

# A guide to working on the Poole Hospital site



August 2025

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

# Refreshments and facilities

## Dolphin restaurant

The Dolphin restaurant is available for everyone to enjoy. Offering a wide selection of freshly prepared products including cooked breakfast, a great selection of hot food, sandwiches and savoury snacks.

Why not relax with a coffee or cold drink in our outdoor seating area, weather permitting?

Opening hours: **7.30am-7pm daily.**



## Purbeck Rise

Purbeck Rise is available for everyone to enjoy, located near the main entrance offering hot and cold drinks including premium Lavazza coffee, freshly prepared sandwiches, hot snacks and confectionary to take away.

Opening hours: **9am-2pm Monday to Friday.** Closed on Bank Holidays.

## 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, Marks and Spencer is located in the main entrance within WH Smiths.



## WH Smith

WH Smith is located in the main entrance, selling a range of magazines, books, snacks and toiletries.



## Stock shop clothing store

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

## Boots pharmacy

Located in the dome near entrance eight on the lower ground floor.

Opening hours:

**Monday to Friday, 9am-6pm,  
Saturday 9am-1pm.**

Boots pharmacy provides pharmacy services to outpatients, including dispensing prescriptions for those seen in clinics and 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 our chaplaincy service, [click here](#).

## Parcel lockers

There are a number of Amazon and In-Post lockers available on site for staff to use for personal deliveries.

To use the Amazon locker you need to select the locker called 'Spencer' as your delivery address when at the checkout for your Amazon purchase. This locker is located at the rear of the radiotherapy unit (pink zone), opposite the child development centre.

An In-Post locker is located outside of Parkstone House.



# Meeting rooms and other facilities

## Staff room

Each department has its own local arrangements. Please contact your manager.

## Meeting rooms and hot desking

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

Hot desking is available through Ubook. UBook is a booking system for UHD staff to book various resources such as desks, offices, meeting rooms, training rooms and car park spaces across our sites.

Everyone with a UHD email address has an account automatically, and there is no need for a password as this is all part of your UHD single sign-on package. If you're a new user - you will be asked once only to 'register' (you will be asked for your department).

More information on UBook can be found [here](#).



# IT and digital technology

## IT toolkit pages

You can find a link to the informatics page here: [Informatics](#).

To log an IT job here [Log a job](#).

For all IT queries please contact the IT service desk on ext. **4222**.



## Telephones

Our telephone extensions all have a Direct Dial In facility with the prefix **0300 019**.

Add the four-digit extension number after the prefix to get the full Direct Dial In number.



Switchboard numbers are:

- Royal Bournemouth Hospital: **01202 303626**
- Poole Hospital: **01202 665511**
- Christchurch Hospital: **01202 486361**

If you receive a call from the hospital, it will identify as - **01202 466720**.

In the event of a major IT issue, our **Red Analogue** handsets will allow you to make a **2222** call.

## Bleeping/Alertive

We no longer use Bleeps at UHD. Instead, we now use the Alertive App, which can be used on smartphones (Trust and personal) and also on your PC/laptop.

The old Bleeps have been replaced by roles in Alertive. Message the role with your patient-related or non-patient query.

On your PC/laptop, access the app via Managed Bookmarks.

On your smartphone, download the app from your app store.

Details on using the Alertive system can be found on the [Telecoms](#) intranet page.

## Printers

Several multifunction devices are available across the site. They provide facilities for emailing, printing, copying and scanning. Access to these is automatic, but first use will require users to register their ID badge.

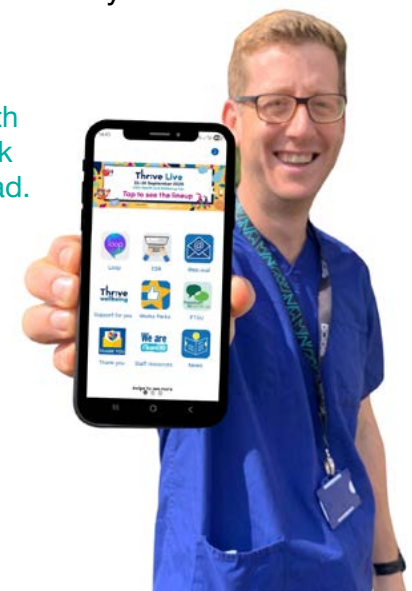
## WIFI

The Wi-Fi network called NHS Wi-Fi is available for patients and visitors throughout the site. You only need to sign up once to benefit from full access for a year. We have a separate Wi-Fi for colleagues to ensure the best uninterrupted access. Please note, you need to sign up with your NHS.net account.

## The App

The UHD staff app brings together useful resources and 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.



# Travel, safety and security

## Travel

There are many incentivised alternatives to single-occupancy car travel, including a new staff shuttle bus. Please see the [sustainable travel](#) pages on the intranet for more information.

The Trust has a limited amount of parking spaces available and operates a parking permit system to ensure that these spaces are allocated in a measured, fair and transparent way.

In order to begin parking your car at any UHD site, you will need a parking permit. Parking permits are managed via an application process, and upon receipt of your application, the car parking team will review your eligibility against a set list of criteria. You will be informed of your application at the earliest possible opportunity.

To begin your application, please email [uhdparking.permits@sabagroup.com](mailto:uhdparking.permits@sabagroup.com).

The car parking office is in the main entrance next to the hospital reception. Motorcycles can be parked free of charge in the designated motorcycle parking areas.

## Bicycle storage

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

## 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 is used for entry so you must have had your badge updated for the Poole site). The ID badge office is located in the main entrance
- Please visit the FM/porters helpdesk in F Block Level LG with your staff ID badge for access codes.



## Staff lockers

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



## Security (includes ID badges)

If you work across sites, please inform the ID office of this when collecting your ID. Your ID profile will be sent to the other site and activated remotely.

Please make it clear which hospital site(s) you are referring to when contacting the ID office

For enquiries, contact:  
**idadmin@uhd.nhs.uk**  
or **uhd.idadmin@nhs.net**  
from 1 September 2025  
or ext. **8051**. (**Monday to Friday, 10am-2pm**).

## 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>
Education and Training	<b>2556</b>
Estates	<b>8056</b>
Fire	<b>2480</b>
IT helpdesk	<b>4222</b>
IT training	<b>3112 / 2525 / 3272</b>
Human resources	<b>2221</b>
Library	<b>2101</b>
Occupational health	<b>2035</b>
PALS	<b>8499</b>
Payroll	<b>01722 336262</b>
Pensions	<b>7880</b>
Porter help desk	<b>2340</b>
Car park office	<b>8040</b>

# Poole Hospital Ward and Department Guide



University Hospitals Dorset  
NHS Foundation Trust



Accessible Toilets	Dome -1
	Orange 0
	Green 0
	Green 1
Acute Cardiac Unit (ACU)	Purple -1
Acute Medical Unit (AMU)	Purple 2
Adult Changing Area	Purple 0
Ambulatory Emergency Care (AEC):	Dome -1
Medical	Purple 0
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	Main Reception 1
Children's Assessment Unit	separate building See map
Children's Day of Surgery Unit	Pink 1
Children's Outpatient Department	Pink 1
Churchfield House	separate building See map
Clinical Neurophysiology	Green 1
Cornelia House	separate building 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	external access Yellow Zone A -3
Dolphin Restaurant	Purple -1
Dorset Adult Integrated Respiratory Service (DAIRS)	Yellow Zone A -2
Dorset Breast Screening Unit	external access 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	separate building 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	separate building 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)	separate building 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	separate building See map
Pathology (Specimens)	Orange 0
Patient Experience Hub	Pink -1
Patient Transport Waiting Area	Dome -1
PET	Blue -1
Pharmacy +:	Blue -1
Hospital	Blue -1
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 Hospital	separate building 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	Orange 0
Treatment Investigation Unit (TIA)	Yellow Zone B -2
Trust Management Offices	separate building 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