

# A guide to working on the Poole Hospital site

January 2023



We are **caring** **one team** **listening to understand** **open and honest** **always improving** **inclusive**

# Refreshments and facilities

## Dolphin restaurant

The recently upgraded Dolphin restaurant provides a range of food and beverages for everyone to enjoy.

This relaxed environment offers a comprehensive service throughout the day comprising of hot and cold drinks to either drink in or take away, a fully cooked breakfast, a two course cooked lunch and deli bar including freshly made nutritious soups, a self-service salad bar and various grab and go items. A fully cooked two course evening meal is also available.



## Purbeck Rise

We have a small tea bar located in the main entrance area called Purbeck Rise, where you can purchase many of the grab and go offerings mentioned above, also hot and cold drinks to take away.

## Costa

Located in the main entrance, Costa serves a variety of hot and cold drinks and food, as well as cakes and snacks.



## Marks and Spencer counter

Selling a variety of sandwiches and snacks. Located in the main entrance within WH Smiths.



## WH Smith

Located in the main entrance, selling a range of magazines, books, snacks and toiletries, and also has a Marks and Spencer counter.



## Stock shop clothing store

The Stock shop is located in the main entrance of the hospital and sells a range of clothing.

## Delimarché

The shop sells an extensive range of confectionery, stationery, basic toiletries, toys, papers and magazines, as well as greeting cards. It is located just inside the north entrance and is open daily.

## Lloyds pharmacy

Located in the dome near entrance eight on the lower ground floor. Opening hours: Monday to Friday, 9am-6pm, Saturday 9am-1pm.

Lloyds pharmacy provides pharmacy services to outpatients, including dispensing prescriptions for those seen in clinics and in the emergency department. The pharmacy also stocks a variety of over the counter items and a team of staff are available for advice about medicines or healthcare.



## Cash machines

The nearest free cash machine to the hospital is located outside the BP garage facing the main hospital site on Longfleet Road.

## Chapel

There are chapels available for use on our sites and all faiths are welcome. For more information about the facilities and the hospital chaplains click [here](#).



## Amazon lockers

There are a number of Amazon lockers now on site for staff to use for personal deliveries. To use the lockers you need to select the locker called 'Spencer' as your delivery address when at the checkout for your Amazon purchase. The lockers are located at the rear of the radiotherapy unit (pink zone), opposite the child development centre.

# Meeting rooms and other facilities

## Staff room

Each department has its own local arrangements, please contact your manager.

## Meeting rooms

Booking meeting rooms can be accessed through the homepage of the [intranet](#).

## Hot desking

Please contact your department manager for local information on docking stations for Trust laptops available within your area.

A 'hot desking' offsite facility is currently being developed as part of the capital build plans with an onsite Hub at Yeomans Way, BH8 0BJ. Further booking guidance to follow.

## Changing rooms

There are free shower facilities for all staff to use in the following locations:

- Philip Arnold Unit Level 1 (K Block) Rooms: K1-30 (male) and K1-33 (female)
- F Block Level LG (Staff ID used for entry so must have had badge updated for Poole site, ID badge office located next to occupational health in portacabin)
- Please visit the FM/porters helpdesk in F Block Level LG with your staff ID badge for access codes.

## Lockers

Please contact your department manager for local locker provision in your working area.



# IT and digital technology

## Logging on to a desktop computer

For RBH/Christchurch based employees logging on remotely, use the prefix user name **Rbch\**

For Poole based employees, use:  
**Xpoole\**

## IT toolkit pages (clinicians only)

<https://intranet.rbch.nhs.uk/index.php/it-training-department/user-guides/it-training-guides-for-doctors>

For all IT queries please contact the IT service desk on ext. **4222** (RBCH) or ext. **2347** (Poole).



## Telephones

Telephone numbers for dialling Poole, the Royal Bournemouth and Christchurch hospitals have changed. Our new numbers begin with the prefix **0300 019**. Calls from the hospital to you also begin with our new prefix.



Switchboard numbers remain the same:

- Royal Bournemouth Hospital:  
**01202 303 626**
- Poole Hospital:  
**01202 665 511**
- Christchurch Hospital:  
**01202 486 361**

If you don't have the new number to hand for the person or department you are trying to reach, but have the old number, just dial **0300 019** and add the last four digits of the old number to the end.

## Details for bleeping

On Poole site to bleep RBH:

Dial **783701** Pager # Ext #

On Poole site to bleep for Poole based staff:

Dial **701** Pager # Ext #

## Printers

Several multifunction devices are available across the site. They provide facilities for emailing, printing, copying and scanning. Access for printing can be requested from any trust computer through the IT Self-Service Portal. Open the web browser and select › **IT Self-Service Portal** › log on as you would log onto a trust computer

## WIFI

Free Wi-Fi is now available for staff, patients and visitors to the hospital, kindly funded by the Poole Hospital Charity. It can be accessed with the following steps

1. turn your devices Wi-Fi on
2. select 'NHS Wi-Fi' from the available networks list
3. open your browser and follow the on screen instructions to register or log on
4. enjoy your free Wi-Fi.

## The App

The UHD staff app brings together useful information and resources at your fingertips, wherever you are, from your mobile phone. We'll also be able to keep in touch using urgent notifications on any important news or urgent messages that might affect your day to day work.



Scan the QR code with your camera then click on the link to download.

# Parking, safety and security

## Parking

A multi-storey car park is situated on the main hospital site, the entrance to which is on Longfleet Road (a covered walkway from the car park (level G) leads to the main hospital). The payment terminal for the multi-storey is in the main entrance and accepts coins, notes or credit / debit cards.

Payment may also be made at the security/ car parks office which is also located in the main entrance next to reception (card only). Please make sure that you make payment before returning to your vehicle.

The car parking office is in the main entrance next to the hospital reception. Applications can be made for permits holders for a reciprocal permit allowing parking across all of the hospital sites in designated spaces. <https://intranet.poole.nhs.uk/index.php/travel>.

Motorcycles can be parked for free of charge in the designated motorcycle parking areas.

## Bicycle storage

There are various hoops around site for locking up bikes. The site also has a secure storage area beneath the yellow zone entrance which can be accessed with your staff badge.

## Changing rooms

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- Please visit the FM/porters helpdesk in F Block Level LG with your staff ID badge for access codes.

## Security (includes ID badges)

UHD ID/access cards are site specific in that they will only operate on the site at which they were issued. Should cross site access be required, you will need to attend the relevant ID card admin to have the card activated for that site. For enquiries, contact: [steve.leatherbarrow@uhd.nhs.uk](mailto:steve.leatherbarrow@uhd.nhs.uk) or ext. **8051**.

## Fire safety

As part of your local induction the fire evacuation plan for your work area will be explained. If you hear the fire alarm:

- if sound is **CONTINUOUS** the fire is in your area
- if sound is **INTERMITTENT** the fire is nearby

## Useful numbers

Chaplain	<b>2167</b>	Library	<b>2101</b>
Education and Training	<b>2100</b>	Occupational health	<b>2035</b>
Estates	<b>8056</b>	PALS	<b>8499</b>
Fire	<b>2480</b>	Payroll	<b>2413 / 2660 / 2875</b>
IT helpdesk	<b>2347</b>	Pensions	<b>2900</b>
IT training	<b>3112 / 2525 / 3272</b>	Porter help desk	<b>2340</b>
Human resources	<b>2221</b>	Car park office	<b>8040</b>

# Poole Hospital Ward and Department Guide



University Hospitals Dorset  
NHS Foundation Trust



Accessible Toilets	Blue	0
Acute Cardiac Unit (ACU)	Purple	-1
Acute Medical Unit (AMU)	Purple	2
Adult Changing Area	Purple	0
Ambulatory Emergency Care (AEC): Medical	Purple	0
Ambulatory Emergency Care (AEC): Older People	Orange	3
Bereavement Service	Blue	1
Blood Testing (Phlebotomy)	Pink	0
Brownsea Ward	Yellow Zone A	0
Cardiology Department	Purple	1
Car Park	Main Entrance	-1
Cash Office	Yellow Zone A	1
Charity Office	Yellow Zone A	1
Child Development Centre	See map	
Children's Assessment Unit	Pink	1
Children's Day of Surgery Unit	Pink	1
Children's Outpatient Department	Pink	1
Churchfield House	See map	
Clinical Neurophysiology	Green	1
Cornelia House	See map	
Costa Coffee	Main Entrance	-1
Critical Care Unit (CCU)	Orange	2
CT	Blue	0
Day Surgery Unit	Pink	2
Day Theatres	Pink	0
Del Marche	North Entrance	1
Dermatology	Yellow Zone A	-1
Diabetes Centre	Yellow Zone A	-3
Dolphin Restaurant	Purple	-1
Dorset Adult Integrated Respiratory Service (DAIRS)	Yellow Zone A	-2
Dorset Breast Screening Unit	Purple	0
Dorset Cancer Centre - Day Hospital	Yellow Zone A	-1
Dorset Epilepsy Service	Green	1
Dorset Multiple Sclerosis Service	Green	1
Dorset Neuromuscular Service	Green	1
Durlston Ward	Pink	-1
Education Centre	See map	
Endoscopy Suite	Yellow Zone A	-1
Harbourside Gynaecology Unit	Blue	5
Hospital at Night Team	Orange	0

Kimmeridge Ward	Yellow Zone A	0
Ladybird Unit	Pink	0
Library	See map	
Lilliput Ward	Yellow Zone B	-1
Logistics	Blue	-1
Lulworth Ward	Yellow Zone B	0
Lytchett Ward	Yellow Zone B	-2
Main Reception	Main Entrance	-1
Main Theatres	Blue	3
Maternity Hospital (St Mary's)	See map	
Medical Disinfection Unit (MECDU)	Green	-1
Medical Health Records	Yellow Zone A	-2
Medical Photography & Media Services	Blue	1
Medical Physics	Blue	-1
Microbiology	Orange	1
Mortuary & Viewing Room	Blue	-1
MRI	Blue	-1
Nuclear Medicine	Blue	-1
Neuro Vascular (TIA) Clinic	Yellow Zone A	0
Neurological Assessment & Specialist Rehabilitation Unit (NASRU)	Green	0
Oncology Assessment Unit	Yellow Zone A	-1
Oncology Outpatient Department	Pink	-2
Operations Room	Orange	0
Out Reach	Orange	0
Outpatient Clinic Area 1	Pink	0
Outpatient Clinic Area 2	Pink	0
Outpatient Clinic Area 3	Pink	0
Outpatient Department	Pink	0
Outpatient Treatment Centre	Pink	0
Paediatric Wards (Wards A1 & A2)	Pink	1
Parking Office	Main Entrance	-1
Parkinsons Service	Green	1
Parkstone House	See map	
Pathology (Specimens)	Orange	0
Patient Experience Hub	Pink	-1
Patient Transport Waiting Area	Dome	-1
PET	Blue	-1
Pharmacy	Blue	-1
Hospital Lloyds	Pink	-1
Phlebotomy (Blood Testing)	Pink	0
Plaster Room	Pink	0
Portering Helpdesk	Blue	-1
Portland Ward	Green	0
Prayer Space	Blue	1
Pre-operative Assessment Clinic	Pink	2

Private Patient Office	Orange	0
Property Office	Blue	0
Public Health Laboratory	Orange	1
RACE Clinic	Orange	3
Radiology Department	Blue	0
Radiotherapy	Pink	-2
Respiratory Department	Purple	1
Restaurant (Dolphin)	Purple	-1
Resuscitation Department	Purple	-1
Rheumatology	Yellow Zone A	-1
Sandbanks Ward	Yellow Zone A	-2
Security Office	Main Entrance	-1
Self Check In for Outpatients (Pink Zone, Purple Zone and Orange Zone)	Main Entrance	-1
Sewing Room	Blue	-1
Shops	Purple	0
Specimens (Pathology)	Orange	0
St Mary's Maternity Hospital	See map	
Stock Shop	Main Entrance	-1
Stroke Unit	Yellow Zone A	0
Studland Centre	Yellow Zone A	-1
Surgical Assessment Unit	Blue	4
Temporary Staffing Office	Orange	0
Therapy Services	Pink	-1
Travel Claims	Yellow Zone A	0
Treatment Investigation Unit (TIA)	Yellow Zone B	-2
Trust Management Offices	See map	
Ultrasound	Blue	0
Urgent Treatment Centre	Orange	0
Voluntary Service Café	Pink	1
Ward A1 (Paediatric)	Pink	1
Ward A3 (RACE Clinic)	Orange	3
Ward A4	Orange	4
Ward A5	Orange	5
Ward B1 (Paediatric)	Pink	1
Ward B2	Blue	2
Ward B3	Blue	3
Ward B4	Blue	4
Ward B5	Blue	5
Ward C3	Pink	3
Ward C4	Blue	4
Ward E3	Pink	3
WH Smith	Main Entrance	-1
X-Ray	Blue	0