



VOCABULARY BANK

Public Places and Services

Public Places and Services | Bank 2: healthcare, transport and local services | Cambridge IGCSE ESL 0511

1. Quick confidence check

Before you study the topic, mark the column that best describes your confidence with each word or phrase.

Word or phrase	New to me	I recognise it	I can use it
public service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
healthcare centre	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
medical appointment	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
emergency service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
public transport	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
disabled access	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
waiting time	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
affordable service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
local council	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
improve facilities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
serve the community	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
deal with complaints	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

2. Vocabulary bank

Here are some useful words, adjectives, verbs and chunks that can be reused in exam answers. If you are not sure of their meaning, check online or ask your teacher.

Category	Useful vocabulary
Services	public service, healthcare centre, emergency service, public transport, local council, affordable service
Access	disabled access, waiting time, medical appointment, clear information, reliable service, serve the community
Improvement	improve facilities, deal with complaints, reduce delays, repair equipment, listen to residents, provide support
Opinion chunks	A good public service should..., Waiting times can be reduced by..., Local councils need to..., Disabled access is important because..., Residents may complain if...

3. Match the meaning

Match each word or phrase with the correct meaning. Then choose four and write your own examples.

No.	Word or phrase	Meaning
1	public service	a. features that help disabled people use a place or service
2	healthcare centre	b. the organisation responsible for local services in an area
3	disabled access	c. a service provided for people in the community
4	waiting time	d. respond to problems reported by users
5	local council	e. a place where people can get medical help
6	deal with complaints	f. the amount of time people wait before being served

4. Build useful chunks

Choose useful chunks from the grid. Then write three natural sentences you could use in a speaking or writing answer.

Useful chunk	Useful chunk	Useful chunk
public service	healthcare centre	emergency service
public transport	disabled access	waiting time
local council	improve facilities	deal with complaints

1. _____
2. _____
3. _____

5. Read in context

Read the text. The bold words are from the vocabulary bank.

Improving Local Services

A good **public service** should be reliable, affordable and easy to use. People depend on services such as transport, healthcare and emergency support.

At a **healthcare centre**, long **waiting times** can make patients frustrated. Clear booking systems and enough staff can help reduce delays.

Public buildings and transport should also have **disabled access** so that everyone can use them safely and with dignity.

The **local council** needs to listen to residents, **deal with complaints** and improve facilities when problems are repeated.

6. Check your understanding

Answer the questions in your own words. Use the vocabulary bank where it fits naturally.

READING CHECK

1. What should a good public service be like?

2. Why can long waiting times be a problem?

3. Why is disabled access important?

4. What should a local council do when problems are repeated?

VOCABULARY IN CONTEXT

What does 'local council' mean?

- A. The organisation responsible for local services in an area
- B. A private online shop
- C. A group of tourists
- D. A school sports team

What is the writer's main view?

- A. Local services should be reliable, accessible and responsive.
- B. Waiting times do not matter.
- C. Disabled access is unnecessary.
- D. Complaints should always be ignored.

7. Use the vocabulary

Task	What to do
Speaking 1	Describe one public service that people use often.
Speaking 2	Discuss this question: Which local service should be improved first?
Writing	Write a short paragraph explaining how public transport could be improved.
Review	Return to the confidence table. Choose one item you want to improve and write a clear example sentence.

8. Topic discussion questions

Use these for pair work, small-group discussion, or speaking-test warm-up practice.

- What public service is most important in your area?
- How can healthcare centres reduce waiting times?
- Why is disabled access important?
- Should public transport be cheaper?
- How should councils deal with complaints?

**ANSWER KEY**

Public Places and Services

3. Match the meaning

1. c = a service provided for people in the community
2. e = a place where people can get medical help
3. a = features that help disabled people use a place or service
4. f = the amount of time people wait before being served
5. b = the organisation responsible for local services in an area
6. d = respond to problems reported by users

6. Check your understanding

1. Reliable, affordable and easy to use.
 2. They can make patients frustrated.
 3. So everyone can use places and services safely and with dignity.
 4. Listen to residents, deal with complaints and improve facilities.
- MCQ 1: A. The organisation responsible for local services in an area.
- MCQ 2: A. Local services should be reliable, accessible and responsive.