

Information for Residents

Castle Hill Hospital
Hull Royal Infirmary



Welcome

Dear Resident

Welcome to our Trust accommodation

The Residential Services Department, we are responsible for the management of Trust residential accommodation whether it be on a long or short term basis. The Trust currently has 89 single units of accommodation primarily for junior doctors, medical staff, medical trainees and students and 8 units of self-contained accommodation for junior doctors.

All our accommodation is furnished and equipped so in most cases you need only provide your own personal effects.

For emergency assistance out of hours contact Security extension 5257 HRI.

Please e-mail/speak to the Accommodation Officer if you have any queries about your room. The Accommodation Officer is based at Castle Hill.

Contact details:

Hyp-tr.Residential.Services@nhs.net

Office Opening Hours

Mon - Fri 9.00 – 16.30

Out-of-hours Emergency Contact HRI/CHH

For all urgent repairs in all residences with the please contact Switchboard and request to speak to the On Call Estates Officer. However, if you live in Castle Court residences the Switchboard will contact Sanctuary Housing on your behalf.

For all repairs which occur out of office but are not urgent please e-mail
hyp-tr.Residential.Services@nhs.net

If you lose the key to your accommodation, please contact Security on ext 5257 at HRI. They will be able to provide you with access to your accommodation upon production of satisfactory ID. There is a charge of £25 for any lost key.

You might like to save important contact numbers in your mobile phone. You will find more useful numbers at the back of this guide.

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Section 1: Moving In

Everything you need to know to help you settle in.

Hull Royal Infirmary/Castle Hill Hospital

When you arrive, make your way to Security. Here you will sign for your key – please bring with you your confirmation offer letter or a form of ID such as your ID badge, passport or driving licence.

Once you have got your key – look after it. It'll save you a lot of hassle, you are responsible for it and any loss will incur a charge! Always lock your room and keep your key with you at all times, and never give your key to anyone else. If you lose your key tell the Accommodation Office who will arrange for a replacement key or lock. Please be aware that there is a **charge** for replacement keys.

If you are locked out of your room outside of office hours contact Security on ext 5257 HRI.

Your room

You have got your key. Now it's time to settle into your room.

COVID-19

If you need to self-isolate, you must contact the Residential Services Officer immediately.

TVs

TVs are not provided. If you are going to bring a TV, you will need a licence – you can purchase one at the Post Office or on-line at www.tvlicensing.co.uk

You WILL need to purchase a TV licence if you watch programmes/listen to music on-line if they are being shown from a Smart TV, computer, tablet, mobile phone, games console, digital box or any other device.

Bedding

Hull Royal Infirmary/Castle Hill Hospital

Fresh bedding is provided on a weekly basis and will be left outside of your room. Please leave dirty linen outside your room for collection the following day. Please ensure that the mattress is always covered and sheets/pillow slips used at all times.

Definitely NOT permitted . . .

- Please NO PETS
- Please NO WEAPONS of any description, including pellet (BB) and air-activated weapons, crossbows and longbows, catapults, non-domestic knives.
- No overnight guests
- No smoking allowed in the property or on the grounds
- No posters on walls

Communal areas should be kept clear of personal possessions and food items should be stored in kitchen cupboards or fridges as necessary, not on the work tops and tables.

Wi-Fi

Wi-fi is available via a private provider to the Castle Road/Court residencies/Admin Block at CHH and at the Staff Residence Block at HRI. The contract is with Primary Tec (not the Trust) login details can be seen below:

If you wish to use Wi-Fi which is supplied by Primary Tec and not the Trust, select CHR or HRI Residencies from settings and the password can be found in your confirmation e-mail. Any difficulties, please ring helpline on 01482 420165, option 1 and leave your contact details and description of problem. Alternatively you can email support@primarytec.co.uk

Section 2: Communal Living

Here's a run down of what's available, together with some tips on how we can all make communal living is enjoyable for all.

Car Parking

Car parking is available to residents but you must have a permit. A car parking application details are sent on your confirmation e-mail. If you have any queries please contact OCS on 01482 604368. Residents do **not** have to pay for parking permits. There is no reserved parking for residents although you are able to park on site. You must have a temporary permit which can be collect from Security until your permit arrives.

Laundry Services

Hull Royal Infirmary has laundry facilities, within the Staff Residence Block based on the 9th Floor, north end kitchen.

The Admin Block at Castle Hill has a laundry room on the 2nd floor and Castle Court and Castle Road residences have a washing machine and a tumble dryer in the kitchens.

Your Mail

Hull Royal Infirmary

Post for Staff Residences will be left in pigeon holes in the entrance on the ground floor of the building. Please ensure you collect your post regularly.

Castle Hill Hospital

The Royal Mail delivers external post directly to Castle Court residences but internal post will be sent to the Main Reception. Both external and internal post for Castle Road and Admin Block residences will be delivered to the Main Reception from where it can be collected. Please collect your post regularly.

The Bicycle Store

If you would like to store a bicycle on site at CHH or HRI please contact the Transport Department on ext 15565 HRI or 01482 315566.

Be Energy Efficient

At the Trust we do our best to be as eco-friendly as possible, so please help us to be green and keep costs down by:

- Turning the heating off when you leave your residence
- Turning lights off when you go out
- Only boiling as much water as you need
- Make good use of the on-site recycling facilities
- Not using additional portable heaters
- Ensuring windows are closed after cooking or bathing

Some House Rules . . .

Whilst it is common sense, we would ask that you show consideration to others in the accommodation .

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- Keep your room and communal areas clean and tidy including kitchens/bathrooms
- Respect any item or piece of equipment belonging to the Trust

- Respect other residents by keeping noise levels down – persistent noise disturbance will be referred to Environmental Health
- Respect our no smoking policy
- No ball games – anywhere on the premises (thank you).

House Guests

If you would like to have a guest to stay please contact the Accommodation Officer to request a guest room. Please be aware that allocation of guest rooms is entirely subject to availability.

Oooops!

Accidents happen but intentional damage to the accommodation will result in a fine. If anything in communal areas is damaged and no one takes responsibility, a charge will be made equally to all residents in your flat/block. However, you have sole responsibility for the upkeep of your room.

If you are found responsible for any damage to the communal living areas, you will be charged – for further information on charges, please see Section 8. To find out more about what's expected of you in terms of general upkeep and cleaning (and any charges), please refer to the Clean Living section, plus there's a reminder of basic charges at the back of this guide.

Reporting a Fault

We prioritise repairs depending on their urgency. Emergency repairs include a complete loss of power, heating, lighting or hot water and these take top priority – we aim to fix these problems within 24 hours. Less serious problems are looked at within seven working days, while minor problems are dealt with within four weeks. We will always try to let you know in advance if we need to access your room to carry out essential maintenance or repair work, but in rare cases this may not be possible.

If you are worried about anything regarding the maintenance or safety of any equipment in your room or the communal areas, please contact us via e-mail hyp-tr.residential.services@nhs.net or ext 68000 CHH.

Out of Hours Emergency Repair?

If you have an out of hours emergency maintenance issue (see out of hours emergency section at the beginning of the booklet).

Make sure your problem really is urgent before calling, and have all the necessary information to hand so we can determine whether the problem needs immediate action. Please do not misuse this service – you may incur a charge.

Section 3: Staying Safe and Secure

We want your stay with the Trust to be comfortable, but above all safe. So here's everything you need to know to keep yourself and others safe and protected.

First, some general safety tips . . .

- Please keep the main entrance doors locked at all times – do not prop the doors open – including fire doors
- Always carry your key and never give it to anyone else
- Be aware of strangers on the premises - if you are not sure who someone is, ask them and ask to see their ID badge or alert Residential Services or Security
- Lock your door when you are going out and keep it closed at other times – even if you are just popping to the kitchen or bathroom.
- If you see anything suspicious, let Residential Services or Security know as soon as possible
- If your room is at ground level, or easily accessible from the ground, make sure your windows are closed before you go out

Security

Hull Royal Infirmary/Castle Hill Hospital

Security officers are on-site 24/7. The guards undertake regular patrols and respond to any security issues. If you have any security-related problems including losing your key or getting locked out of your room contact security on ext 5257 HRI. Security will be able to let you into your room but there will be a charge to replace the lost keys.

Security undertake nightly patrols 7 days per week, should there be Security issue out of hours the contact number for can be found on the notice board in the lounge.

Heat and Smoke Detectors

The kitchens and communal corridors are equipped with heat detectors. Your room is fitted with a heat detector. Anyone found tampering with these detectors may face prosecution and charges may apply.

Fire Prevention and Alarms

Now that you are sharing a living space with other people, it's vital that you know how to prevent fire and what to do if one happens. Please read the information below – it outlines general fire prevention, fire alarms and the evacuation procedure.

General Fire Prevention

- You are required to take part in fire drills. If a fire alarm activates, you must evacuate the building and go to your designated assembly point.
- Please do not misuse fire alarms or fire-fighting equipment – this is a criminal offence. Damage to a fire extinguisher is charged at a minimum of £45
- Familiarise yourself with the Trust Emergency Evacuation Protocol – you will find a copy on the back on your bedroom door.
- Please do not bring furniture into your room which has not been approved by the Accommodation Officer – it might not comply with fire safety standards.
- Please do not change the curtains in your room without approval as they may not comply with safety standards.
- Do not let combustible refuse collect in your room

- Do not prop fire doors open
- Definitely no smoking. The Trust has a no smoking policy which must be adhered to at all times and includes residential accommodation
- Never tamper with heat/smoke detectors
- The following are NOT PERMITTED due to fire hazard:
 - chip pans;
 - deep fat fryers;
 - halogen lights;
 - candles/incense burners
 - oil burners;
 - fireworks; barbeques; and any other naked flame.

Fire Alarms

The fire alarm system is tested regularly. Upon hearing the fire alarm, you need to evacuate the building immediately, following the fire escape route as indicated on signage throughout the building. Do not use the lift in the event of a fire.

The fire assembly point is displayed on the back of the door to your flat or your bedroom – you are requested to familiarise yourself with this.

Cook safe

- NEVER leave cookers unattended when in use
- Keep the grill pan clean – dirty grill pans are a fire hazard
- Ensure the kitchen door is closed and a window is open when cooking
- Chip pans, deep fat fryers, and barbeques are not permitted

Smart Electrics

- We recommend your personal electrical items are PAT tested by a qualified electrician
- Always follow manufactures instructions when using electrical equipment
- Make sure electrical items are fitted with the right fuse
- Always switch off and unplug appliances when not in use
- Appliances which are not from the UK are **not** permitted. Suitable adaptors/convertors are required. Please contact residential services if further information is needed.
- Undertake a physical inspection of electrical appliances before use, check for dangerous wiring, hot plugs or scorching on plugs or sockets
- Don't overload sockets
- Extension cables are not permitted
- Do not bring additional heaters/heating equipment into your room

False Alarms

Most false alarms are caused by fire doors being propped open when people are cooking or smoking (which is not permitted anywhere on site). This is a major inconvenience for everyone involved, not least the Fire Services.

Please: always keep fire doors closed. There maybe a charge of to anyone who sets off a false alarm.

Fire Exits and Evacuation

1. Know your escape route and equipment

- When you arrive in your new room make sure you know where the nearest fire exit is
- Read the fire notices placed around the building
- Make sure you know where the evacuation assembly point is
- Only use fire fighting equipment if you are trained to do so and it is safe to do so, do not put yourself in danger

2. Keep access and fire exits clear

- If you notice any obstruction to fire exits, please let the Accommodation Officer know
- Bikes must not be kept in the building

3. Know what to do if a fire alarm sounds

- Leave the building immediately – don't stop to pick up your belongings
- Don't use the lifts – staircases must be used
- Make your way to the evacuation assembly point
- Do not attempt to re-enter the building until security or the fire brigade have given you permission to do so

Section 4: Clean Living

Domestic services carry out a daily cleaning service to all **communal** areas from Monday to Friday. To enable an efficient clean to be carried out please ensure that sinks and worktops are clear.

The Kitchen/Bathroom

Everyone in your flat is responsible for keeping these areas clean. You will be warned if the kitchen in your block is unacceptably dirty, if the situation does not improve additional cleaning charges may apply. You are responsible for cleaning the cooker/oven, washing pots and wiping up spillages. You are also responsible for cleaning the bath/shower and sink after each use.

Your Room

It is up to you to keep your room clean. Rooms will be checked periodically (you will be notified in advance) to ensure they comply with health and safety regulations. If not, you will be given 24 hours to clean up or risk charge.

Basic Clean Living Guidelines

- Please do not use abrasive cleaning products as they can damage surfaces
- For obvious reasons, please do not use hair/clothes dye in the bathroom
- Posters must only be placed on notice boards otherwise charges may apply

Charges

Here are some examples of charges we'd encourage you to avoid . . .

Damage to your room -

Replace single mattress	£ 76.95
Replace/repair single bed	£137.50
Clean bedroom carpet	£ per invoice
Replace door lock	£ 20.00

Redecorate bedroom	£ 26.45 per sq mtr
Replace bedroom door	£120

Damage to communal areas –

Replace microwave due to misuse	£35.50
Replace kitchen/dining table	£100
Replace fridge freezer	£250
Replace fire extinguisher	£164

The full list of charges can be found at the back of this guide. Please note that the charges quoted are estimates and may be subject to yearly increases.

Section 5: Healthy and Happy

Problems with another resident

If you are unhappy about the behaviour of another resident in your flat please speak to them in the first instance to see if your issues can be resolved. For serious cases please e-mail your concerns to hyp-tr.esidential.services@nhs.net

Making a complaint

We hope that you do not need to make a complaint, none the less if you would like to make a complaint please e-mail hyp-tr.esidential.services@nhs.net detailing your complaint. We aim to resolve your complaint as quickly as possible.

Section 6: Your Tenancy Agreement

Once you have signed your tenancy agreement, you are bound by everything outlined within it, so please read it carefully and make sure you are familiar with the key terms and conditions.

Here is a quick reminder of some of the key clauses . . .

- The accommodation is managed by the Trust. You are bound to the full contract period – if you leave before the contract ends fees will apply.
- Staff may need access to your room for room inspection; maintenance and repair. At least 24 hours' notice will be given (unless it is impractical to do so).
- The Trust does not accept liability for the loss or damage of any resident's property, whatever the circumstance. We advise you to arrange adequate insurance cover for your personal possessions while you are here.

If you are unsure of your full legal obligations as a resident of the Trust, please double check your contract agreement for more information.

Section 7: Moving Out

Whether you are moving rooms or moving out – here's everything you need to know . . .

We hope you enjoyed your time at the Trust and choose to stay here. However, you may wish - for a variety of reasons – to move rooms or leave. In all cases you should discuss your situation with the Accommodation Officer first. All moves within the Trust are at the management's discretion and subject to availability.

Withdrawing from your post

Tell Residential Services in good time and provide written confirmation from your line manager or course administration officer, indicating your last date of work.

Moving out at the end of your tenancy

- On your last day, you must vacate your room by 10am
- Please return all keys to Security
- Please make sure your room is clear of all your possessions
- Please make sure your room is clean before you leave – you will be charged for cleaning if the room is not left in an acceptable state (see the back of this guide for list of charges).
- Please make sure all personal items are removed from the communal areas and that all food is removed from the kitchen cupboards/fridge/freezer and taken with you or disposed of in the appropriate manner.
- Please ensure you re-direct all mail and advise everyone of your new address. Any mail received after you have left will be returned to sender.

Section 8: Quick Reference Guides

From cleaning charges, to troubleshooting, to telephone numbers, our quick reference guides give you the information you need at-a-glance.

Repairs and maintenance

Before reporting a repair, check through the troubleshooting list(s) below – you may find that you can fix a problem yourself.

If an appliance isn't working

- Check that its plugged in and switched on
- Check that the switch in the fuse-box is up and on
- If it still isn't working, report it to Residential Services

If a single light goes off/doesn't come on

- Report it to Residential Services

If all the lights go off/don't come on

- If the lights fail to work, report it to Residential Services

If the heating isn't working

- Do not attempt to fix it yourself, simply report it to the Accommodation Officer

If the shower isn't running hot water

- Report it to the Accommodation Officer

If a lamp doesn't work

- If it fails to work report it to the Accommodation Officer

If water will not drain from a sink or basin

- Pour some bleach or other cleaner down the plug hole and leave for an hour or two and check if there is still a blockage
- If there is still a blockage, report it to the Accommodation Officer

If you are having trouble with pests: ants, wasps, flies etc . . .

- Clear away all rubbish and clean the affected areas thoroughly (any food, unwashed dishes etc, can easily attract pests)
- Inform the Accommodation Officer

Charges

These charges cover damage to items/cleaning of items (including VAT and labour). They are approximate and may vary dependant on the situation.

Item	Cost
Redecorate bedroom	£200 minimum
Redecorate kitchen	£250 minimum
Redecorate corridor	£200 minimum
Replace mattress single	£76.95
Replace/repair bed single	£137.50
Replace/repair wardrobe	up to £180
Replace curtains (depending on size)	£100 – up to £219.85

Replace bedroom carpet (depending on size)	£52 sq mtre
Replace door lock	20.00
Replace lost key	up to £25 each (dependant on key type)
Replace bedside cabinet	£131.90
Replace chest of drawers	£219.90
Replacement notice board	£25
Replace book shelves	£65
Replace desk top	£60
Replace bedroom door	£120
Replace corridor carpet	£450
Replace kitchen vinyl	£43.85 sq mtr
Replace kitchen blind	£88
Replace microwave	£35.50
Replace kitchen bin	£15
Replace cooker	£280
Replace kitchen table	£100
Replace chair	£100
Replace worktop	£114 sq mtre
Replace fridge freezer	£250
Replace fire blanket	£45
Replace cubicle/ side panel	£170/£110
Replace bathroom mirror	£25
Replace toiletry shelf	£25
Replace shower tray	£250
Replace smoke detector	£95
Replace toilet seat	£10
Clean bedroom carpet	£ per invoice
Clean corridor carpet	£ per invoice
Clean bedroom at end of tenancy if not up to standard	£50
Clean en-suite at end of tenancy if not up to standard	£30
Clean kitchen at end of tenancy if not up to standard	£50
Removal (per sack) of rubbish from flat/room	£10



Section 9: Useful Contacts

Accommodation Officer	ext 78000 CHH or 01482 468000
Hull Royal Infirmary	01482 328541
Castle Hill Hospital	01482 875875
OSC (Car Parking)	ext 604368 HRI or 01482 604368
OCS Security	ext 5257 HRI or 01482 675257

Public services

Crime Stoppers	0800 555 111 www.crimestoppers-uk.org
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Environmental Health	www.local.direct.gov.uk
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Local Services and help lines

Rail information	0845 748 4850 www.nationalrail.co.uk www.trainline.com
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National Express Coaches	0870 580 8080 www.gobycoach.com
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Health and wellbeing services

Sexual Health	www.sexualhealth.org
Samaritans	0845 7909 090 www.samaritians.co.uk
Victim Support	020 7268 0200 www.victimsupport.org.uk
Alcoholics Anonymous	0845 769 7555 www.alcoholics-anonymous.org.uk
British Pregnancy Advisory Service	08457 304 030 www.baps.org
Debtline	0808 808 4000 www.nationaldebtline.co.uk
Drugs Advice and Helpline	0800 776 600 www.talktofrank.com
AIDS help and advice	www.avert.co.uk

Some useful contacts . . .

Tourist Information	01482 223559
The Deep	01482 381000

The Ice Arena	01482 325325
Hull Truck Theatre	01482 323638
Reel Cinema	08708 010870
Cineworld Cinema	0871 200 2000 www.cineworld.co.uk

Transport

Rail information	0845 748 4850 www.nationalrail.co.uk www.trainline.co.uk
Easy Yorkshire Buses	01482 592929 www.eyms.co.uk
National Express Coaches	0870 580 8080

Taxis

Always try to book your taxi cab or private hire vehicle in advance with an operator you or a friend uses regularly. And don't get into a private hire vehicle if you haven't booked it in advance.

Section 10: Your data protection

Legal disclaimer

Please note that the contents of this guide do not constitute a complete legal document. This information, while accurate, does not cover every aspect of your contractual obligations as a resident of the Trust. It's designed to offer helpful advice and information on the most important aspects of living here, but as a Trust resident you will be legally bound to all the terms set out in your signed tenancy agreement.

Other Important Information

NOTICE TO ALL RESIDENT STAFF

INSURANCE OF PERSONAL POSSESSIONS

All residents of Hull University Teaching Hospitals NHS Trust accommodation are advised to take out personal contents insurance to cover their own personal possessions.

Hull is a large city with its own crime rate, as any other large city has, therefore no guarantee of complete security of accommodation both on and off Hospital sites can be given.

Most insurance companies will be able to provide suitable cover at reasonable cost. However, if you do invite a representative of an insurance company onto the Hospital premises, please ensure they are accompanied at all times. Insurance company representatives and other salespersons must not be allowed to call on other residents without making prior appointments with them.

Residential Services endeavour to provide a safe and secure living environment for all resident staff and we are willing to discuss and advise on any security issues.

Don't

- ❖ Bring your own electrical white goods. E.g. Fridge freezer, microwave (unless self-contained residence) including portable heaters
- ❖ Leave personal belongings in communal areas. e.g. stereos, shoes, pictures.
- ❖ Over personalise bathroom with your toiletries
- ❖ Leave kitchen food/condiments over worktops/table – they should be kept in the kitchen cupboards or refrigerated as necessary
- ❖ Leave dirty dishes – crockery etc is shared so should be washed up and put away for others to use, clean any spillages and wipe work surfaces after use
- ❖ Leave the bath/shower dirty – it is your responsibility to clean it after each use.
- ❖ Leave dirty washing in bathrooms/kitchens
- ❖ Have parties
- ❖ Have pets or feed stray animals
- ❖ Leave windows open when not in the residence particularly in the downstairs rooms
- ❖ Have overnight guests – if you would like friends etc to stay – please contact the accommodation office in advance and request additional room (subject to availability)
- ❖ Have children stay
- ❖ Put anything on walls – a notice board is provided in bedrooms
- ❖ Have SKY TV
- ❖ Fit your own phone line
- ❖ Report your own repairs – it should be done through the accommodation office unless out of hours emergency



Bed Bugs

As reported recently within the Media, the increase of bed bugs in the United Kingdom has become quite common.

Regular checking of mattresses/bedding is essential.

Precautions can be taken to prevent these infestations:

1. Change bedding regularly.
2. Turn and vacuum mattresses regularly checking to see if anything is visible.
3. Good housekeeping within rooms is essential.

Domestic access is required within your room (single only) on a weekly basis.

Residential Services carry out regularly monitoring throughout the year of all accommodation.

If an infestation is discovered within your room and you have neglected to follow the above a charge may be imposed on you.

If you would like any further information about bed bugs, please contact the Residential Services Team.

Overnight Guests

If you would like a friend or relative to stay overnight, you must contact the Accommodation Office. We may be able to arrange a temporary room subject to availability – please note that charges will apply.

Remember you live in **shared accommodation**.

SKY T.V

Sky television IS NOT permitted in any Trust accommodation.

If you install Sky television you will be required to remove the dish and make good any damage caused to your property and may have your tenancy withdrawn.



Advice On Reducing Gas, Electricity And Water Costs

At Hull University Teaching Hospitals NHS Trust, we strive to reduce our energy costs and we need everyone's help!!

Electricity:

Do not leave lights on if a room is not in use.

Do not overfill kettles – only boil the amount of water required.

Switch cookers off at the mains after use.

Do not leave refrigerator and/or freezer doors open longer than necessary.

Do not leave the iron switched on, even if stopping for a break. On no account must the floor be used when pressing clothes. Any burn marks to the carpet will be charged for.

If TV, Hi Fi, etc is equipped with a 'stand by' mode to switch them on/off they still consume electricity even if they are not in use. Physically switch them off.

Gas:

Turn off/down radiators in rooms which are not in use.

Do not open windows and doors when the heating is on.

Where possible do not position furniture in front of radiators, as this will limit the heat output.

Water:

Do not overfill baths – as this will save on energy and water charges.

Make sure all taps are turned off. Dripping taps should be reported to the Residential Services Office.

Extractor Fans/ Ventilation:

Please do **not** turn off the extractor fans at the isolator switch – they must remain on as they will come on/off when the light switch is pulled. It is imperative that windows are open/ extractors operate when showers are in use to prevent the build up of mould which forms from condensation due to lack of ventilation.



Useful Telephone Information

Internal calls **from** CHH to HRI/Brocklehurst prefix with **88** (this includes 6 digit extensions)

Internal calls **from** HRI/Brocklehurst to CHH prefix with **77** (not new developments)

Internal calls **from** DAISY/Cardiac & Surgical Development/Queens Medical Centre **to** CHH prefix with **77**

Internal calls **from** DAISY/Cardiac & Surgical Development/Queens Medical Centre **to** HRI prefix with **88** (this includes 6 digit extensions)

For internal calls **to** The Queens Medical Centre, DAISY & Cardiac & Surgical Buildings **from** anywhere in the Trust prefix 4 digit extension numbers with **76**. ie ext 1754 is 761754

(For staff based in these buildings just dial the 4 digit extension number ie 1754).

Direct Dial In Numbers

Direct Dial Facility - For a Direct Dial In at **CHH** prefix with **62** for extensions within the following ranges:-

2000 – 2499	3700 - 3749
2600 – 2699	4000 - 4199
3000 - 3099	4300 - 4399
3200 – 3299	6700 - 6799

For **The Queens Medical Centre, DAISY & Cardiac Surgical Building** prefix with **46** for all extensions within the following range:- 1000-1999

For **HRI/PRH & Brocklehurst Centre** the prefix is **67**, all 4 digit extension numbers have DDI facility **with exception** of extension numbers beginning with **2**.

The 6 digit extensions below are DDI numbers within the following ranges:-

604300 – 604499
605200 - 605399
607700 - 607899
608900 - 608999
816600 – 816799

However when giving out a DDI number for extensions in the following range it is **important that the first 2 digits (60) are replaced with 38**.

602600-602799

For HRI Emergency Department internal numbers are 821000 to 823999, however when dialing from outside the Trust replace 82 with 48 eg

PRH, SSU, District Medical Records, Westbourne Centre, Conifer House, Walker Street Children's Centre and Grange Road use a different telephone system called 'Centrex'. When dialing these locations they should be dialed internally using prefix **85** xxxx. When giving out a DDI number the 85 must be replaced with **33**.

Withheld number facility - **To contact a number that will not accept anonymous calls please dial 9 for an outside line followed by 1470 followed by the telephone number you require. The Trust only has a limited amount of lines allocated to the 1470 facility. If you hear the engaged tone or have problems finishing inputting the telephone number, the 1470 lines are busy, try again later.**