



August 2025

# A guide to working on the Royal Bournemouth Hospital site

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

# Refreshments and facilities

## New main entrance

Along with a new seating area, we have a brand-new Costa Coffee, Co-op, and Stock Shop in the main entrance of the BEACH Building (Zone B).

## Costa Coffee

Costa Coffee is open 24/7. Grab your favourite coffee or snack anytime. Plus, there is a dedicated NHS staff space for a well-earned break.



## Co-op convenience store

The Co-op offers fresh food, essentials, and great-value deals, including exclusive Co-op member pricing.

## Stock Shop

The shop provides high-quality clothing, essentials, and thoughtful gifts.

## New nooks

The new seating area features comfy cushions, charging ports, noise-absorbing walls, and ambient lighting. These new spaces offer a relaxing and functional environment.



## Perks and Rewards

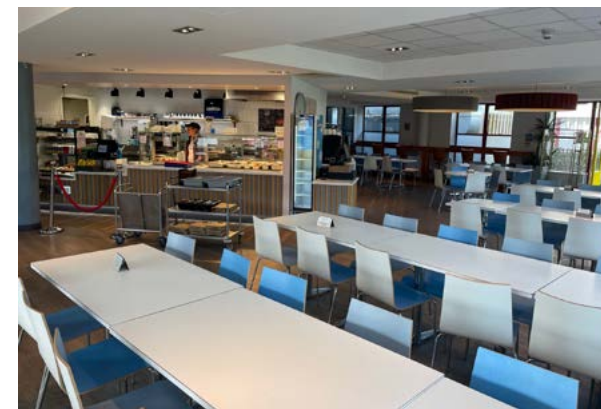
Download the Costa and Co-op apps for exclusive deals, loyalty rewards, and even click and collect for your coffee!

## Oasis restaurant

The Oasis is the main restaurant exclusively for staff. Located within the East Wing opposite the hospital's lake, it offers a wide selection of freshly prepared products including cooked breakfast, a great selection of hot food, sandwiches and savoury snacks at discounted rates.

Relax with a coffee or cold drink throughout the day while enjoying the view of the lake.

Oasis is open from **7.30am-7pm daily**



## Vending machines

Vending machines are conveniently located throughout the hospital offering hot and cold drinks and snacks.

## The Atrium



Atrium Coffee (formerly Atrium Café) is available for everyone to enjoy. It is located at the centre of the hospital, offering a wide selection of hot and cold food including lunches, savoury snacks, a wide selection of tray bakes, muffins and confectionery throughout the day.

The café is open from **7.30am-6pm Monday to Friday** and from **10am-5.30pm Saturday and Sunday**.

We also offer a 24/7 click & collect service where you can order a selection of hot and cold food and drink simply through the UHD app (Scan QR code)



This service is available:

**Monday to Friday 8am-6pm**

**Weekends: 10am-5.30pm**

**Tuesday to Sunday: Midnight-5.30am**

Website: [uhdatrium.food2go.co.uk](http://uhdatrium.food2go.co.uk)

## Café West

Café West is available for everyone to enjoy. It is located at the West entrance serving hot and cold drinks including premium Lavazza coffee.

Enjoy a savoury hot snack, freshly made sandwich or tray bake to complement your drink and a 20% discount when you present your NHS ID when paying.

Café West is open from **7.30am - 5pm Monday to Friday**.  
**(Closed on bank holidays)**.



## Boots pharmacy

Boots Pharmacy is located in the west wing by the orthopaedic outpatients entrance. It is available for inpatients and outpatients with a hospital prescription. It also sells a range of over-the-counter medicine and stocks a good range of takeaway sandwiches, drinks and snacks.



## Tesco Extra

**(Riverside Ave,  
Bournemouth BH7 7DY)**

Adjacent to the hospital is a large Tesco Extra, where you can find a wide range of food and drinks, homeware, petrol filling station and more.

Open **6am - 12am**  
(petrol, open 24 hours).

There are free cashpoints.



## Staff lockers

Lockers are available within our changing rooms for which there is limited availability and a waiting list held. You can email [travelteam@uhd.nhs.uk](mailto:travelteam@uhd.nhs.uk) or [uhd.travelteam@nhs.net](mailto:uhd.travelteam@nhs.net) from 1 September 2025 to request an application form. In addition, please contact your manager for any further locker provision in your working area.

## Parcel lockers

In-Post lockers available on site for staff to use for personal deliveries.

## Chaplaincy

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](#).



# 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 travel team office is currently located in the West Wing entrance lobby.

Staff parking for permit holders is in the multi-storey and areas marked on the map.

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

A new road called Seacole Way provides a direct link to Wessex Way for staff. All staff will have access to this road using their UHD staff ID badge.

## Bicycle storage

There are locked cycle sheds across the site. To obtain a key, please email [travelteam@uhd.nhs.uk](mailto:travelteam@uhd.nhs.uk) or [uhd.travelteam@nhs.net](mailto:uhd.travelteam@nhs.net) from 1 September 2025.



## Changing rooms

There are a number of shower and changing rooms located across the Trust for staff use.

These are located near residences (external) eye unit (internal) and cycle hub (external).

For access, please contact [travelteam@uhd.nhs.uk](mailto:travelteam@uhd.nhs.uk) or [uhd.travelteam@nhs.net](mailto:uhd.travelteam@nhs.net) from 1 September 2025.

## 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, email [IDadmin@uhd.nhs.uk](mailto:IDadmin@uhd.nhs.uk) or [uhd.idadmin@nhs.net](mailto:uhd.idadmin@nhs.net) from 1 September 2025 or contact: ext. **6638**. (**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>4221</b>
Education and Training	<b>4267</b>
Estates	<b>4291</b>
Fire	<b>5785</b>
IT helpdesk	<b>4222</b>
IT training	<b>4285</b>
Human resources	<b>4251 / 4252</b>
Library	<b>4270</b>
Occupational health	<b>4217</b>
PALS	<b>4886</b>
Payroll	<b>01722 336262</b>
Pensions	<b>7880</b>
Travel team	<b>6415</b>
Car park office	<b>5894</b>

## Royal Bournemouth Hospital site plan

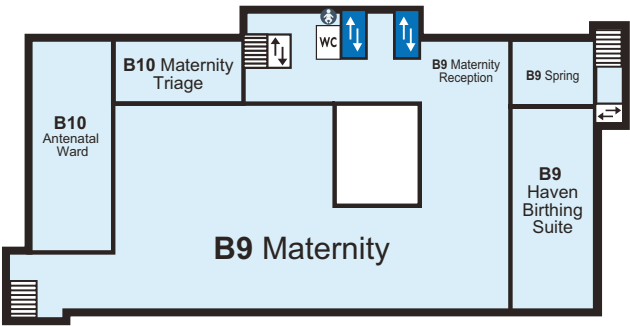
May 2025

### Key

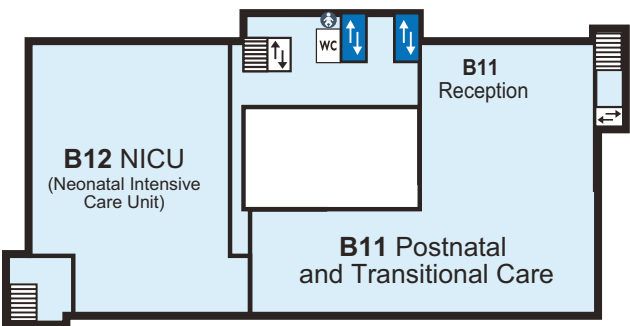
- Link corridors
- Stairs
- Lifts
- Staff lifts
- Baby change
- Coffee bar
- Coffee bar (staff only)
- Shop
- Toilets
- Disabled toilets
- Pharmacy
- Helicopter pad
- Public telephone
- Car parking for patients and visitors
- Disabled car parking
- Staff car parking
- Bus Hub
- Drop off point
- Bike hoops
- Building works
- New buildings
- West Wing
- Beach Building
- East Wing
- Externally accessed buildings
- External pedestrian route



# Second Floor

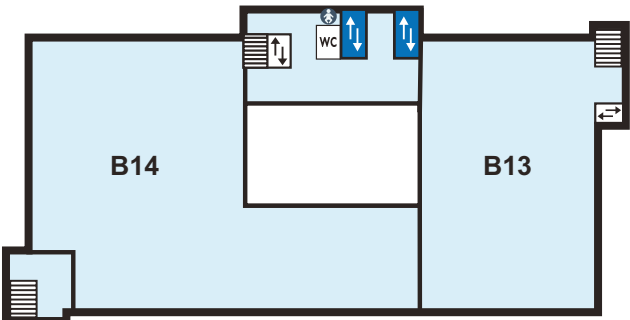


# Third Floor



# Fourth Floor

Opening later in 2025/26



# First Floor

