Boat was painted by a Syrian asylum seeker in Hull.

It is a real pleasure for me to publish the painting of the boat that I painted upon my arrival in Britain. I drew a small rubber boat in the middle of the sea, the big sea and the dark choppy waves. I wanted the viewing angle of the boat to be from above. I did not draw figures for the twelve men that were in the boat together, but I preferred to make them numbers only. This is how someone who rides this boat feels when facing the risk of death within hours. He feels very small and forgotten and that his life is not precious. I was one of them and I heard their screams and saw the fear and terror in their eyes. He knows that the world looks at these immigrants as if they were additional numbers, but in reality, each one of them is the life story of a human being with memories,

a history, a family, and harsh circumstances that forced them to put their lives on the line. I look at these people as victims and products of wars and conflicts in distant places. Life was very hard on them, and so they hoped for a new life in a far away and new place. **by Veritas**

### How can I get urgent help for mental health?

**“Get advice from 111 or ask for an urgent GP appointment if:**

- you need urgent help for your mental health

*Get help from 111 online or call 111 and select the mental health option.*

**Call 999 or go to A&E now if:**

- someone's life is at risk – for example, they have seriously injured themselves or taken an overdose
- you do not feel you can keep yourself or someone else safe

A mental health emergency should be taken as seriously as a physical one. You will not be wasting anyone's time.” *Information from the NHS website as at 30/07/24*

*Scan for more information about mental health.*



### I'm not feeling OK.

Solace provides mental health support for asylum seekers and refugees in Yorkshire and the Humber region

*Scan for some videos in English Farsi and Arabic.*





# Happy and healthy in Hull

an interview with Amirali

♦ Thank you for coming to Welcome to English. Can you tell me about yourself please?

My name is Amirali. I am Afghan, but I spent most of my life in Iran. I came to the UK three years ago. I live in a shared house in Hull. I work full time as a tailor.

♦ I know it can be difficult living in a new country. How do you try to be happy and healthy?

Firstly, I have a good routine. I get up early at 6.30am and I go to sleep early at 10pm.

A good diet, with plenty of fresh fruit and vegetables is very important. I enjoy cooking, so I usually prepare my own food. My favourite Afghan food is *bulani*, which is flat bread stuffed with vegetables. I rarely drink soft drinks and I only drink coffee if I'm at work and I'm feeling very tired. I prefer to drink milk, homemade juices and water.

In Iran I was a professional football player. I was a goalkeeper. These days I go to the gym every day for two hours and sometimes I swim at Albert Avenue Swimming Pool. In the summer I am going to play football in the park with my friends. I always cycle to work.

I work very hard, but I always find time to relax. I play snooker, drink tea, share a takeaway, go to a restaurant, go to the shops or watch movies with my friends.

If I feel very stressed, I watch documentaries, listen to music, read novels, phone my family, or go for a walk in the park. I also prepare a special fruit drink. It's called *majoon* which means 'all together' in Persian. I like to make it with honey, cherries, banana and avocado.

What I love the most is singing. In Iran I was a singer in a band. If you want to relax, you can listen to me singing!

♦ What advice would you give to people who have come to live in The UK?

Although it can be difficult, try to focus on your future, not your past. It is important to look after yourself, so you have a healthy body and mind.

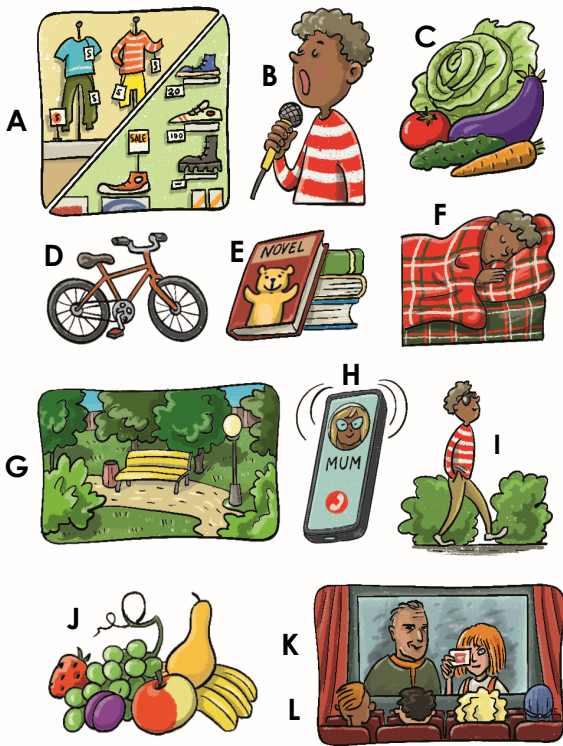
♦ That was a very interesting interview, Amirali.

You have a fantastic routine for trying to stay happy and healthy!



Amirali singing at a Welcome to English music class





Match the pictures and words:

1. bike **D**
2. books **E**
3. friends
4. fruit
5. movies
6. park
7. phone
8. shops
9. singing
10. sleep
11. vegetables
12. walk

What does Amirali do to feel happy and healthy? Choose a word.

1. He goes to **10** early.
2. He eats **4** and **11**.
3. He rides his **1** to work.
4. He watches **5** and goes to the **6** with his **3**.
5. He loves **9**.
6. He talks to his family on the **7**.
7. He goes for a **12** in the **8**.
8. He reads **2**.

Write 3 more sentences about Amirali

- 1
- 2
- 3

Do you like cooking?

Scan for:



- a recipe for Bulani

- a recipe for majoon



Scan to hear Amirali sing!



How can I be happier and healthier?

Scan for:

- advice about healthy living including: eating healthily; exercise; self care; approved health apps; coping with loneliness; cost of living support; stopping smoking; drinking less alcohol, getting vaccinated and social prescribing



- things to do in Hull (including free things!)
- Hull City Council arts and leisure



Write 3 things you can do to try to be happy and healthy!

- 1
- 2
- 3



# Talk about health game!

Take it in turns to roll 2 dice. Talk about the topic in your square.  
The other players will ask you questions beginning with things like:

**Do you...Which...What...When...Why...How...Who...Have you ever...?**

*At the end of the game, choose a topic to research and write or talk about.*

	1	2	3	4	5	6
1	travelling to hospital	common illnesses	sleeping problems	hospital departments	making a complaint	symptoms of illnesses
2	private health care	being fit, happy and healthy	the NHS App and NHS online	inpatients and outpatients	how to improve the NHS	working for the NHS
3	traditional and alternative medicine	prescription and over the counter medicine	first aid training and first aid kits	making and cancelling an appointment	the health system in my country	no appointments and waiting lists!
4	999 and 111	medicine labels	bad toothache	at the optician	serious diseases	illegal drugs
5	addictions	interpreters	mental health	vaccinations	therapy	the NHS
6	registering with a GP	NHS charges	pharmacy services	having a baby in the UK	hospital referral	visiting patients

Write 3!	1	2	3
things in a first aid kit	bandage		
vaccinations	MMR		
symptoms of flu	sore throat		
specialist doctors	paediatrician		
dental treatments	filling		
important phone numbers	999		
types of medicine	syrup		
medicine label	take with food		
advice for a newcomer	register with a GP		

## Jobs

receptionist/GP/pharmacistphysiotherapistmidwiferradiographersonographerhealth visitormidwifedentistopticianpharmacyassistanttherapistparamediccardiologist

- How many jobs can you find in the word chain? Find them in the magazine!
- Write 5 more medical jobs. What does each person do?
- Which medical job would you most / least like to do? Why?



**The NHS is one of the biggest employers in the world.**

Scan to watch 'Cradle to Grave'.

- Which NHS jobs are people doing?

Scan to find out more about working for the NHS.





# Answers

p3	p5	p7	p9	p 11	p13	p15	p17	p19	p21	p23	p25	p27	p29
1. Q	1. 2	1. H	1. A	1. B	1.no	1.Boyko	A. 4	1.soap	A. 9	1. F	1.E	A. 2	1. D
2. K	2. 1					2.28/08/2024	B. 2	2.toothbrush	B. 2	2. G	2.G	B. 3	2. E
3. P	3. 2	2. A	2. J	2. A	2.yes			3.toothpaste	C. 1				
4. D	4. 1	3. B	3. K	3. B	3.yes	3.morning	C. 10	4.towel	D. 5	3. B	3.L C	C. 1	3. L
5. X	5. 1					4.Z	D. 1	5.pyjamas	E. 3	4. H	4.H K	D. 5	4. J
6. U	6. 1	4. E	4. G	4. C	4.no	5.phone	E. 9	6.phone	F. 10	5. J	5.D	E. 6	5. K
7. Z	7. 1	5. F	5. E	5. B	5.yes	6.before	F. 3	charger	H. 6	6. E	6.B	F. 7	6. G
8. M	8. 2	6. D	6. B	6. C	6.yes	7.15 minutes	G. 8	7.slippers	I. 7	7. I	7.J	G. 4	7. H
9. H	9. 2					8.single story	H. 5		J. 8	8. L	8.A		8. A
10. J	10. 2	7. J	7. I	———	7.no		I. 6		1. J	9. C	9.F		9. B
11.G	11. 10	8. C	8. O	1. G	8.yes		J. 7		2. F	10.D	10.I		10.F
12. I	12. 2								3. H A	11.K	1.No		11.C
13.Y	13. 2	9. I	9. N	2. A					4. C	12.M	2.Yes		12. I
14.T	14. 1								5. G	13.A	3.No		
15.R	15. 1	10.G	10.H	3. C					6. B		4.No		1. 10
16.C	16. 2								7. E		5.No		2. 4
17.W	17. 2								8. I		6.Yes		11
18.E	18. 2								9. K		7.Yes		3. 1
19.A	19. 2								10.D				4. 5
20.S	20. 2								nightdress				8
21.F	21. 1								slippers	milk			3
22.B	22. 1								dressing gown	apples			5. 9
23.L	23. 1								underwear	toothpaste			6. 7
24.O	24. 20								towel	cheese			7. 12
25.V	25. 1								wash glove	dental floss			6
26.N	26. 1								soap	water			8. 2
	27. 24								toothbrush	toothbrush			
	28. 2								toothpaste				
	29. 1								baby grows				
	30. 1								hat				
	31. 1								nappies				
	32. 32								blanket,				
1. 17	33. 1								water bottle				
2. 14	34. 10								phone				
3. 22	35. 1								phone				
23	36. 2								charger				
4. 21													
5. 19													

**Thank you for reading Words of Welcome!**

Please email your comments, ideas and stories to:  
**wordsofwelcome@outlook.com**

**Thank you to:**

- Welcome to English students and volunteers, and in particular:
  - ◇ Sharing their health stories: Adel, Ali, Amirali, Farid, Jack, Joyce, Maria, Mehdi, Sawson, Valentyna, and Veritasy
  - ◇ Editing: Anna, Laura and Lewis
  - ◇ Interpreting: Mahsa
  - ◇ Acting: Mehdi, Melina, Melika, Mahsa, Florence, Maryam and Saeed
  - ◇ Website support: Alexander
- City Health Care Partnership Dental Services, Specsavers Opticians (Beverley), Solace, Hull's Doula & Breastfeeding Peer Support Project and other health professionals





## The artists

- **Maria Bohdaniuk** is studying A-level art, photography and design at Wyke College. Her art is on page **5**.
- **Mays Dirar** is from Sudan and is studying Graphic Design at the University of Hull. Her art is on pages **3, 7** and **20**.
- **Reyhane** is a photographer and film maker from Iran. Her photographs are on pages **4, 8, 22** and **24**.
- **Valentyna Bohdaniuk** is an experienced children's illustrator from Ukraine. Her art is on pages **6, 8, 10, 11, 12, 14, 16, 18, 29** and the **cover**.
- **Veritasy** is from Syria, where he was a vet. He's now training to be a vet in the UK. His art is on page **26**.
- **Waieel Dirar** is from Sudan. He's studying Computer Science at the University of Hull. His art is on page **3**.
- **Yuliana Ustinova** is from Ukraine. Drawing for the magazine re-kindled her love of art. Her art is on page **26**.

Do you need a Hull-based artist?  
Would you like to contribute to our next magazine?

Email us at:

**wordsofwelcome@outlook.com**

## Funded by

The Hull Health Inequalities  
Community Development Fund

