

Part 4. Questions 16 – 20

You will hear two phone calls to the helpline. For questions 16 to 20, complete the doctor's notes below. Use **no more than three words and/or a number** for each answer. Write the correct answer in the space provided on your answer sheet.

<u>Doctor's Notes</u>	
Name	16. _____
Problem	Backache
Likely cause	Carrying his school bag on 17. _____
Advice	• Carry school bag correctly • Carry fewer 18. _____ in the bag

<u>Doctor's Notes</u>	
Name	Molly
Problem	19. _____ • Not sleeping very well
Likely cause	Spending too much time on her computer.
Advice	• Spend less time playing computer games • Do more 20. _____