



University Hospitals
Birmingham
NHS Foundation Trust



Staff Handbook

www.uhb.nhs.uk



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Overview of merger



Dame Julie Moore
Chief Executive



Rt Hon Jacqui Smith
Chair

Welcome to University Hospitals Birmingham NHS Foundation Trust (UHB). This is an enlarged, combined organisation: the result of the merger by acquisition of Heart of England NHS Foundation Trust by UHB, to deliver more equitable patient access to better quality and integrated healthcare across Birmingham, Solihull and South Staffordshire.

The merged organisation will provide beneficial local and regional effects within the acute healthcare market and is aligned with regional and national healthcare strategies.

To reach this point, we have engaged with clinicians, clinical managers and staff within both trusts and with key stakeholders outside the organisations such as NHSI.

We can now move forward to consolidate the extensive performance gains made to date at HEFT under a single Board.

We will deliver direct clinical benefits to patients through the integration of appropriate clinical services and electronic systems to standardise clinical practice, protocols and quality standards which, in turn, should reduce variation and improve patient safety and outcomes.

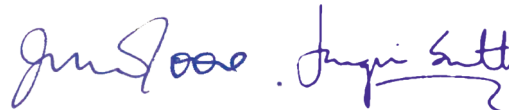
One organisation allows us to pool the best talent from both of the previous organisations and use staff more effectively across all sites, providing greater career and developmental opportunities for staff – and better retention of staff.

We will benefit from the integration of the administrative, education and training, financial and logistic and procurement services of both trusts and the new Trust will, over time, be able to re-invest into the development and sustainment of clinical services and sites.

We will maximise the use of the experience of research and development, existing relationships with academic partners and the new combined, diverse patient population to become world leading in medical research and innovation.

And we will create a more resilient organisation including financial sustainability, better able to influence and act as a supportive strategic partner within the Birmingham and Solihull (BSol) STP and the wider West Midlands' economy and healthcare market.

We look forward to working with you.

The image shows two handwritten signatures in blue ink. The signature on the left is 'Julie Moore' and the signature on the right is 'Jacqui Smith'. They are positioned side-by-side, separated by a small space.

Dame Julie Moore
Chief Executive

Rt Hon Jacqui Smith
Chair

Our Vision and Values

An important part of working together as one organisation is sharing a common purpose and approach to delivering our services. To create a truly integrated approach we have to work together, sharing information and best practice.

In reality what this means is that we are all one team – there is no ‘us’ and ‘them’. We are each personally accountable for the highest standards of behaviour and we should afford all employees, regardless of their previous employing organisation, the same level of co-operation, professional courtesy and respect.

Being truly integrated means that patients and service users, regardless of how they access the service, are met with the same level of professionalism, empathy and respect, and receive a consistently high standard of care.

To shape the way we do this, a single Trust-wide vision and five core values have been adopted. These are:

Our Vision: To build healthier lives

Our Values: Collaborative; Honest; Accountable; Innovative; Respectful



Who are we?

In September it was agreed, following consultation with staff, members, governors and each trust's respective Boards, that the legal name of the combined Trust would be University Hospitals Birmingham NHS Foundation Trust (UHB).

Each site will retain its existing name alongside 'part of University Hospitals Birmingham NHS Foundation Trust'.

New branding, corporate stationery and presentation materials will be rolled out. Templates for corporate documents, such as appraisal forms, will be updated over the coming weeks.

You will notice new signage around the sites to reflect the change in Trust name. However, it will not be possible to change the email addresses, IT or telephone systems immediately. Work will be carried out over the coming months to harmonise the internal infrastructure.



University Hospitals Birmingham NHS Foundation Trust runs the Queen Elizabeth Hospital Birmingham, Birmingham Chest Clinic, Heartlands Hospital, Good Hope Hospital, Solihull Hospital and various community services across the region.

UHB is a Foundation Trust and has approximately 50,000 members and employs more than 20,000 members of staff. It is one of the largest trusts in England, treating over 2.2 million patients each year, and has more than 2,700 beds across its sites.

The Trust has regional centres for trauma, burns, plastics, neurosciences, dermatology and cancer. It also has centres of excellence for vascular, bariatric and pathology services, as well as the treatment of MRSA and other infectious diseases. We also have expertise in HIV/AIDS, premature baby care, bone marrow transplants and thoracic surgery.

The Trust delivers approximately 10,000 babies each year and provides around 20,000 days of neo-natal care.

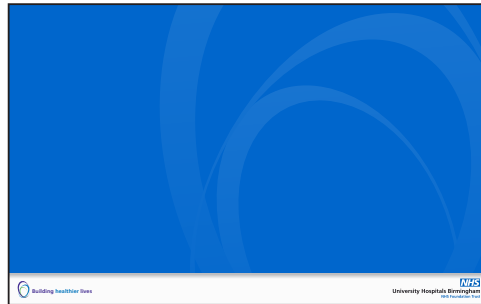
UHB has the largest solid organ transplantation programme in Europe and runs Umbrella, the sexual health service for Birmingham and Solihull. It is also home to the West Midlands Adult Cystic Fibrosis Centre and a nationally-renowned weight management clinic and research centre.

The Queen Elizabeth Hospital Birmingham is a Major Trauma Centre treating the most severely injured casualties from across the region. The hospital's single site 100-bed critical care unit is the largest in Europe.

The Trust hosts the Institute of Translational Medicine (ITM) and leads the West Midlands Genomics Medicine Centre as part of the national 100,000 Genomes Project.

UHB is also proud to host the Royal Centre for Defence Medicine (RCDM) at the Queen Elizabeth Hospital Birmingham. The RCDM provides dedicated training for defence personnel and is a focus for medical research. UHB also holds the contract for providing medical services to military personnel evacuated from overseas via the aero medical service. UHB is one of only a small number of hospitals that can provide the full range of medical specialties – trauma, burns, plastics, orthopaedics, neurosurgery, critical care – needed to treat the complex nature of conflict injuries, all under one roof.

The pioneering techniques in surgery and pain control that have been developed whilst treating military patients are now being used for civilian surgery in the UK and elsewhere and are being progressed through the Surgical Reconstruction and Microbiology Research Centre (SRMRC).



Essential Information

Foundation Trust status and Membership

UHB is a Foundation Trust (FT), which means it has greater freedoms to set its own agenda and reinvest monies into services it deems meet the needs of its population. To oversee this, there is a Council of Governors made up of stakeholder, public and staff governors to represent their constituents' views at Board level.

As a member of staff you are automatically enrolled as a staff member and are therefore entitled to vote in staff governor elections or, if you wish, to stand as a governor to represent your staff group.

Should you not want to become a staff member, please contact the Membership Office on 0121 371 4323 to advise the team of this.

Policies and procedures

Staff will continue to work in line with the existing local policies and procedures until such time that a revised policy or procedure is launched.

There are some policies, however, that are contractual and these must be adhered to, to ensure both you and the Trust meet your conditions of employment.

A list of these can be found on the respective hospital site's Intranet pages.

Transport

Getting to work

UHB's travel scheme, which is part of the Trust's Green Transport Plan, encourages alternative methods of travel and car sharing, and provides initiatives for other means of transport onto the site. Please see the Trust's intranet sites for further details:

<http://uhbhome/getting-to-work.htm> or
http://intranet_1/travel/

Parking

QEHB site

The main staff car parks are B1 and F. Staff using Car Park F will have a short walk across Mindelsohn Way, along a footpath, down to Car Park B1 and the Staff Entrance.

QEHB car parks:

Car Park K next to Morris Centre at QE- generally full at 07.30

Car Park B1 next to staff entrance to QEHB- generally full at 08.00

Car Park F next to Busy Bees/helipad on the top- generally full at 08.30

Car Park D next to Trust Headquarters- generally full at 09.00

Heartlands Hospital

Visitor parking is available at the main entrance of the hospital. Staff car parks are situated on Yardley Green Road, though there is limited staff parking on the Heartlands site. See parking pass eligibility on the next page.

Good Hope Hospital

There is limited parking on the Good Hope site, with visitor and staff spaces available via both the Rectory Road and Bedford Road entrances.

Solihull Hospital

There is limited parking on the Solihull site, with visitor spaces available via the Lode Lane entrance and staff spaces available via the Union road entrance.

Parking pass eligibility

UHB operates a car parking eligibility criteria policy. Parking fees for staff will be deducted from their pay and there is no free parking for staff. Staff will need to apply for a car parking permit to allow them to gain access to the staff car parks. Car parking will be reviewed on a regular basis and staff will be notified of any changes.

Heartlands Hospital criteria:

- Employees considered frontline (have direct patient contact and routinely work outside core hours (7am - 7pm, Monday to Friday))
- Employees who are Blue Badge holders
- Employees who meet the Temporary Mobility Permit criteria
- Employees who reside on site in Trust accommodation

QEHB Criteria:

- Employees who live more than 30 minutes from the hospital by public transport alternatives
- Employees considered frontline (have direct patient contact and routinely work outside core hours (7am - 7pm, Monday to Friday))
- Employees who are Blue Badge holders
- Employees who meet the Temporary Mobility Permit criteria
- Employees who reside on site in Trust accommodation

Disabled and drop-off parking

QEHB site

There are parking spaces for people with disabilities within all car parks at QEHB. Staff requiring a disabled space will be given a parking permit to be displayed in the windscreen of their car. All pedestrian routes are suitable for wheelchair use and people with physical or learning disabilities and impaired sight or hearing.

Free parking spaces, located around the QEHB site, are also available for specific categories of patients who require regular treatment (including renal dialysis, chemotherapy and radiotherapy) and for dropping off or collecting patients.

There are drop-off areas outside the QEHB Main Entrance and the Emergency Department. In addition, there is a public and taxi waiting area outside the Main Entrance and short-term waiting area outside the Emergency Department entrance.

Heartlands, Good Hope and Solihull hospitals (HGS)

All entrance tickets to visitor car parks allow free exit up to 30 minutes for drop off and pick up. There is no need to use the pay on foot machine; simply insert your ticket in the exit barrier.

Disabled parking spaces are provided in both visitor and on-site staff car parks, accessible at the Yardley Green Road (**Heartlands**), Bedford Road (**Good Hope**) and Union Road (**Solihull**).

Cycling to work

QEHB:

There are numerous cycle facilities including cycle racks, lockable storage units and cycle paths on the QEHB campus. Showering facilities are available on site.

Heartlands, Good Hope and Solihull hospitals (HGS)

There are five cycle storage lockers on the **Heartlands** site. These are located at the Maternity Unit, Undergraduate Centre, Warwick House, Hawthorn House and near Rowan Ward.

At **Solihull Hospital** cycle storage is close to the Mortuary, with public shelters by the North and South entrances.

Cycle racks are available at **Good Hope** Hospital and a gated shelter is located at the Fothergill ward block.

Keys for the lockers are available from the Parking Office with a refundable deposit of £10. Public shelters are available at the main and rear entrances of the hospital.

UHB offers all staff a corporate cycle scheme and discounts are also available via the corporate 'Cycle to Work' scheme-see intranet for details. Staff may also claim a nominal mileage if using a bicycle to attend meetings.

Public Transport

Travelling by train

QEHB site is served by University station. **Good Hope Hospital** is a short walk from Sutton Coldfield station, both of which are on the Cross City line. A regular Cross City service from Lichfield to Redditch has trains running in both directions every 10 minutes throughout the day (around every 20 minutes between 20:00 and 00:00).

It takes 7 minutes to travel by train from Birmingham New Street to University.

Other local services from Worcester and Hereford through to Birmingham also call at University around every half an hour. Trains from Nottingham, Tamworth, Bromsgrove, Droitwich Spa, Cheltenham and Cardiff also

call at University, which makes it easy to get to QEHB via train.

The train journey from Birmingham New Street to Sutton Coldfield takes approximately 20 minutes.

The nearest train station to **Heartlands Hospital** is Stechford, approximately two miles away.

Solihull Station is conveniently located a 15 minute walk from Solihull Hospital. The train journey takes approximately 30 minutes from Birmingham New Street station.

Travelling by bus

QEHB:

There are three bus stops at the Main Entrance of QEHB plus a stop/pick-up point for the hospital shuttle bus (merry-go-round). Buses serving the various hospitals include:

Queen Elizabeth Hospital Birmingham bus services

Hospital Site	Within 10-minute Walk	Bristol Road (15-minute walk)
48	11	x64
76	22	61
84	23	63
98	24	144
99	29	
647	29A	

HGS sites bus services

Heartlands Hospital	Good Hope Hospital	Solihull Hospital
11A	71	5
11C	902	6
73	904	37
28	905	49
97		58
		70, 71, 72, 73
		957
		966

Where can I eat?

Outlets on **QEHB** site include: .

QEHB Facilities	Monday-Friday	Weekend
Plaza Restaurant, Level 2, QEHB	07:30 - 20:00	07:30 - 20:00
Spice of Life, Atrium, QEHB	08:00 - 18:00	09:00 - 17:00
Cellar Restaurant, Basement, Nuffield House	07:00 - 15:00	Closed
Clock Tower Café, Main Corridor, Heritage Building	09:00 - 15:00	Closed
Costa coffee shop, QEHB, Level 0	08:00 - 20:00	08:00 - 20:00
Meeting Point Cafe, ITM Ground Floor	08:00 - 18:00	09:00 - 17:00
WH Smith outlets: Heritage Building (West Entrance), QEHB Atrium Nuffield House (Basement)	09:00 - 16:00 06:30 - 21:30 09:00 - 14:00	Closed 09:00 - 21:30 Closed

Outlets on Heartlands site include:

Heartlands Hospital Facilities		Monday-Friday	Weekend
Prince of Wales, Staff Restaurant, Education Centre	Breakfast	08:00-11:30	Closed
	Lunch	12:00-14:30	
Starbucks Coffee Shop, Main Entrance		07:00-19.30	09:00-17:00
Café One, Main Entrance	Breakfast	08:30-11:00	09:00-11:00
	Lunch	12:00-15:00	12:00-14:00
Marks & Spencer Food Hall, Main entrance		07:00-21:00	08:00-20:00

Outlets on Good Hope site include:

Good Hope Hospital Facilities	Monday-Friday	Weekend
Orchard Restaurant	08:00-15:00	08:00-12:00
Richard Salt Unit Coffee Shop	08:00-18:45	10:00-18:45
WH Smith	08:30-17:30	Closed
A&E Coffee Shop	08:00-21:45	08:00-19:15
Fothergill Block WVRS Coffee Shop	Mon-Thurs 09:00-19:00 Friday 09:00-16:00	Saturday 10.30-20:00 Sunday 13:00-17.30/20:00

Outlets on Solihull site include:

Solihull Hospital Facilities	Monday-Friday	Weekend
Seasons' Restaurant	08:00-14:30	Closed
Coffee Shop	08:00-19:15	Saturday 08:30-18:15 Sunday 09:30-18:15
WH Smith	07:30-18:00	10:00-16:00

Community and satellite locations

Birmingham Chest Clinic is on Great Charles Street between Newhall Street and Summer Row in Birmingham city centre. Patients coming by road can be dropped off at the front of the clinic. The nearest car parks are in Cambridge Street and Newhall Street.

Solihull Community Services

<http://www.heartofengland.nhs.uk/solihull-hospital/>

Need to know

Smoking

Patients and visitors are not permitted to smoke in either the Trust's buildings or designated grounds. Staff may only use designated staff smoking shelters and must have their uniforms fully covered while using the shelters. This applies also to the use of e-cigarettes and vaping devices.

Emergencies

QEHB: Incidents requiring immediate attention or requiring police attendance should be reported to the security suite on x119. For routine security matters at QEHB, including reporting of defects to security equipment, contact the Engie Helpdesk on x777.

Resuscitation Service

The number for contacting the crash team on all sites (QEHB and HGS) is call x2222. Staff need to tell the operator the location of the patient in cardiac arrest.

At **QEHB** you will be asked for the floor, ward and bed number. Staff need to make sure that the ward doors are open, ready to receive the crash team in order to save time.

At **HGS** sites you will be asked to confirm:

- adult emergency, location and site
- paediatric emergency, location and site
- maternal cardiac arrest, location and site
- obstetric emergency, location and site
- neonatal emergency, location and site

The crash team will have all-access security passes.

Security

The Security Service, run by Engie (QEHB site), manages the ID badge system on behalf of the Trust. Security provide a 24/7 response via x777 (QEHB) and 424 2999 (BHH), 424 7999 (GHH) or 424 5999 (SH).

ID badges

Every member of staff will be required to obtain and display an appropriate identification badge which will incorporate access to the staff entrances, wards and departments, as deemed appropriate to an individual's specific role and responsibilities. HEFT staff will receive new UHB badges over the coming months.

QEHB:

At QEHB, staff must complete an ID badge request form, authorised by an appropriate manager, and present it to the Security Office (Level 0, QEHB). Those who do not have an approved ID badge will need to obtain a temporary badge from the reception at the Main Entrance. Proof of identity will be required. The loss or theft of any ID badges must be reported to Engie (x777) immediately to ensure all access privileges allocated to the lost card are cancelled.

Heartlands, Good Hope & Solihull:

To obtain an ID card for Heartlands, Good Hope or Solihull sites employees must have an ID form authorised by their line

manager. The form and the drop-in ID badge sessions times are available on the A-Z under M-Medical Illustration-ID Badges. Alternatively contact the team on x43435.

Crime prevention

The security team has a proactive approach to crime prevention and liaises with the Trust and local police. It aims to enhance awareness of the risks of crime by displaying posters and carrying out security lectures and presentations as well as the use and management of access control, staff attack alarms, CCTV, alarms, intercoms, video links and other security equipment. All requests or enquiries regarding this service should be directed to the appropriate Security teams.

Equipment security

Departmental managers are responsible for the security of equipment in their department. Computers are security marked and user passwords arranged by the IT Services department.

Lost Property

QEHB:

Engie administer all lost and found property on QEHB site. Contact the Helpdesk on x777.

HGS:

Contact Security who hold any lost property found on HGS sites.

Cross-Site Working

Travelling between sites for meetings

Staff are able to make use of the various shuttle buses for meetings (see timetables on page 24).

Should the shuttle buses not be a viable option, please phone Transport (see page 28) first to check taxi/transport availability, especially if there is more than one person travelling. HGS staff need to use the 'taxi booking form' on the intranet under 'T'.

Where cost-effective, expenses may be claimed for the mileage and parking charges, however staff must be registered with their relevant Finance system (existing UHB or HEFT) to claim.

Staff may also claim mileage for cycling between sites provided they have registered with the expenses system; see the Intranet for details on how to do this.

Offices and meeting rooms

Trust Headquarters is located, Level 1, **QEHB**.

The senior management team at **HGS** are based on the Ground Floor, Devon House, on the Heartlands Hospital site.

Accommodation for consultants at **QEHB** is located in the management suite on Level 7. Office space for consultants at **HGS** sites is located within the speciality/department. Junior medical staff at **QEHB** have use the offices in the wards, team offices and the library for study. Libraries on **HGS** sites can also be used for study. Team office accommodation has been provided in each ward. Staff rooms are provided for all staff.

Seminar, lecture theatres and break-out areas are available in the Education Centre for educational activity.

Meeting space at **QEHB** can be booked through the Education Centre **QEHB**.
Roombookings@uhb.nhs.uk.

Heartlands, Good Hope and **Solihull** hospitals' respective education centres have a suite of rooms including lecture theatres, classrooms, clinical skills facilities and meeting rooms. To book a room contact:

Heartlands Education Centre: 0121 424 3513

Good Hope Education Centre & Partnership Learning Centre: 0121 424 9790

Solihull Education Centre: 0121 424 4187

Wherever possible, staff should consider conducting meetings via telephone conference. Teleconferencing can be arranged via Switchboard (from **QEHB**). To arrange teleconferencing between meeting rooms across the **HGS** sites, please call the Heartlands Education Centre.

Team Brief

All Staff Team Brief is held on all four hospital sites; please attend any of sessions you wish to.

Trust Team Brief

Date	Time	Venue
Monday 23 April	3pm-4pm (Senior Managers)	Lecture Theatre 3, Education Centre, QEHB
Monday 23 April	4pm - 5pm (All staff)	Lecture Theatre 3, Education Centre, QEHB
Tuesday 24 April	12 noon – 1pm (All Staff)	Education Centre, Heartlands*
Tuesday 24 April	1pm – 2pm (Senior Managers)	Education Centre, Heartlands*
Monday 21 May	3pm-4pm (Senior Managers)	Lecture Theatre 3, Education Centre, QEHB
Tuesday 29 May	1pm – 2pm (Senior Managers)	Education Centre, Heartlands*
Monday 25 June	3pm-4pm (Senior Managers)	Lecture Theatre 5, Education Centre, QEHB
Tuesday 26 June	1pm – 2pm (Senior Managers)	Education Centre, Heartlands*
Monday 30 July	3pm-4pm (Senior Managers)	Lecture Theatre 3, Education Centre, QEHB
Monday 30 July	4pm - 5pm (All staff)	Lecture Theatre 3, Education Centre, QEHB
Tuesday 31 July	12 noon – 1pm (All Staff)	Education Centre, Heartlands*
Tuesday 31 July	1pm – 2pm (Senior Managers)	Education Centre, Heartlands*
Monday 17 September	3pm-4pm (Senior Managers)	Lecture Theatre 2, Education Centre, QEHB
Tuesday 25 September	1pm – 2pm (Senior Managers)	Education Centre, Heartlands*
Monday 29 October	3pm-4pm (Senior Managers)	Lecture Theatre 5, Education Centre, QEHB
Monday 29 October	4pm - 5pm (All staff)	Lecture Theatre 5, Education Centre, QEHB

Date	Time	Venue
Tuesday 30 October	12 noon – 1pm (All Staff)	Education Centre, Heartlands*
Tuesday 30 October	1pm – 2pm (Senior Managers)	Education Centre, Heartlands*
Monday 26 November	3pm-4pm (Senior Managers)	Lecture Theatre 5, Education Centre, QEHB
Tuesday 27 November	1pm – 2pm (Senior Managers)	Education Centre, Heartlands*

*Or via a video link

Staff Case for Change Briefings

Date	Time	Venue
Tuesday 17 April	12.30pm -2.30pm	Lecture Theatre 3, Education Centre, QEHB
Wednesday 18 April	12 noon - 1pm	Lecture Theatre, Education Centre, Heartlands
Friday 4 May	9am - 10am	Lecture Theatre, Solihull Hospital
Tuesday 8 May	1pm-3pm	Lecture Theatre 3, Education Centre, QEHB
Wednesday 6 June	9am - 10am	Thomas Guy Lecture Theatre, Good Hope Hospital
Thursday 7 June	9am-11am	Lecture Theatre 3, Education Centre, QEHB
Wednesday 4 July	9am - 10am	Lecture Theatre, Education Centre, Heartlands
Thursday 5 July	9am-11am	Lecture Theatre 3, Education Centre, QEHB
Tuesday 7 August	10am - 11am	Lecture Theatre, Education Centre, Heartlands
Wednesday 8 August	1.30-2.30pm	Lecture Theatre 3, Education Centre, QEHB
Friday 7 September	10am - 11am	Lecture Theatre, Education Centre, Heartlands
Wednesday 12 September	2pm-4pm	Lecture Theatre 3, Education Centre, QEHB

Inter-site Shuttle Services

Regent Court/Yardley Court to QEHB

Depart Regent Court, Five Ways	Via Edgbaston	Departs Edgbaston
07:15	No	
07:35	No	
07:55	No	
08:15	No	
08:35	No	
08:55	No	
09:15	No	
09:35	No	
09:55	Yes	10:00
10:15	Yes	10:20
10:30	Yes	10:35
10:45	Yes	10:50
11:00	Yes	11:05
11:15	Yes	11:20
11:30	No	

Then every 15 minutes. At the hour, quarter past half past and quarter to until 14:00.

Depart Regent Court, Five Ways	Via Edgbaston	Departs Edgbaston
14:00	No	
14:25	No	
14:40	No	
15:10	No	
15:25	No	
15:45	No	
16:10	No	
16:25	No	
16:45	No	
17:05	No	
17:25	No	
17:45	No	
18:05	No	
18:25	No	
18:45 (end)	No	

QEHB to Regent Court/Yardley Court

Depart QEHB Main Entrance	Via Edgbaston	Departs Edgbaston
07:15	No	
07:35	No	
07:55	No	
08:15	No	
08:35	No	
08:55	No	
09:15	No	
09:35	No	
09:55	No	
10:15	No	
Then every 15 minutes:	Yes	10:50
At the hour, quarter past half past and quarter to until 14:00.		
14:00	Yes	13:55
14:15	Yes	14:10
14:45	Yes	14:40
15:00	Yes	14:55

Depart QEHB Main Entrance	Via Edgbaston	Departs Edgbaston
15:25	Yes	15:20
15:45	Yes	15:50
16:05	No	
16:25	No	
16:45	No	
17:05	No	
17:25	No	
17:45	No	
18:05	No	
18:25	No	
18:45 (end)	No	

**Inter-site shuttle between Heartlands,
Good Hope and Solihull hospitals**

Monday to Friday

Heartlands to Good Hope	Good Hope to Heartlands	Heartlands to Solihull	Solihull to Heartlands
06:15	06:45	06:15	06:45
07:20	08:00	07:15	07:45
09:30	10:15	09:30	10:15
11:00	11:45	11:00	11:45
12:30	13:15	12:30	13:15
14:00	14:45	14:00	14:45
16:00	16:45	16:00	16:45
17:30	18:15	17:30	18:30
19:15	19:45	19:15	19:45

Departure/Arrival Points:
Heartlands Hospital -
 Main Entrance
Good Hope Hospital -
 Fothergill Entrance Canopy
Solihull Hospital -
 South Entrance (staff car
 park/stores)

Saturdays

Heartlands to Good Hope	Good Hope to Heartlands	Heartlands to Solihull	Solihull to Heartlands
07:15	07:45	07:15	07:45
08:30	09:15	08:30	09:15
10:00	10:45	10:00	10:45
11:30	12:15	11:30	12:15

Please note: the shuttle service does not run on Sundays and Bank Holidays.

Trust Helpdesks

There are a number of Helpdesks operating across the Trust depending on the service and hospital site.

QEHB site including Nuffield House, Wolfson IT Centre and Heritage Building.		
Service	Hours	Tel no
Catering/Liz Gardner	08:00-16:00	12668
Catering Team Leader	24/7	12681
Housekeeping/Pest Control (Portering team out of hours)	06:00-12:00 12:00-06:00	12666
IT Service Desk	24/7	12199
Non-patient transport (Portering team out of hours)	07:00-18:00 18:00-07:00	12505 12667
Patient transport (ambulance enquiries)	06:00-20:00 (Mon-Sat)	8316/8096 (0121 415 3780 out of hours)
Portering	24/7	12667
Procurement (UHB Logistics) Deliveries	08:00-17:00 (Mon-Fri) 08:00 -16:00 (Mon-Fri)	2971/ 2871
Security	24/7	777
Service Yard (Level -1)	05:00-20:00 (Mon-Fri) 06:00-20:00 (Sat & Sun) Out of hours diverted to Porters	13390

**QEHB site including Nuffield House,
Wolfson IT Centre and Heritage Building.**

Service	Hours	Tel no
Sterilisation Service	24/7	0845 189 8022 07772 115889
UHB Logistics	07:00-22:00	2971/ 2871

Heartlands Hospital site

Service	Hours	Tel no
Catering		424 3567
Portering & Housekeeping	24/7	424 0354
Estates Helpdesk	Out-of-hours (Mon-Fri: 16:30-08:30 and Sat & Sun): Contact the Shift Mechanic via Switchboard: 424 2000	424 2555
Security	24/7	424 2999

Good Hope Hospital site		
Service	Hours	Tel no
Catering	Supervisor/ catering Support	424 7752
Housekeeping	Supervisors Office 07:00-20:00	424 9862
Portering	24/7	424 7411
Estates Helpdesk	Out-of-hours (Mon-Fri: 16:30-08:30 and Sat & Sun): Contact the Shift Mechanic via Switchboard: 424 2000	424 7777
Security	24/7	424 7999

Solihull Hospital site		
Service	Hours	Tel no
Catering		424 4433
Housekeeping	24/7	424 4441
Portering	24/7	424 4355
Estates Helpdesk	Out-of-hours (Mon-Fri: 16:30-08:30 and Sat & Sun): Contact the Shift Mechanic via Switchboard: 424 2000	424 4444
Security	24/7	424 5999

Engie Helpdesk - QEHB

Service	Hours	Tel no
Estates and maintenance (buildings, electrical, mechanical)	24/7	777 (general issues)
Grounds and gardens		119 (emergency or urgent security incidents)
Energy (heating and power)		0121 415 6300 (external)
Security		Engie
Car parking and traffic management		

Access to the QEHB and Heritage Building

Entrance	Accessible for	Information	Opening times
QEHB Main Entrance (atrium)	Visitors and patients	Access to all areas	06:00-21:00
Emergency Dept	Visitors and patients	Emergency admissions	24/7
QEHB Staff Entrance (B1)	Staff only	Next to Car Park B1, close to Car Park F	24/7 with access passes
Service Yard	Deliveries only	At rear of building QEHB, Level -1	24/7 controlled access
Link Bridge	Patients, visitors, staff	Access on Level 2 QEHB/ from Hospital Corridor Heritage Building	24/7
Heritage Building Main Entrance	Patients, visitors, staff	Off Mindelsohn Way/ opposite Car Park D	06:00-21:00 (out of hours access with pass)
Heritage Building West Entrance	Patients, visitors, staff	Under Link Bridge	06:00-21:00
East Block Day Unit (Heritage Building)	Patients, visitors, staff	Mindelsohn Way	06:00-21:00

The staff entrance, next to Car Park B1, operates on a proximity access card system 24/7.

You will be issued with your card should you be required to work at QEHB. The loss or theft of these badges must be reported immediately (x777) to ensure all access privileges allocated to the lost card are cancelled.

Out-of-hours entry

QEHB Main Entrance (Atrium) is locked between the hours of 21:00 and 06:00.

All staff are requested instead to use the B1 staff entrance during these hours, where there is swipe access only.

If a ward calls a relative to visit urgently out-of-hours they must inform the Portering team with the patient name, ward and the name of the relative to enable access to QEHB through the main entrance/atrium.

Any visitors requiring out of hours access to Heritage Building wards should report to the QEHB main entrance/atrium and use the Link Bridge.

Heartlands Hospital's Main Entrance is locked between the hours of 22:00 and 06:00.

All other entrances remain open 24/7 to patients visitors and staff.

All entrances at **Good Hope Hospital** remain open 24/7 with no restrictions for staff patients or visitors.

Solihull Hospital external doors are locked down at 22:00 and re-opened at 06:30. Access out of hours is via swipe card entry at all entrances. Patients and visitors must use the intercom systems at the various entrances to gain access to the building.

Maps

To help you navigate the Trust's main hospital sites, please use the links below, which will launch maps.

The maps are regularly updated.

These maps are for internal use only. Please do not use these for patient correspondence.

Maps can be found at:

<http://www.uhb.nhs.uk/merger-staff>

Structures

The Structures show the high level make-up of corporate departments and clinical divisions.

Although these are regularly updated, please advise your divisional admin teams of changes in personnel so that these can be updated as required.

Structures can be found at:

<http://www.uhb.nhs.uk/merger-staff>

Social and leisure

Staff can access a range of discounts on health and wellbeing initiatives and social and leisure activities, which have been negotiated with local providers including gym memberships, travel passes, MOT and breakdown cover, cycle schemes and eye tests to name but a few.

- **HGS** discounts - http://www.hefthr.co.uk/?q=benefits_discounts
- **QEHB** discounts - <http://uhbhome/staff-benefits.htm>

Morris Sports Club – on-site leisure facilities at QEHB

The Morris Centre Club is a non-profit-making leisure club for the staff of UHB, partner NHS trusts and the friends and family of members. It is located on the QEHB site on the Mindelsohn Drive.

Facilities include:

- Full-sized, heated swimming pool
- Swimming lessons - beginners and improvers
- Gym
- Fitness classes
- Two squash courts
- Squash club – Monday nights
- Outdoor MUGA (multi-use games area)
- Personal Trainer
- Dive Club – Thursday nights
- On-site beautician and beauty room
- Reduced rate parking

For further details on any of the facilities listed above, visit <https://www.morriscentreclub.co.uk/>

Faith Centres

The Chaplaincy teams across the Trust welcome staff from all faiths and offers frequent Christian, Muslim and Hindu services. Visiting chaplains from the Sikh, Buddhist, Jewish and other faiths also visit the site to offer spiritual guidance and prayer.

QEHB's Faith Centre is located on Level 1 and accessed via the atrium or from the Main Corridor. Details of religious services are available on the website:

<https://www.uhb.nhs.uk/ceremonies-and-worship.htm>

Heartlands' Faith Centre is located via the main corridor, by ward block 1-12.

Good Hope's Faith Centre is located on the second floor by wards 16 and 17 and is accessed via Main Street.

Solihull's Faith Centre is located on the first floor by ward 20a.

The Chaplaincy Team can be contacted on:

- **Heartlands Hospital** x41369
- **Good Hope Hospital** x47676
- **Solihull Hospital** x44099
- **QEHB** x14574 or 14570

Queen Elizabeth Hospital Birmingham Faith Centre Services		
Sunday	11:00	Holy Communion
	16:00	Catholic Mass
Monday- Thursday	12:00	Prayers (Christian)
	13:00	Catholic Mass
	13:15	Zuhr Prayer (Muslim)
	13:30	Zuhr Prayer (Muslim)
Thursday	12:00	Holy Communion
Friday	13:00	Catholic Mass
	12:00	Prayers
Available on request		Sikh prayers (Simran and Ardaas)
		Hindu prayers (Yoga and Puja)

Heartlands Hospital Faith Centre Services		
Monday	13:00	Ecumenical Prayers
Tuesday	13:00	Mass (Roman Catholic)
Wednesday	13:00	Holy Communion (Anglican & Free Churches)
Thursday	13:00	Mass (Roman Catholic)
Friday	13:00	Ecumenical Prayers
	13:30	Juma Prayers (Muslim)
Sunday	15:30	Mass (Roman Catholic)
	17:00	Ecumenical Prayers

Good Hope Hospital Faith Centre Services

Monday	12:30	Christian Fellowship (Ecumenical)
Friday	13:30	Juma Prayers (Muslim)
Sunday	09:30	Holy Communion (Anglican & Free Churches)

Solihull Hospital Faith Centre Services

Monday	09:00	Morning Prayers
Thursday	09:00	Morning Prayers
Friday	09:00	Morning Prayers
	16:00	Mass (Roman Catholic)

Contact us

FAQs and staff briefing documents/slides are available via the respective Intranets.

Email:

CaseforChange@heartofengland.nhs.uk

CaseforChange@uhb.nhs.uk



University Hospitals Birmingham
NHS Foundation Trust

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