

Pre-listening :

What do you know about Spain's Health Care System back in 2009 ?

- 1) world ranking : one of the best in the world (WHO) 7th in the world
- 2) type of health coverage : universal
- 3) life expectancy : one of Europe's highest

1) See if you were right as you are listening and correct/complete your answers

2) Who are the people you hear ? Match the names on the right with the descriptions on the left to present each of them.

1 Host	A Ms Avayeda
2 Unenthusiastic kidney recipient	B Jerome Socolovsky
3 Patient who used to be treated in private clinics	C Mr Jorge Ordya

1 B 2 C 3 C

Who said what ? Match the speakers on the left with the statements on the right

Host La Paz hospital is considered one of the best

Ms Ayeda felt like a new person and was very happy with service and personnel

Mr Jorge Ordya the personnel service was not perfect

3) More details : now listen to the whole extract and take notes in the table below

Spain Health care : positive comments	Spain's Health care : negative comments
Excellent doctors Nice nurses, good service Good care 1/3 fewer deaths in Spain caused by delayed access than in the US the state is required to provide universal health care (ahead of America even though it spends much less on health care) System covers virtually every need Thousands of primary care clinics even in small villages	Uncomfortable hospitals but patients don't mind Some patients complain about service (ups and downs) Long wait to see specialists and get some procedures Physicians are underpaid and overworked

<p>Choice of doctors, no co-payments, no claims forms Undocumented migrants are treated Noone is turned away No rationing (including very old patients)</p>	
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