

General Certificate of Secondary Education
June 2010



**INFORMATION AND COMMUNICATION
TECHNOLOGY SPECIFICATION A**

3521/7/CB

**Candidate Booklet for the 2010 GCSE
(Short Course & Full Course) AQA-set Assignment**

Surname		Other Names	
Centre Number		Candidate Number	
Candidate Signature			

AQA-SET ASSIGNMENT 2010

Instructions to Candidates

The examples used, given below in italics, do not directly relate to the 2010 assignment

The AQA-set assignment for 2010 concerns using Information and Communication Technology to assist with the running of the Medical Practice in Hickley.

For the assignment you must complete:

ANALYSIS (10 marks)

- 1 **Read** the whole booklet thoroughly. You may stop at various stages to make the notes required below.
- 2 **For this next part it is important to use the headings given to identify what should be in each task. Some items will appear under more than one heading.**

For each task, list the following:

- **Name the task**

- **The form of the output**

This is how the output will be presented.

For example:

A two page leaflet.

A screen display which can be printed out.

Letters printed on A4 paper to hotels.

- **The information to be output**

This will be a list of the items of information to be included in the output.

For example:

Heading 'Land of Mysteries and Monsters' on that page.

Extra cost of the ticket agent pack.

Ride name on ride list.

- **The data needed to produce the output and the source of the data**

This is the data, given in the booklet, which you will need to use to produce the output and **where it comes from**. You may need to repeat where it comes from for each item of data, or group the data needed under a heading where it comes from (source of the data).

For example:

Address as stated in the conversation on page 10.

The picture of a roller coaster supplied on disk.



- **The desired outcomes and performance criteria**

These are the things your solution must do or include to be complete, as specified by the user:

For example:

The heading must stand out.

The information must be arranged in rows and columns with a title at the top.

It must be easy to change the number of items required.

The system must produce the correct labels.

- **Testing**

Is this needed or not?

At this point your work must be assessed by your teacher.

After the Analysis stage is complete, your teacher will provide a correct version for you to use.

Make sure you understand what the needs of the user are for each task before you continue. Show how you are meeting these needs in all your work.

Now work through the design, implementation, testing and evaluation stages **for each of the tasks in turn**. Each stage should be separate and clearly identified. Try to complete one task before starting the next.

Turn over ▶

DESIGN (25 marks)

Develop a planned design showing how you will carry out the task. Provide sufficient detail so that someone else, familiar with the software, could implement your design. Your plan should include:

- Details of how you will carry out the task.
You must include labelled diagrams to show layouts and formats (e.g. font sizes and colours), and, where appropriate, database structures, designs for forms, searches and reports; and spreadsheet layouts including formulae; and validation designs.
- An explanation of how your design choices meet the needs of the user.
This should explain why you have designed your solution in this way and how this meets the desired outcomes and performance criteria that have been specified by the user.
For example:
I have decided to use the Arial font for my presentation because it is very clear to read and the customers should find it easy to read.
- A statement of the software you will use and the features of the software that make this software suitable for this particular task.
For example:
I will need to add pictures to my presentation and resize them. The package I have chosen will let me import graphics files and drag them to the required size.
- A testing plan (included here but awarded marks in the Testing section).
State what you will be testing, the data from the booklet you will input to test your solution and the results you expect to be output.

IMPLEMENTATION (45 marks)

Carefully carry out the solution you have designed.

You must:

- Provide evidence that you have produced the solution
- Include enough **earlier versions** (stages in the creation) of your work to show the progress of your solution.
- Add detailed notes to make it clear what you have done and **how** you did it.
This is your opportunity to demonstrate your level of skill, understanding and efficiency.
- Show all the **key stages** of your solution.
Evidence may be shown by a word processed commentary illustrated by screen shots and/or by annotated print-outs.
- You must describe any changes you have made from your design and explain the reasons why these changes are needed.
- Carry out any changes, if your testing shows they are needed.
- Use your solution to **produce all answers** or outputs that are necessary for the task.

TESTING (10 marks)

Testing is restricted to checking that the solution produces the correct results. These results are given in the booklet.

You must:

- Follow the testing plan you created in the design stage and carry out the testing.
*Provide evidence that you have input the data and produced the output. Also show evidence that you have **checked the actual results** against the expected results and come to a conclusion. Evidence of testing must be separate from evidence of implementation.*
- Include your completed test plan here.
- Describe any problems you find and carry out any changes that may be needed, then repeat the test(s).
If the actual results do not match the expected results then you must find out why, describe what has gone wrong, and how you will correct it. When you have made the corrections, you must repeat the test(s).

EVALUATION (10 marks)

Using the **correct** desired outcomes and performance criteria, say whether they have been met. Discuss how well your solution has met as many of them as possible. This discussion must consider ways you could have improved some parts of your solution or other ways you could have done it compared with the way you actually did it.

Turn over ►

AQA-SET ASSIGNMENT 2010 INTRODUCTION

You take the role of Jo who has just started work as an ICT trainee at Hickley Medical Practice. Your supervisor will be Brian Henry who is the practice manager. He wants you to use your ICT skills to help to improve the way in which the medical practice operates. This would enable patients and the Local Health Partnership to have more information about the medical practice.

Hickley Medical Practice offers a range of health facilities:

Doctors

Other health services: Nurses
Physiotherapy
Acupuncture
Aromatherapy
Osteopathy
Reflexology

Brian wants you to do three things for him.

- To produce an interactive presentation for patients that shows the time of their appointments and provides details about the services the medical practice offers.
- To produce for the Local Health Partnership a weekly accounts system of the medical practice's spending on some rooms and staff.
- To provide information for the Local Health Partnership about cases of medical conditions in certain areas in which the medical practice's patients live.



Remember, you cannot get high marks for implementation if you do not include earlier versions (stages in the creation of your solution) to show how you created it.

Show all the key stages in the development of your solution and add comments to explain how you did it and what you have done.

Conversation between Brian and Jo at Hickley Medical Practice

Brian: Hello Jo, I'm Brian. I hope you will enjoy your work here at the medical practice.

Jo: Yes, I'm really pleased to be starting. What do you want me to do?

Brian: The medical practice has decided that we need to provide information for patients by installing touch-screen terminals in the patients' waiting areas. We want the terminals to display an interactive presentation about the practice. Can you make the interactive presentation for us?

Jo: What do you mean by an interactive presentation?

Brian: I mean an on-screen presentation where the patient touches part of a touch-sensitive screen and the information linked to that part appears.

Jo: I'm sure I can do that but does the medical practice have any touch-screen terminals available for patients?

Brian: Not at the moment, but we will be placing an order for touch-screen terminals soon. At present, all I want you to do is develop the interactive presentation using a mouse.

Jo: Is there anything specific that you want on the interactive display?

Brian: On the first page you must provide clear instructions for patients telling them to touch the link they want to go to next.

Jo: Do you want those instructions on all the pages?

Brian: No, thank you. However, the Local Health Partnership does want medical practices to include the practice's logo on everything they produce. Can you make sure you include our logo (shown below) on every page?



Jo: I can do that. What is the Local Health Partnership?

Brian: It is an organisation that works for the National Health Service and manages local medical practices.

Jo: I thought I'd heard the name before.

Brian: I can give you a copy of the Hickley Medical Practice logo on disk. Please put the logo in the top right hand corner of each page.

Jo: OK, I'll do that. In addition to the logo, do you want a picture on any of the pages?

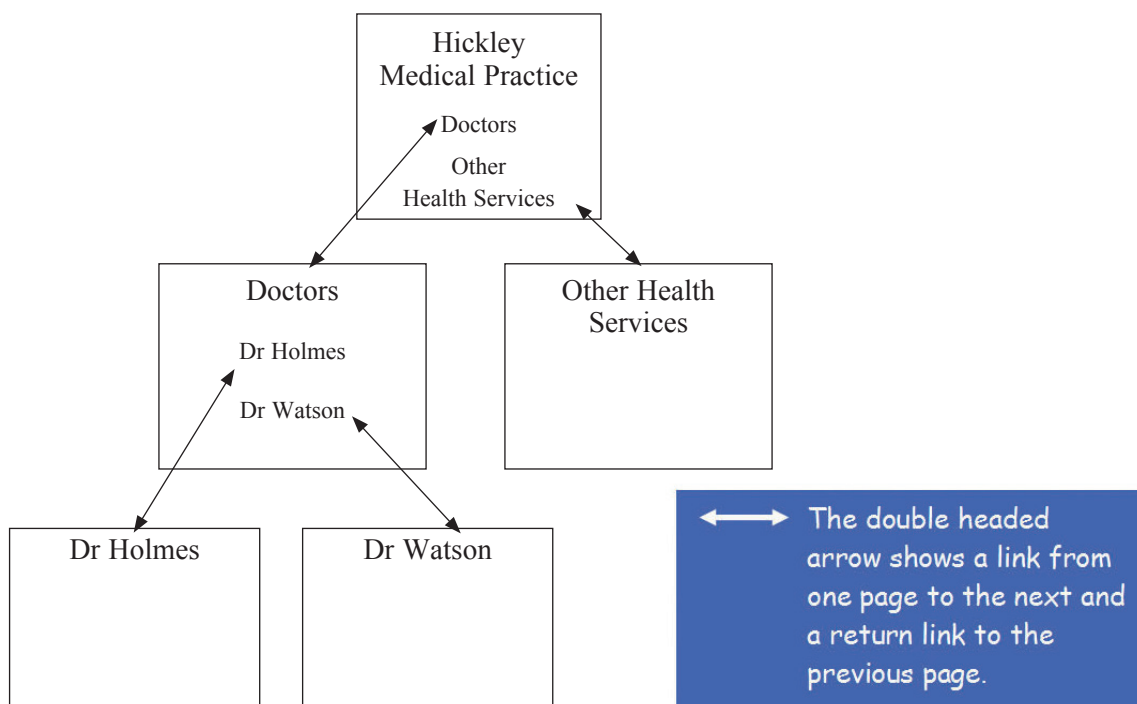
Brian: Yes please, put a suitable picture on all pages. It will make the pages more interesting for patients. You must choose a different picture to include on each page.

Jo: Where do I get the pictures from?

Brian: I have them saved on disk.

Jo: How do you want the interactive presentation to link together?

Brian: These are my ideas to show how I want the pages to be linked together. At the moment I only want you to set up the interactive display to include two doctors (Dr Holmes and Dr Watson) and the other health services.



Jo: Do you mean there are five pages altogether?

Brian: Yes, that's what I want in the presentation.

Jo: So I am clear about it, how do you want the links to the next page to appear?

Brian: Just use the text, which is the same as the heading of the page it links to, as a hyperlink.

Jo: Does each page return to the first page?

Brian: No, as I showed in my diagram, each page goes back to the previous page - the one it linked from.

Jo: How do you want these return links to appear?

Brian: I would like you to use the medical practice logo (that I asked you to put on all pages) as the return link to the page it came from.

Obviously the logo on the first page doesn't need a return link.

Jo: That's OK.

Brian: When the system is used, the terminals will have touch-sensitive screens, so I want you to use hotspots over the logo for all the return links. On all pages, except the first, can you add the word "Return" immediately below the logo to make it clear?

Jo: Yes I can do that.

How do you want each page to look?

Brian: Can you make sure that the content will be in similar places on each page?

Jo: Yes, I will do that. What information do you want on the first page?

Brian: Don't forget the instructions to tell patients to touch the link they want to go to next.

Jo: I haven't forgotten.

Brian: The first page is a link to other pages, so include the heading 'Hickley Medical Practice' and directly underneath the contact details (address, telephone number and e-mail address) and hyperlinks to the other pages.

These hyperlinks will go to the Doctors' page and the Other Health Services' page.

Turn over ►

Jo: What are Hickley Medical Practice contact details?

Brian: The details that you have to type in are:

name: Hickley Medical Practice
address: 2-3 The Meadows, Hickley, LN5 1AD
telephone number: 01762 233456
and e-mail address: admin@hickleymedicalpractice.co.uk

Jo: Thank you for making it clear for me.
What do you want on the Doctors' page?

Brian: I want the heading 'Doctors' and a list of the doctors who have appointments. Each doctor's name must then link to a list of their patients' appointments. Remember, at this stage, I only want you to show Dr Holmes and Dr Watson.

Jo: I will do that.

Brian: You will need to produce a separate page for each doctor's patients. So one page for the appointments of Dr Holmes and another for those of Dr Watson. The doctor's name will be the heading on those pages.

Jo: Will I have to type in all the patients' names and their appointment times?

Brian: No, the appointment details will be updated during the previous day. When a patient phones in for an appointment, the receptionist will check their details and give a time of appointment. This is saved on disk, so I can let you have the patients' appointment files for each doctor.

Please put a title "Appointment List" above the patients' appointments on each doctor's page.

Jo: What do you want on the Other Health Services' page?

Brian: As for previous pages, I want a heading. On this page it is 'Other Health Services'.

Jo: I thought that you would want a heading.

Brian: In the patients' waiting areas we had posters with information about the other health services. These had become rather shabby.

The information I want on this page has been updated and typed up by the receptionist.

I can provide it for you as a file on disk.

Jo: Thanks, that's another page which I know how to do.

Brian: Please make the names of each section on this page stand out.

Jo: What are the names?

Brian: They are 'Nurses', 'Physiotherapy' and 'Complementary Health Practices'.

Jo: Do you have any more information about the interactive presentation?

Brian: Please make sure that you use the headings shown at the top of each page in my earlier diagram and I'd like them to be in colour.

Jo: Yes, is that everything?

Brian: Not quite. Because this is a new venture for us, it is essential that each page gives a good impression of the medical practice.

Jo: I can't wait to get started.

Brian: Just one last thing. Although your interactive presentation will be shown on the touch sensitive terminals, when you have finished I want you to print out a hard copy of each page in colour for me.

Jo: I'll do that and at the same time I will test the hyperlinks and hotspots to make sure they all work.

Brian: Yes, testing is important. I do want you to check that each hyperlink and hotspot links to the right page.

Jo's Notebook

There are several things that Brian wants me to include in the interactive presentation. These are notes to remind me of some of them.

There are five pages in the interactive presentation.

I must remember that on the first page only, Brian wants me to provide clear instructions for patients telling them to touch the text or area they want to see.

I must use the text, which is the same as the heading on the page it links to, as a hyperlink.

I must include the medical practice logo in the top right hand corner of every page. Brian has a copy of the logo on disk.

I have to use a hotspot over the logo for the return link to the page it came from. Immediately below the logo, I must also add the text "Return" on all pages except the first, to make it clear that this is what it's for. A hotspot over the logo is not needed on the first page.

Brian wants me to include a suitable picture on each page and has them saved on disk.

Every page must have the content in similar places.

The first page will contain the heading 'Hickley Medical Practice' and the contact details (address, telephone number and e-mail address) which have to be typed in. It also contains hyperlinks to the Doctors' and the Other Health Services' pages.

On the Doctors' page, there will be the heading 'Doctors' and the names of the doctors (Dr Holmes and Dr Watson) who have appointments. Each doctor's name must link to a list of their patients' appointments.

There must be a separate page for the patients' appointments for each doctor (Dr Holmes and Dr Watson), using the doctor's name as the heading. Brian will give me the appointment files on disk.

Above the lists of the patients' appointments I must include a title, which is "Appointment List".

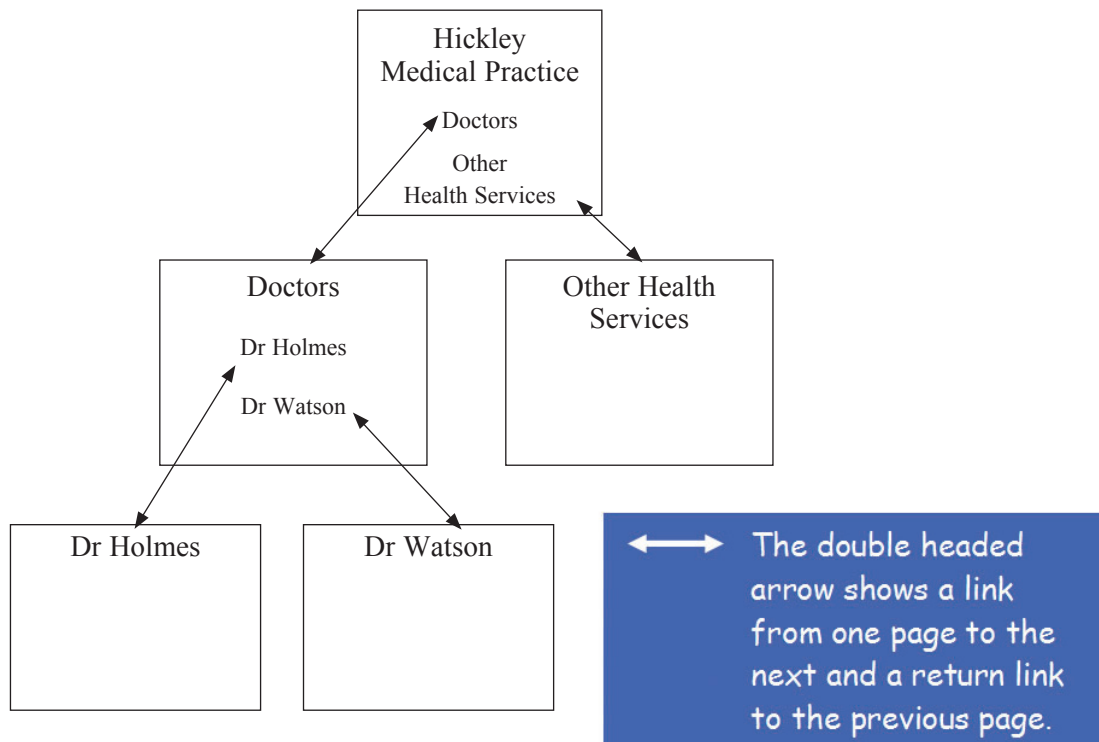
The Other Health Services page must contain the heading 'Other Health Services' and information about the services. Brian will let me have this information as a file on disk. The names for each section on this page must stand out.

On each page, there must be the heading, which is shown at the top of each page as in the diagram below. The heading on each page must be in colour. Brian wants each page to give a good impression of the medical practice.

I must print out a colour hard copy of each page when I have finished.

I have to test that all the hyperlinks and hotspots work.

Brian wants the interactive presentation to link together like this:



Conversation between Brian and Jo

Brian: I've got another task for you.

Jo: What is it?

Brian: The Local Health Partnership wants the medical practice to produce a weekly accounts system. This means I want you to create a system which will produce a printout on A4 paper of the weekly costs of some of the medical practice 'rooms' and staff. A 'room' is somewhere the medical practice staff work – for example it may be a doctor's surgery or nurses' area. The cost of a 'room' is based on its specialist facilities and the heating and lighting requirements.

Jo: What exactly does the Local Health Partnership want?

Brian: First your system must allow the practice to change the data. Can your system work out the number of hours each medical practice 'room' is open for each session?

Jo: I can, if you have their opening and closing times.

Brian: This is the information about opening and closing times for the week beginning 1st March 2010.

- **Two doctors' surgeries are open Monday to Friday each week, for two sessions each day, morning and afternoon. The actual times for the morning session are from 08:00 to 11:30 and for the afternoon from 14:30 to 18:00.**
- **The nurses' area is open Monday to Friday each week, from 08:00 to 11:30 and from 14:30 to 18:00. There are two nurses working in this area.**
- **The physiotherapy room is open Monday to Friday each week from 09:00 to 12:00 and from 13:30 to 17:30.**
- **The four complementary health practice rooms (acupuncture, aromatherapy, osteopathy and reflexology) are open Monday to Friday each week, from 09:00 to 12:00 and 13:00 to 17:00, and Saturday morning from 09:00 to 12:00.**

I can give you these details as a file on disk if that will help.

Jo: Thanks, the file will be helpful.

Brian: Can you make sure the times are shown in 'time' format (e.g. hours and minutes)?

Jo: Yes, I will make sure they appear in ‘time’ format. The only problem is that when I work out the number of hours in a session (by taking the opening time from the closing time), it will still appear in ‘time’ format.

Brian: I want the length of a session to be shown as a number of hours. Can you convert the ‘time’ format into hours?

Jo: Yes, I can. As there are 24 hours in a day, the software holds the time as part of 24 hours. So if I multiply the time by 24 it will convert it to hours. Then I need to change it back to a format which shows it as hours.

Brian: Can you show me what you mean?

Jo: For example if I work out the number of hours in a morning session:

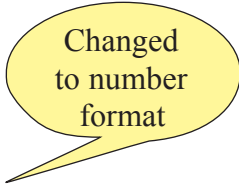
$$11:30 - 08:00 = \mathbf{03:30}$$

At the moment the 03:30 is in ‘time’ format, so I will convert it back to hours by multiplying by 24.

For this to work, I will then change it back to a format, which shows the number of hours.

Number of hours in a morning session

$$= 03:30 \times 24 = \mathbf{3.5}$$



Changed
to number
format

Brian: That seems OK, as long as it’s clear to the Local Health Partnership on the printout.

Jo: I will make sure that it is. How do you want me to show the results?

Brian: For each ‘room’ work out and display how many hours it is open in the morning and in the afternoon. Then add them together to find and display the total number of hours it is open each day.

Jo: Yes, that’s OK.

Brian: Can you then work out and display the total number of hours a ‘room’ is open each week?

Jo: I can do that using the number of hours a ‘room’ is open each day during the week from Monday to Friday (and Saturday in the case of the complementary health practice rooms).

Brian: That’s good.

Turn over ▶

Jo: Didn't you want me to work out the cost of the medical practice spending on rooms and staff?

Brian: Yes, I did, but before you can do that, you have to work out the total number of hours each 'room' is open during the week.

These are the costs of the 'rooms' for the week beginning 1st March 2010.

- **The hourly costs for the doctors' surgeries are £50.00 per hour each.**
- **The hourly cost for the nurses' area is £40.00 per hour.**
- **The hourly costs for the physiotherapy and complementary health practice rooms are £30.00 per hour each.**

Jo: Do you want me to work out and display the weekly costs of each 'room'?

Brian: Yes please. Do this by multiplying the total number of hours a 'room' is open each week by the hourly cost of each 'room'.

Jo: Is that all?

Brian: No, can you also work out and display the weekly costs of the medical practice staff? Their costs are also based on hourly rates.

Jo: Yes, if you let me have the details.

Brian: Of course, these are the medical practice staff costs for the week beginning 1st March 2010:

- **There are two doctors and the hourly cost for each doctor is £75.00 per hour.**
- **There are two nurses and the hourly cost for each nurse is £25.00 per hour.**
- **There is one physiotherapist and the hourly cost for a physiotherapist is £50.00 per hour.**
- **There are four complementary health practitioners (acupuncturist, aromatherapist, osteopath and reflexologist) and the hourly cost for each complementary health practitioner is £50.00 per hour.**

Jo: How do you want me to do these calculations?

Brian: Again, please work out the weekly cost of each member of staff by multiplying their hourly cost by the number of hours their 'room' is open (which is the same as the hours they work).

Jo: Is there anything else?

Brian: For each week, you will also need to calculate and display the total cost of all 'rooms', the total cost of all staff and the overall total cost.

Jo: I'm sure I can do that.

Brian: I would like you to test that your weekly accounts system works for the week commencing 1st March 2010.

Jo: You have already given me the test data.
Do you know the expected costs?

Brian: Yes, I have actually worked them out already. These are the expected costs:

'Rooms'	Weekly 'room' cost	Members of staff	Weekly staff cost
Doctor's surgery 1	£1 750.00	Doctor 1	£2 625.00
Doctor's surgery 2	£1 750.00	Doctor 2	£2 625.00
Nurses' area	£1 400.00	Nurse 1	£875.00
		Nurse 2	£875.00
Physiotherapy room	£1 050.00	Physiotherapist	£1 750.00
Acupuncture room	£1 140.00	Acupuncturist	£1 900.00
Aromatherapy room	£1 140.00	Aromatherapist	£1 900.00
Osteopath's room	£1 140.00	Osteopath	£1 900.00
Reflexology room	£1 140.00	Reflexologist	£1 900.00
TOTAL COST OF ROOMS	£10 510.00	TOTAL COST OF STAFF	£16 350.00
OVERALL TOTAL COST			£26 860.00

Jo: Thanks, I can use this information to test the weekly accounts system. I will print out a copy of the test results for you.

Brian: One more thing. With your weekly accounts system, can you show me the formulae and functions that you used?

Jo: Yes, I will print out these formulae and functions (including how I calculated the number of hours) so you can see them.

Brian: The Local Health Partnership wants all medical practices to impose a limit on their spending. Can the system automatically display a warning message next to the overall total cost for any week if it goes above £27 000?

Jo: Yes, of course it can. There is an 'IF' function, which all spreadsheets have, that I can use.

Do you want me to test that it works?

Brian: Yes please. For the test, will you change the hourly 'room' cost for the nurses' area to £50? This should trigger the warning message.

-
- Jo: Yes, I will do that and when I have checked them, I will provide you with evidence of this test.
- Brian: As you know, the weekly accounts have to be printed on A4 paper for the Local Health Partnership. Can you make sure that they are professionally presented?
- Jo: Yes, I can. Are there any particular ways in which you want the final weekly accounts to be presented?
- Brian: It's important that the practice name and logo appear at the top with a title. I'll let you know the title soon.
- Jo: I remember you saying that the Local Health Partnership wanted medical practices to include a practice logo on everything they produce.
- Brian: What a good memory you have.
- Jo: Are there any other ways in which you want the information presenting?
- Brian: Please ensure that all headings, the weekly total cost for all 'rooms', the weekly total cost for all staff and the weekly overall total cost stand out.
- Jo: Yes, I can present this as you want me to.
I'll change the cost of the nurses' area back to £40 and get you a printout.
- Brian: On 5th April 2010, the following changes will be made. Make sure you include the title 'Weekly accounts for 5th April 2010' when you do them.
- **The physiotherapy room will be open for longer - from Monday to Friday each week from 09:00 to 12:30 and from 13:30 to 18:00.**
 - **The cost for the doctors' surgeries is going up to £55.00 per hour each.**
 - **The cost for a physiotherapist is going up to £60.00 per hour.**
- Don't forget to enter the new times as they are shown.
Can you make these changes and print out the weekly accounts for me?
- Jo: I will do that for you and remember to change the date in the title.
- Brian: Can you show me all the formulae and functions you used?
- Jo: I will print out the formulae and functions, so you can see the new one I have added.
- Brian: Thanks for that.

Jo's Notebook

These are notes to remind me of some of the things that Brian wants for the weekly accounts system.

Brian wants me to print out a copy on A4 paper of the medical practice's weekly accounts for some rooms' and staff. My system must let me make changes to the data.

I have to work out and display the number of hours each of the medical practice 'rooms' is open per session. Brian has provided the 'room' opening and closing times and will give them to me as a file.

- **Two doctors' surgeries are open Monday to Friday each week, for two sessions each day, morning and afternoon. The actual times for the morning session are from 08:00 to 11:30 and for the afternoon from 14:30 to 18:00.**
- **The nurses' area is open Monday to Friday each week, from 08:00 to 11:30 and from 14:30 to 18:00. There are two nurses working in this area.**
- **The physiotherapy room is open Monday to Friday each week from 09:00 to 12:00 and from 13:30 to 17:30.**
- **The four complementary health practice rooms (acupuncture, aromatherapy, osteopathy and reflexology) are open Monday to Friday each week, from 09:00 to 12:00 and from 13:00 to 17:00, and Saturday morning from 09:00 to 12:00.**

Brian wants the time shown in hours and minutes, so I have to make sure they appear in 'time' format.

This is an example to work out how long a morning session lasts and convert it to hours:

$$11:30 - 08:00 = \underline{03:30}$$

I will convert the 03:30 to hours by multiplying by 24.

Then I will change it back to a format which shows it as hours.

$$\text{Number of hours in a morning session} = 03:30 \times 24 = \underline{3.5}$$

Changed to number format

Turn over ▶

I must work out and display the number of hours a 'room' is open in the morning and in the afternoon. Then I must add them together to display the number of hours a 'room' is open each day. Next, I have to work out and display the total number of hours a 'room' is open each week.

I have to work out and display the weekly cost of each 'room' using the 'room' costs for the week beginning 1st March 2010, which Brian has given me.

- **The hourly costs for the two doctors' surgeries are £50.00 per hour each.**
- **The hourly cost for the nurses' area is £40.00 per hour.**
- **The hourly costs for the physiotherapy room and the four complementary health practice rooms are £30.00 per hour each.**

For each 'room', I must multiply the weekly total number of hours by the hourly cost.

I also have to work out and display the weekly cost of the medical practice staff by multiplying their hourly cost by the number of hours their 'room' is open. Brian has given me the hourly staff costs for the week beginning 1st March 2010.

- **There are two doctors and the hourly cost for each doctor is £75.00 per hour.**
- **There are two nurses and the hourly cost for each nurse is £25.00 per hour.**
- **There is one physiotherapist and the hourly cost for a physiotherapist is £50.00 per hour.**
- **There are four complementary health practitioners (acupuncturist, aromatherapist, osteopath and reflexologist) and the hourly cost for each complementary health practitioner is £50.00 per hour.**

I have to calculate and display the total cost of all 'rooms', the total cost of all staff and the overall total cost. I have to print out the accounts on A4 paper.

I must test that my weekly accounts system works for the week commencing 1st March 2010 and print it out. Brian has given me the expected costs that he has already worked out.

'Rooms'	Weekly 'room' cost	Members of staff	Weekly staff cost
Doctor's surgery 1	£1 750.00	Doctor 1	£2 625.00
Doctor's surgery 2	£1 750.00	Doctor 2	£2 625.00
Nurses' area	£1 400.00	Nurse 1	£875.00
		Nurse 2	£875.00
Physiotherapy room	£1 050.00	Physiotherapist	£1 750.00
Acupuncture room	£1 140.00	Acupuncturist	£1 900.00
Aromatherapy room	£1 140.00	Aromatherapist	£1 900.00
Osteopath's room	£1 140.00	Osteopath	£1 900.00
Reflexology room	£1 140.00	Reflexologist	£1 900.00
TOTAL COST OF ROOMS	£10 510.00	TOTAL COST OF STAFF	£16 350.00
OVERALL TOTAL COST			£26 860.00

I must print out a copy of the test results. Brian wants me to print out the formulae and functions, including how I calculated the number of hours.

If the overall total cost for any week goes above £27 000, the system should automatically display a warning message next to it. I will use the 'IF' function that a spreadsheet provides. Brian wants me to test that it works by changing the hourly 'room' cost for the nurses' area to £50. Brian knows that this should trigger the warning message. When I have checked it, I must show the test evidence to Brian for this test.

This means that there are two tests I have to do.

I must make sure that the weekly accounts, printed on A4 paper, are professionally presented. The practice name and logo must appear at the top with a title.

I also have to ensure that all headings, the weekly total cost for all 'rooms', the weekly total cost for all staff and the overall total cost stand out. I must change the cost of the nurses' area back to £40.

I have to make changes to the weekly accounts for 5th April 2010 and print them out with the title 'Weekly accounts for 5th April 2010'.

- **The physiotherapy room will be open for longer - from Monday to Friday each week from 09:00 to 12:30 and from 13:30 to 18:00.**
- **The cost for the doctors' surgeries is going up to £55.00 per hour.**
- **The cost for a physiotherapist is going up to £60.00 per hour.**

I must remember to enter the new times as they are shown.

I also have print out all the formulae and functions that I used, to show Brian the new one that I have added.

Conversation between Brian and Jo

Brian: Hello Jo, can you use the computer to set up a system to provide the Local Health Partnership with information about cases of specific medical conditions which apply to our patients?

Jo: How do they want the information presenting?

Brian: They will need a report printed out on A4 paper.

Jo: That's OK. Do you have the patients' details?

Brian: Yes, I have the patients' details stored on disk.

Jo: What details are stored?

Brian: We have several files of information. There are files about Patients, Health specialists, Medical conditions and Appointments.

Jo: What exactly does each file contain?

Brian: The Patients' file contains: patient code, title(s), first name, last name, gender, street, area, post code, phone and DoB.

The Health specialists' file contains: staff code, title, forename, surname, qualifications and specialism.

The Medical conditions' file contains: medical code and condition.

The Appointments' file contains: appointment number, appointment date, patient code, staff code, medical code and comment.

Jo: What do you want me to do?

Brian: Firstly, can you find all patients who have been diagnosed with a specific medical condition?

Show them in appointment date order, so the most recent case is first.

Jo: Yes, I will show them in descending date order.

How does the Local Health Partnership want the information presenting?

Brian: As they don't want the name of the patient included, can you make sure that the fields shown are: the appointment date, the title and surname of the health specialist who made the diagnosis, the patient's gender, DoB and area?

Jo: I'll do that.

Turn over ►

Brian: All reports produced for the Local Health Partnership must look professional. The report header should show the report title 'Medical Condition Report' and include the medical practice name, address, logo and the 'Condition' field. In all reports, information in the report header and the field names must stand out and be clear to read.

Jo: I'll make sure that it does.

Brian: Please don't include any additional fields.

Jo: Why not?

Brian: Because this is the way the Local Health Partnership has requested it.

Jo: As the report is for them, I'll ensure it includes only those fields.

Brian: You must make sure that your system allows for searching for other medical conditions in the future.

Jo: I will do that.

Brian: I'd like you to carry out a test to print a medical condition report for all cases of Repetitive Strain Injury.

Jo: I'll do the test first.

Brian: To see if your system works, I know from the practice records that there were 5 cases of Repetitive Strain Injury recorded. These are the cases:

19/02/2008, Dr, Watson, F, 24/04/1973, Ramsby

14/01/2008, Dr, Riches, F, 14/06/1949, Ramsby

07/09/2007, Dr, Riches, M, 24/08/1951, Hickley

05/07/2007, Dr, Cohen, F, 13/03/1976, Hickley

25/01/2007, Dr, Riches, M, 12/10/1956, Hazeldene

Jo: Thanks for the expected results. I'll print out the test results for you. Is this all the Local Health Partnership requires?

Brian: No, but when you know your system to find a medical condition works, can you find all the cases of Influenza and print out the report?

Jo: Yes, I can.

-
- Brian: The Local Health Partnership also want a second report printed on A4 paper to show all patients who have been diagnosed with a specific medical condition and who live in a specific area?
- Jo: I'm sure I can do that.
Will the report be the same?
- Brian: It will be similar. It will still be sorted in the same appointment date order.
- Jo: Do they want the same fields shown?
- Brian: The fields to show on this report are: the appointment date, the health specialist's title and surname, the patient's gender and DoB.
- Jo: How do they want the report header to appear?
- Brian: The title should be 'Medical Condition and Area Report'. As with the previous report, there should be the medical practice name, address, logo and the 'Condition' field. In addition include the 'Area' field beneath the 'Condition' field.
- Jo: That's OK. Are these the only fields the Local Health Partnership wants?
- Brian: Yes, they are. Again you must make sure that your system allows for searching for other medical conditions and areas in the future.
- Jo: I'll make sure that it does.
- Brian: I'd like you to carry out a test to print out a medical condition and area report for the three cases of Chickenpox diagnosed in Hickley.
- Jo: I can do that. Do you know the details of the three cases?
- Brian: Yes, they are:
21/05/2008, Dr, Riches, F, 13/07/1991
10/04/2008, Dr, Watson, F, 29/06/1998
09/01/2008, Dr, Holmes, F, 04/07/1981
- Jo: Thanks for these expected results. I'll print out the test results for you.
- Brian: When you know your updated system works, can you find the cases of Asthma in Hazeldene and print out the report?

Jo: I'll make sure I do that.

Is there anything else that you need?

Brian: There is one more thing.

Occasionally when using the Appointments file, a health specialist may enter a medical code too quickly and get it wrong.

Jo: What do you mean by "get it wrong"?

Brian: They enter a medical code that is outside the list of codes.

Jo: What are the medical codes?

Brian: The medical codes are numbers to represent a medical condition and they go from 1 to 20. Can your system prevent a number smaller than 1 or larger than 20 from being entered?

Jo: Yes I can do that. Do you want me to test that it works?

Brian: Yes please, the third test of your revised system is to add these new appointments.

I have shown below the details in the order of the fields in the database:

*appointment number, appointment date, patient code, staff code,
medical code:*

111, 28/04/2010, 100, 1, 9

This medical code should be accepted because 9 is in the list of medical codes

112, 29/04/2010, 11, 4, 21

This one should be rejected because 21 is not in the list of medical codes

113, 30/04/2010, 39, 2, 0

This one should be rejected because 0 is not in the list of medical codes

There is no comment required for these appointments.

Jo: So now I have to do three different kinds of tests altogether?

Brian: Yes, the two previous ones and this medical code test.

Thanks for all your help.

Jo's Notebook

These are notes to remind me of some of the things that Brian wants for the system to find information about cases of specific medical conditions.

I will need to print a report on A4 paper.

The information about patients and their appointments is stored on disk in four files – Patients, Health specialists, Medical conditions and Appointments. Brian has informed me what each file contains.

I must find all patients who have been diagnosed with a specific medical condition and show them in descending appointment date order, with the most recent case first.

The fields I must show on this report are: the appointment date, the title and surname of the health specialist who made the diagnosis, the patient's gender, DoB and area.

In the report header I must include the title 'Medical Condition Report', the medical practice name, address, logo and the 'Condition' field. All reports have to look professional. In all reports I have to make the information in the report header and the field names stand out. It must be clear to read. On the report, I must not include any fields other than the ones Brian asked for.

I must make sure that my system allows for searching for other medical conditions in the future.

I have to do my first test by printing a report for all cases of Repetitive Strain Injury. Brian has given me the expected results:

19/02/2008, Dr, Watson, F, 24/04/1973, Ramsby

14/01/2008, Dr, Riches, F, 14/06/1949, Ramsby

07/09/2007, Dr, Riches, M, 24/08/1951, Hickley

05/07/2007, Dr, Cohen, F, 13/03/1976, Hickley

25/01/2007, Dr, Riches, M, 12/10/1956, Hazeldene

I have to use my system to print out a report to show cases of Influenza.

I also have to print out a second report on A4 paper to show all patients who have been diagnosed with a specific medical condition and who live in a specific area.

This second report must be sorted in the same (appointment date) order and be similar to the first report. There are differences in the report header. It must show the title 'Medical Condition and Area Report' and include the 'Area' field beneath the 'Condition' field.

The fields I have to show are: the appointment date, the health specialist's title and surname, the patient's gender and DoB. The fields listed are the only ones needed.

I must make sure that my system allows for searching for other medical conditions and areas in the future.

Brian wants me to test the updated system by printing out a report on A4 paper. This second test is for patients from Hickley who have been diagnosed with Chickenpox. Again Brian has provided me with the test data and the expected results are:

21/05/2008, Dr, Riches, F, 13/07/1991

10/04/2008, Dr, Watson, F, 29/06/1998

09/01/2008, Dr, Holmes, F, 04/07/1981

I have to use my system to print out a report to show cases of Asthma in Hazeldene.

Brian also has another part of the task for me. He wants me to prevent a health specialist from entering a medical code which is smaller than 1 or larger than 20.

For this third test, I just have to use the new appointment details that Brian has provided for me.

The fields are in this order: appointment number, appointment date, patient code, staff code and medical code. There is no comment required.

111, 28/04/2010, 100, 1, 9

This medical code should be accepted because 9 is in the list of medical codes

112, 29/04/2010, 11, 4, 21

This one should be rejected because 21 is not in the list of medical codes

113, 30/04/2010, 39, 2, 0

This one should be rejected because 0 is not in the list of medical codes

This means that I have to do three different kinds of tests altogether. The two previous ones and this medical code test.

File list

The following files have been provided for you to use in solving the tasks. Your teacher will tell you where they are. Some of the files may have been imported into a database for you. The contents of these files are shown on the following pages.

CSV and tab delimited (text) files

Appointments.csv
Appointments.txt
Health specialists.csv
Health specialists.txt
Medical conditions.csv
Medical conditions.txt
Opening and closing times.csv
Opening and closing times.txt
Patients.csv
Patients.txt

Text files

Appointments for Dr Holmes
Appointments for Dr Watson
Other health services

Graphics files (all in jpg and gif format)

Blood pressure 1
Blood pressure 2
Blood pressure 3
Broken leg
Doctor 1
Doctor 2
Medical practice
Reflex hammer 1
Reflex hammer 2
Stethoscope 1
Stethoscope 2
Syringe
Thermometer 1
Thermometer 2

Other graphic files (in jpg and gif format)

Practice logo

CSV and tab delimited files

Appointments

Appointment No	Appointment date	Patient code	Staff code	Medical code	Comment
1	08/01/2007	67	2	18	
2	02/01/2008	10	4	9	
3	09/01/2008	12	2	5	
4	03/07/2007	102	3	19	
5	22/02/2008	25	2	3	
6	24/01/2007	59	11	17	
7	01/04/2008	18	4	9	
8	22/01/2007	33	3	4	
9	23/01/2007	42	4	5	
10	14/11/2008	24	3	9	
11	12/03/2008	63	2	18	
12	29/01/2008	56	1	6	
13	26/01/2007	71	8	15	Referral
14	06/07/2007	45	3	19	
15	10/04/2008	6	1	5	
16	21/05/2008	21	4	5	
17	11/01/2008	51	2	3	
18	11/01/2008	106	1	18	
19	10/09/2008	35	1	9	
20	18/07/2008	50	4	3	
21	19/01/2007	1	1	2	
22	13/10/2008	103	2	18	
23	12/02/2008	79	3	4	
24	19/01/2007	20	2	3	
25	25/01/2007	65	4	14	
26	26/01/2007	94	2	6	
27	26/01/2007	87	1	7	
28	02/07/2007	2	4	6	
29	22/08/2008	6	3	3	
30	04/07/2007	105	1	13	
31	03/03/2008	65	3	18	
32	05/07/2007	104	3	14	
33	06/07/2007	63	4	11	
34	21/01/2008	28	2	9	
35	15/02/2007	101	5	11	Referral
36	15/03/2007	23	5	8	Referral
37	16/05/2007	46	3	6	
38	16/04/2007	49	1	4	
39	19/04/2007	29	2	6	
40	20/04/2007	62	1	1	
41	20/04/2007	91	4	17	
42	11/05/2007	6	3	20	
43	11/05/2007	19	2	6	
44	14/05/2007	27	1	16	

Turn over ►

Appointment No	Appointment date	Patient code	Staff code	Medical code	Comment
45	13/08/2007	66	2	17	
46	15/05/2007	34	4	15	
47	13/07/2007	9	1	11	
48	22/06/2007	72	2	2	
49	10/08/2007	85	2	16	
50	09/08/2007	93	4	1	
51	27/06/2007	86	1	3	
52	16/07/2007	16	3	20	
53	18/07/2007	31	1	20	
54	29/06/2007	98	3	13	
55	07/08/2007	51	3	20	
56	13/07/2007	4	4	1	
57	25/06/2007	77	1	3	
58	17/07/2007	26	2	1	
59	13/08/2007	75	1	17	
60	28/06/2007	90	4	8	
61	19/07/2007	37	2	7	
62	08/08/2007	57	1	9	
63	26/06/2007	82	2	10	
64	10/08/2007	107	3	12	
65	16/04/2007	66	4	1	
66	05/09/2007	43	2	1	
67	19/11/2007	83	2	17	
68	15/10/2007	76	3	7	
69	07/09/2007	49	2	2	
70	21/11/2007	89	2	20	
71	10/09/2007	58	5	8	Referral
72	11/10/2007	61	4	17	
73	24/11/2008	97	5	11	Referral
74	07/09/2007	52	3	13	
75	15/10/2007	73	2	9	
76	26/11/2007	99	1	6	
77	16/10/2007	78	1	5	
78	16/11/2007	8	4	4	
79	20/11/2007	84	6	15	Referral
80	12/10/2007	68	2	20	
81	07/09/2007	55	4	14	
82	22/11/2007	92	5	11	Referral
83	12/10/2007	69	1	15	
84	06/09/2007	47	1	20	
85	05/12/2007	3	1	1	
86	26/02/2008	89	3	12	
87	14/01/2008	60	3	16	
88	07/12/2007	14	4	8	
89	08/01/2008	38	1	1	
90	10/12/2007	22	1	10	
91	23/10/2007	81	1	5	

Appointment No	Appointment date	Patient code	Staff code	Medical code	Comment
92	10/12/2007	26	1	17	
93	25/02/2008	80	3	9	
94	04/01/2008	41	2	5	
95	14/01/2008	64	1	8	
96	07/01/2008	36	4	19	
97	21/02/2008	74	2	1	
98	20/02/2008	77	3	16	
99	09/01/2008	54	1	17	
100	07/12/2007	17	3	11	
101	25/02/2008	88	1	13	
102	11/01/2008	5	2	10	
103	11/12/2007	32	3	20	
104	14/01/2008	57	4	14	
105	10/01/2008	53	6	15	Referral
106	22/02/2008	78	4	3	
107	19/02/2008	70	1	14	
108	06/12/2007	7	2	3	
109	07/01/2008	48	3	20	
110	08/01/2008	1	3	1	

Health specialists

Staff code	Title	Forename	Surname	Qualifications	Specialism
1	Dr	James	Watson	MBChB	General Practice
2	Dr	Helen	Holmes	MBBS	Orthopaedics
3	Dr	Henry	Cohen	MBChB	General Practice
4	Dr	Kathryn	Riches	MBChB	General Practice
5	Mr	John	Nianga	BSc	Physiotherapy & Sports Injuries
6	Dr	Victoria	Stokovski	MSc & MBChB	Acupuncture
7	Mr	Kenneth	O'Neil	Dip A&TM	Aromatherapy
8	Mrs	Elizabeth	Chang	BSc (Hons) Osteopathy	Osteopathy
9	Ms	Davina	Chopra	MBSR	Reflexology
10	Miss	Stephanie	Blanc	Advanced Diploma in Nursing	Nurse practitioner
11	Mrs	Liu	Cheung	BA (Nursing)	Senior Nurse
12	Mrs	Carmen	Ashton	RGN	Nurse
13	Mr	Leon	Jordaine	RGN	Nurse

Turn over ►

Medical conditions

Medical code	Condition
1	Allergy
2	Arthritis
3	Asthma
4	Cataract
5	Chickenpox
6	Earache
7	Eczema
8	Fracture
9	Hip joint
10	Influenza
11	Knee joint
12	Migraine
13	Mumps
14	Repetitive Strain Injury
15	Back problem
16	Tonsillitis
17	Tummy ache
18	Verruca
19	Viral infection
20	Warts

Patients

Patient code	Title(s)	First Name	Last Name	Gender	Street	Area	Post Code	Phone	DoB
1	Mrs	Catherine	Robson	F	27 High Street	Lancre	LN1 7BZ	01762 013422	27/06/1943
2	Mrs	Briony	Johnson	F	56 Puddle Lane	Lancre	LN2 8CD	01762 763422	25/08/1944
3	Miss	Jayne	Belcher	F	19 Crescent Gardens	Lancre	LN1 7AD	01762 823498	21/02/1993
4	Mr	Robert	Saunders	M	22 Wood Road	Hickley	LN3 8AC	01762 013555	20/02/1987
5	Miss	Vanda	Erik	F	17 Grange Lane	Lancre	LN1 2BN	01762 018912	27/06/1942
6	Miss	Rachel	Greggs	F	51 Pine Crescent	Hickley	LN3 4CR	01762 216867	29/06/1998
7	Mr	James	Cleese	M	102 Wood Lane	Lancre	LN1 8AZ	01762 119661	29/06/1980
8	Mr	Paul	Fredericks	M	Grange Farm	Hickley	LN3 1CC	01762 226354	30/07/1943
9	Mr	Phillip	Greener	M	20 Puddle Lane	Lancre	LN2 8CA	01762 776856	01/07/1994
10	Miss	Pamela	Charterhouse	F	93 Green Lane	Lancre	LN2 7BB	01762 023456	01/02/1987
11	Miss	Pauline	Andrew	F	High View Farm	Hickley	LN3 3BJ	01762 225467	03/07/1990
12	Mrs	Liu	Xa	F	2 Oak Terrace	Hickley	LN3 1BL	01762 225537	04/07/1981
13	Mr	Norman	Cowdrey	M	5 Lakeside Road	Lancre	LN2 8BF	01762 013378	09/07/1943
14	Mrs	Hilda	Cowdrey	F	5 Lakeside Road	Lancre	LN2 8BF	01762 013378	06/09/1945
15	Mrs	Emily	Baxter	F	108 Bennett Street	Lancre	LN2 4CG	01762 018898	15/07/1946
16	Mr	Lenny	Poole	M	106 Bennett Street	Lancre	LN2 4CG	01762 015678	09/09/1950
17	Miss	Heather	Taylor	F	86 Pine Crescent	Hickley	LN3 4CC	01762 225399	08/10/1996
18	Mrs	Eliza	Williamson	F	56 Kestrel Road	Hickley	LN3 4DE	01762 225597	10/07/1960
19	Mrs	Jaime	Khan	F	78 Grange Lane	Lancre	LN1 2BF	01762 015655	11/07/1963
20	Mr	Stephen	McNought	M	3 Park View	Lancre	LN2 9ED	01762 026784	12/07/1984
21	Miss	Joanne	Thompson	F	9 Shepherds Rise	Hickley	LN3 4FB	01762 225321	13/07/1991

Patient code	Title(s)	First Name	Last Name	Gender	Street	Area	Post Code	Phone	DoB
22	Dr	Varunani	Datta	M	5 Greystone Court	Lancre	LN1 8CS	01762 555491	18/07/1951
23	Mr	Alexander	Cornwall	M	66 Island Street	Hazeldene	LN6 1PA	01716 922096	15/07/1943
24	Ms	Lai	Wong	F	2 Golfhill Road	Hazeldene	LN5 1YS	01716 886364	22/05/1971
25	Ms	Anita	Accor	F	1 Kirkowen Drive	Hazeldene	LN6 1GN	01716 340545	12/02/1979
26	Mr	Shaun	O'Byrne	M	1 Manor Street	Hazeldene	LN6 2IF	01716 513159	20/01/1963
27	Mr	Stanley	Walker	M	35 Broughton Road	Hazeldene	LN5 2HY	01716 033991	13/10/1979
28	Ms	Harriot	Lima	F	6 Elm Quadrant	Hazeldene	LN6 2HD	01716 727612	21/08/1964
29	Mrs	Belinda	Hart	F	12 Heatherstane Way	Hazeldene	LN5 5XY	01716 939826	11/07/1970
30	Ms	Kathryn	Magnusson	F	6 Castle Road	Hazeldene	LN6 4TB	01716 907260	17/06/1979
31	Mr	Lima	Feuer	M	9 Parkhill Court	Hickley	LN3 8UZ	01762 225436	24/08/1971
32	Mr	Christian	Dark	M	59a Boyd Street	Whiteport	LN10 8NU	01716 433259	24/12/1966
33	Ms	Layla	French	F	3 Hall Crescent	Broughton	LN7 6BO	01716 173095	25/04/1933
34	Mr	Stefan	Donnington	M	19 Towerview Street	Whiteport	LN10 3IN	01716 096958	19/10/1978
35	Ms	Georgia	McKenna	F	19 Cookson Park	Hazeldene	LN5 6YP	01716 044382	21/10/1974
36	Mr	Brian	Padden	M	18 Goodwood View	Whiteport	LN10 6DJ	01716 490228	06/03/1969
37	Mr	Joel	Kinsman	M	21 Court Road	Hazeldene	LN5 6SK	01716 162880	05/02/1999
38	Ms	Anna	Cheung	F	12 Springfield Road	Lancre	LN1 8LI	01762 224147	15/02/1956
39	Mr	Harold	Franklin	M	1 Argyll Street	Wheaton	LN9 6FC	01716 464933	14/03/1968
40	Ms	Maria	Neville	F	9 Duncombe Cresc.	Hickley	LN4 8MN	01762 315447	14/03/1971
41	Mr	Henrick	Fossy	M	8 Parkhill Court	Broughton	LN7 8UZ	01716 434522	21/09/1993
42	Mrs	Beryl	Church	F	71 Devon Road	Lancre	LN2 4YB	01762 225358	12/02/1968
43	Ms	Vicki	Bilsen	F	7 Winton Way	Whiteport	LN10 3PU	01716 545011	27/03/1981
44	Mr	Gustav	Pucini	M	7 Starbeck Road	Hazeldene	LN5 7PD	01716 352079	19/01/1945
45	Mrs	Betty	Cornwall	F	66 Island Street	Hazeldene	LN6 1PA	01716 922096	11/06/1959
46	Miss	Paula	Cornwall	F	66 Island Street	Hazeldene	LN6 1PA	01716 922096	12/06/1974
47	Mr	Antonio	Baptista	M	53 Springfield Street	Hazeldene	LN6 1PF	01716 470569	09/08/1968
48	Ms	Anna	Ashton	F	51 Camam Court	Hazeldene	LN5 7DI	01716 559198	19/02/1949
49	Mrs	Antonia	Henry	F	5 Williams Road	Hazeldene	LN5 2CH	01716 708986	14/02/1949
50	Ms	Raban	Neva	F	15 Welling Avenue	Hazeldene	LN6 7AG	01716 741963	22/06/1969
51	Mrs	Amy	Mandleson	F	5 South Place	Hazeldene	LN5 5UJ	01716 893832	24/10/1974
52	Mr	Jonathan	Steele	M	5 Parker Avenue	Broughton	LN7 5JG	01716 216424	15/06/1993
53	Mr	Vijay	Gomez	M	5 Hendon Valley Rd	Hazeldene	LN5 4UN	01716 876848	03/09/1962
54	Mr	Phil	Kang	M	49 Lindisfarne Street	Whiteport	LN10 6FN	01716 893380	25/05/1952
55	Mr	Yan Yan	Fuji	M	43 Sandwich Road	Hickley	LN3 1EE	01762 317896	24/08/1951
56	Mr	Lawrence	Bunn	M	4 School Terrace	Whiteport	LN10 2VW	01716 350293	09/04/1942
57	Miss	Janetta	Rovelli	F	4 Murdoch Road	Ramsby	LN8 7XF	01716 339134	14/06/1949
58	Mrs	Avril	Jones	F	4 Main Holdings	Ramsby	LN8 3MW	01716 486942	11/01/1948
59	Ms	Maire	Padden	F	4 James Campbell Rd	Whiteport	LN10 3PB	01716 383420	10/06/1976
60	Mr	Imram	Khan	M	38 Granton Grove	Hickley	LN3 8WB	01762 132448	15/04/1973
61	Ms	Barbara	Vermont	F	3 Whinfield Road	Hazeldene	LN5 6KK	01716 474880	27/08/1957
62	Mr	Johnston	Latiner	M	3 Forth Avenue	Lancre	LN2 8MD	01762 225151	25/08/1972
63	Mr	Neville	Cowdrey	M	5 Lakeside Road	Lancre	LN2 8BF	01762 013378	18/02/1993
64	Ms	Davina	Edberg	F	22 Cromwell Road	Hazeldene	LN5 6TL	01716 555447	12/06/1943
65	Mr	John	Larsson	M	219 Stoney Avenue	Hazeldene	LN5 6JF	01716 629422	12/10/1956
66	Mrs	Karina	Takku	F	218 Robertson Way	Lancre	LN1 6KM	01716 614920	23/11/1973
67	Ms	Cloe	Crowther	F	19 Burn Court	Lancre	LN1 4MT	01762 544022	12/11/1985
68	Ms	Isabella	Phelps	F	17 Schivas View	Hazeldene	LN6 7EG	01716 008586	12/10/1979

Turn over ►

Patient code	Title(s)	First Name	Last Name	Gender	Street	Area	Post Code	Phone	DoB
69	Ms	Hilary	Calder	F	17 Cato Avenue	Hazeldene	LN5 7TM	01716 632361	10/04/1953
70	Mrs	Susan	Smith	F	13 South Road	Ramsby	LN8 1FY	01716 607719	24/04/1973
71	Mr	David	Peterson	M	11 Woodville Road	Ramsby	LN8 4NP	01716 211294	20/03/1951
72	Mr	Patrick	Billet	M	1 Woodview Road	Hazeldene	LN5 8LB	01716 302948	22/05/1943
73	Ms	Victoria	Franklin	F	22 Cromwell Lane	Wheaton	LN9 6TL	01716 932180	12/03/1978
74	Mr	Martin	Gomez	M	52 Camam Court	Hickley	LN3 7DI	01762 225440	02/08/1971
75	Mrs	Henrietta	Gomez	F	52 Camam Court	Hickley	LN3 7DI	01762 225440	28/05/1972
76	Mrs	Corrine	Dorne	F	27 Pentland Street	Hickley	LN4 2AC	01762 226840	24/05/1980
77	Ms	Dagmar	Mandleson	F	3 Hill Crescent	Hickley	LN3 5JG	01762 226354	21/07/1970
78	Mr	Danny	Fresniere	M	11 Woodville Road	Wheaton	LN9 4NP	01716 919165	24/09/1994
79	Mrs	Elizabeth	Fresniere	F	11 Woodville Road	Wheaton	LN9 4NP	01716 919165	24/05/1950
80	Dr	Yvette	Fresniere	F	11 Woodville Road	Wheaton	LN9 4NP	01716 919165	20/06/1970
81	Miss	Sandra	Fresniere	F	11 Woodville Road	Wheaton	LN9 4NP	01716 919165	24/05/1992
82	Mr	Jon	Takamuri	M	218 Robertson Close	Lancre	LN1 6KM	01762 296612	21/06/1959
83	Miss	Naoko	Takamuri	F	218 Robertson Close	Lancre	LN1 6KM	01762 296612	10/01/1962
84	Mr	Patricio	Feuer	M	9 Parkhill Court	Hickley	LN3 8UZ	01762 225436	02/06/1996
85	Mrs	Francesca	Feuer	F	9 Parkhill Court	Hickley	LN3 8UZ	01762 225436	28/07/1972
86	Ms	Petra	Feuer	F	9 Parkhill Court	Hickley	LN3 8UZ	01762 225436	24/05/1994
87	Miss	Liu Pau	Fuji	F	43 Sandwich Road	Hickley	LN3 1EE	01762 317896	23/05/1988
88	Mr	Ivan	Waterson	M	66 Peninsular Street	Wheaton	LN9 1PA	01716 900222	20/07/1996
89	Mr	Nabil	Khan	M	38 Granton Grove	Hickley	LN4 8WB	01762 132448	20/08/1975
90	Mrs	Helena	Khan	F	38 Granton Grove	Hickley	LN4 8WB	01762 132448	09/10/1974
91	Mr	Damian	Whiteside	M	3 Plaintree Street	Hickley	LN4 7PH	01762 222266	05/01/1947
92	Mrs	Margarita	Whiteside	F	3 Plaintree Street	Hickley	LN4 7PH	01762 222266	24/07/1985
93	Mr	Henry	Paphos	M	15 South Place	Hickley	LN4 5UJ	01762 653427	25/08/1967
94	Mr	Joseph	Frances	M	39 Blaeshill Avenue	Wheaton	LN9 2HD	01716 913347	12/09/1971
95	Mrs	Alana	Frances	F	39 Blaeshill Avenue	Wheaton	LN9 2HD	01716 913347	10/09/1971
96	Miss	Janine	Paphos	F	15 South Place	Hickley	LN4 5UJ	01762 653427	18/04/1971
97	Mr	Carlo	Neva	M	5 Wellburn Road	Hickley	LN3 7PD	01762 224441	21/04/1965
98	Ms	Janet	Kennedy	F	21 Cato Avenue	Hazeldene	LN6 7TM	01716 632336	11/04/1999
99	Miss	Valentina	Neva	F	5 Wellburn Road	Hickley	LN3 7PD	01762 224441	20/05/1986
100	Mrs	Marie	Crowther	F	19 Burn Court	Lancre	LN1 4MT	01762 544022	24/05/1960
101	Mr	Jalil	Cheung	M	12 Springfield Road	Lancre	LN1 8LI	01762 224147	25/05/1960
102	Mr	Frederick	Church	M	71 Devon Road	Lancre	LN2 4YB	01762 225358	18/05/1975
103	Mr	Kenneth	Schmitt	M	16 Watt Court	Hickley	LN4 6SK	01762 175443	26/01/1955
104	Mrs	Janette	Schmitt	F	16 Watt Court	Hickley	LN4 6SK	01762 175443	13/03/1976
105	Mr	Godrick	Neville	M	13A Lakeside Road	Lancre	LN2 8BG	01762 013377	22/10/1998
106	Mr	Peter	Chopston	M	9 Duncombe Cresc.	Hickley	LN4 8MN	01762 315447	06/08/1987
107	Miss	Katie	Smith	F	13 South Road	Ramsby	LN8 1FY	01716 607719	25/04/1994

Opening and closing times

	Weekday						Saturday	
	Morning session			Afternoon session			Morning session	
ROOMS								
Doctor's surgery 1	08:00	11:30		14:30	18:00			
Doctor's surgery 2	08:00	11:30		14:30	18:00			
Nurses' area	08:00	11:30		14:30	18:00			
Physiotherapy room	09:00	12:00		13:30	17:30			
Acupuncture room	09:00	12:00		13:00	17:00		09:00	12:00
Aromatherapy room	09:00	12:00		13:00	17:00		09:00	12:00
Osteopath's room	09:00	12:00		13:00	17:00		09:00	12:00
Reflexology room	09:00	12:00		13:00	17:00		09:00	12:00

Text files

Appointments for Dr Holmes

Dr Holmes 1st March 2010

08:00 Mrs Eliza Williamson
 08:15 Mr Damian Whiteside
 08:30 Mr Henry Paphos
 08:45 Mr Joseph Frances
 09:00 Mr Jalil Cheung
 09:15 Miss Pamela Charterhouse
 09:30
 09:45 Mr Kenneth Schmitt
 10:00 Ms Isabella Phelps
 10:15 Mr Phillip Greener
 10:30 Ms Vicki Bilsen
 10:45 Miss Pauline Andrew
 11:00
 11:15 Mr Stefan Donnington

14:30 Ms Anna Ashton
 14:45 Mr Nabil Khan
 15:00 Mr Patrick Billet
 15:15 Ms Maire Padden
 15:30 Mrs Avril Jones
 15:45
 16:00 Mr John Larsson
 16:15 Miss Naoko Takamuri
 16:30 Mrs Briony Johnson
 16:45 Mrs Jaime Khan
 17:00
 17:15 Mr Peter Chopston
 17:30 Miss Paula Cornwall
 17:45

Appointments for Dr Watson

Dr Watson 1st March 2010

08:00 Mrs Alana Frances
 08:15 Mrs Liu Xa
 08:30 Mr Stephen McNought
 08:45 Miss Joanne Thompson
 09:00 Dr Varunani Datta
 09:15 Ms Anita Accor
 09:30 Mr Shaun O'Byrne
 09:45
 10:00 Mr Vijay Gomez
 10:15 Ms Georgia McKenna
 10:30
 10:45 Ms Raban Neva
 11:00 Mr Paul Fredericks
 11:15

14:30 Mr Jon Takamuri
 14:45 Mrs Hilda Cowdrey
 15:00 Mrs Francesca Feuer
 15:15
 15:30 Ms Maria Neville
 15:45 Mr Antonio Baptista
 16:00 Mr Yan Yan Fuji
 16:15 Ms Hilary Calder
 16:30
 16:45 Mrs Catherine Robson
 17:00 Mrs Amy Mandleson
 17:15
 17:30 Ms Harriot Lima
 17:45 Miss Jayne Belcher

Turn over ►

Other health services

Other Health Services

Nurses

There are two nurses available during the practice hours

The nurses' area is open from Monday to Friday each week, 08:00 to 11:30 and from 14:30 to 18:00

Patients may be referred to a nurse by their doctor.

Nurses offer the following services which can be accessed without referring to the doctor:

Administering treatment to minor injuries or burns;

Undertaking blood tests;

Changing bandages and dressings;

Administering inoculations.

Physiotherapy

There is one physiotherapist available during the practice hours

The physiotherapy room is open from Monday to Friday each week 09:00 to 12:00 and from 13:30 to 17:30

Patients may be referred to the physiotherapist by their doctor.

Complementary Health Practices

The following complementary health practices are available:

Acupuncture

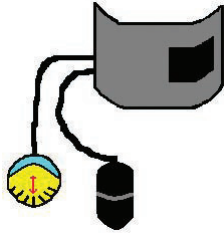
Aromatherapy

Osteopathy

Reflexology

The four complementary health practice rooms (for Complementary Health Practitioners: acupuncture specialist, aromatherapist, an osteopath and reflexologist) are open from Monday to Friday each week, 09:00 to 12:00 and from 13:00 to 17:00 and Saturday morning from 09:00 to 12:00.

Graphics files - Hickley Medical Practice (in jpg and gif formats)



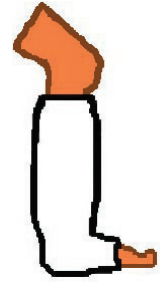
Blood pressure 1



Blood pressure 2



Blood pressure 3



Broken leg



Doctor 1



Doctor 2



Medical practice



Reflex hammer 1



Reflex hammer 2



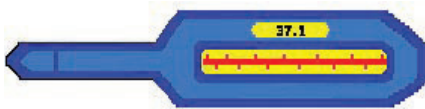
Stethoscope 1



Stethoscope 2



Syringe



Thermometer 1



Thermometer 2

Other graphic files (in jpg and gif format)



Practice logo

There is no further information printed on this page

All photographic images are credited to Claypath and University Medical Group, Durham
All names and addresses in this booklet are fictional and any representation of these to real people or locations is purely coincidental.

Copyright © 2008 AQA and its licensors

Version 1.0

The Assessment and Qualifications Alliance (AQA) is a company limited by guarantee registered in England and Wales 3644723 and a registered charity number 1073334.
Registered address AQA, Devas Street, Manchester M15 6EX Dr Michael Cresswell Director General.

AQA retains the copyright on all its publications. However, registered centres for AQA are permitted to copy material from this booklet for their own internal use.