GENERAL INFORMATION GUIDE FOR UNDERGRADUATE MEDICAL STUDENT PLACEMENTS:

ALTNAGELVIN AREA HOSPITAL

Issued by: Medical & Dental Education Office
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1. INTRODUCTION

We are very pleased to receive you as a medical student to Altnagelvin and hope that you find your stay here both rewarding and enjoyable.

We actively encourage feedback from medical students, and therefore ask that if you should encounter any problems during your placement with us, or wish to make suggestions, to either raise these directly with the designated Undergraduate Clinical Tutor or Sinead Doherty, Senior Manager, Medical & Dental Education. Sinead can be contacted on 028 7134 5171 ext 213655 or by email at sinead.doherty@westerntrust.hscni.net.

In order to help facilitate the practical requirements for your stay, this information guide has been developed and is available in each bedroom of the student accommodation, the Trust’s intranet under Training, Medical and Dental Education, Undergraduate, and on the Trust’s internet site - http://www.westerntrust.hscni.net/about/2760.htm - where you will also find other Altnagelvin Hospital information including the WHSCT Internet Policy and WHSCT Dress Code Policy.

1.1 Administration in Altnagelvin

Contact Details:

Medical & Dental Education Office  
Clinical Education Centre  
Altnagelvin Area Hospital  
Glenshane Rd  
Londonderry  
BT47 6SB

Tel: 028 7134 5171 ext 214185 / 213655  
Fax: 028 7129 6159

Sub Dean, Director of Undergraduate Medical and Dental Education:  
Dr William Dickey

Senior Manager, Medical & Dental Education:  
Ms Sinead Doherty, ext 213655

Administrator, Medical & Dental Education:  
Ms Alison Heath, ext 214185

Accommodation Officer:  
Mrs Caroline McLaughlin, ext 214697 (direct line 028 7161 1343)

Accommodation Officer:  
Ms Margaret Millar, ext 214707

1.2 Western Health and Social Care Trust (WHSCT)
The establishment of the Western Health and Social Care Trust (Western Trust) on 1 April 2007 brought together the delivery of health and social care which previously had been provided by three separate Trusts, namely Altnagelvin, Foyle and Sperrin Lakeland Trusts. Covering five Council areas and almost 5,000 kilometres of landmass, services are provided to a catchment population of 290,000 people. The Western Trust employs almost 12,500 staff and invests approximately £439 million in the delivery of a comprehensive range of health and social care services. The vast majority of services are provided in community based settings with access to specialist inpatient services available from a number of hospitals such as Altnagelvin, Tyrone County, Erne, Waterside, Lakeview, Tyrone and Fermanagh and Gransha.

The Western Trust provides a range of health and social care services across the Western area. Services are delivered across the following directorates:

- Acute Services
- Women and Children’s Services
- Primary Care and Older People’s Services
- Adult Mental and Learning Disability
- Medical

These are supported by the Directorates of:

- Finance, ICT and Contracting
- Human Resources
- Planning and Performance Management

The vast majority of these services are commissioned by the Western Health and Social Services Board. The Trust also commissions a significant range of services from the private, community and voluntary sectors.

A significant proportion of the services are delivered in community based settings with specialist assessment and treatment input provided from a number of hospitals.

The Western Trust has:

- 3 hospitals - (Altnagelvin, Tyrone County and the Erne)
- 19 health centres and clinics
- children’s homes
- 27 day centres
- residential homes
- 3 psychiatric hospitals
- 1 geriatric hospital
- ambulance bases
- adult training centres
- 12 administration offices

And delivers services direct into 1000s of people’s homes.

1.3 Altnagelvin Area Hospital
Altnagelvin Area Hospital is located at the outskirts of Londonderry. It is the main teaching hospital in the North West and is the largest acute hospital outside the Greater Belfast area and has arguably the widest range of specialties of any hospital in Northern Ireland.

Altnagelvin has an extensive redevelopment project ongoing over the next number of years, which will ultimately provide state of the art facilities for patients, visitors and staff alike. Training recognition has advanced since Altnagelvin first opened in 1960 and today the hospital offers comprehensive undergraduate, post-graduate and in-service training and education opportunities for all disciplines. Altnagelvin is also one of Northern Ireland’s five Cancer Units and many of its specialties are area-wide services that continue to thrive and develop to meet the health needs of the expanding population. We would like to ensure that you gain sound knowledge from the excellent teaching programme provided by the dedicated clinical staff at Altnagelvin Hospital, and encourage you to take full benefit of the breadth of clinical experience available to you during your placement with us.

We wish you every success with your studies, and hopefully look forward to seeing you return to Altnagelvin at some stage during your developing medical career.

A site map is also attached at Appendix X, for your information.

For planning your journey to the hospital the website [http://www.translink.co.uk/en/Services/Ulsterbus-Service-Page/](http://www.translink.co.uk/en/Services/Ulsterbus-Service-Page/) is very informative.

The parking of cars is permitted in designated car parks only.

### 2. TEACHING FACILITIES

Teaching of undergraduate medical students at Altnagelvin takes place mainly at ward level, outpatient clinics, day case unit, theatres, A&E and in the Resource Rooms of the Clinical Education Centre.

You may be required to attend peripheral clinics more than 1.5 miles from the hospital site. If so, you are entitled to reimbursement. An expenses form should be completed and the public transport receipt attached. The form should be approved by the supervising consultant at the clinic or the undergraduate tutor and returned to Sinead Doherty, Medical & Dental Education Manager, Administration Building, Altnagelvin Hospital, Western Health & Social Care Trust, telephone: +44(0)28 7134 5171 ext. 213655, sinead.doherty@westerntrust.hscni.net.

Travel and Expenses forms can be obtained from the accommodation office, the Medical & Dental Education office or Sinead Doherty.

#### 2.1 Ward Setting

Medical Students are encouraged to participate in the daily ward rounds conducted in the hospital including ward rounds outside their scheduled clinical timetable. There is much experience to gain from attending these. The timing of ward rounds varies from ward to ward, and you must check with either the Sister or the Consultant on the ward to which you are attached.
2.2 Outpatient Clinics

Outpatient Clinics are held in the newly created outpatients’ facility, which have been built as Phase 1 of the ongoing Strategic Development Project. The outpatient clinics are numbered, from 1 – 6, and are located on the ground floor of the nucleus extension, adjacent to the Day Case Unit.

If you are unsure which clinic you are expected to attend, please check with the consultant’s secretary, or by contacting one of the reception staff located within the Outpatients Department.

2.3 Theatres

Theatres are located on the first floor of the main Altnagelvin building and are only accessible by swipe card access. Refer to Appendix VIII, Card Access Protocol.

2.4 DCU - Day Case Unit

DCU in situated on the ground floor of the nucleus extension, adjacent to Outpatients. Refer to Appendix X, Site Map.

2.5 DESU – Dedicated Elective Surgical Unit

DESU is located on the 7th Floor, Altnagelvin via Ward 17.

2.6 A&E

A&E is located on the ground floor on the corridor leading to Outpatients and DCU. Refer to Appendix X, Site Map.

2.7 Clinical Education Centre (CEC)

The Clinical Education Centre is used for undergraduate medical education, postgraduate medical education, in-service nurse education and other multi-professional training.

Resource Rooms:

Resource Rooms 3, 4 and 5, within the Clinical Education Centre, are mainly dedicated to undergraduate and postgraduate education. A Reading /Reference/Resource Room has been provided within the CEC to facilitate access by staff and students to a range of materials both electronic and paper based. There are 6 PCs located within this room, some are linked to the hospital’s intranet and some to the wider Internet via ‘Guest Access Network’ which provides access to the Queen’s University Belfast website (see Appendix I). A member of the Trust’s librarian staff services this room each morning and is available to assist with sourcing of material for the purposes of self-directed learning and to provide Health on the Net Northern Ireland training.

Access to this room is available 24 hours for all staff and students. Access outside the hours of 9.00am–5.00pm can only be gained by the use of a swipe card control system. This is issued with accommodation keys, or can be obtained from Medical and Dental Education office
in the CEC for a returnable £10.00 deposit or by completing the enclosed form and forwarding to Sinead Doherty, Senior Manager Medical & Dental Education. Refer to Appendix VIII, Card Access Protocol and Appendix XI, Card Access Authorisation Form.

The Trust encourages students, timetable permitting, to avail of these resources for the purpose of Self-Directed Learning and access to Study Guides.

Rules relating to the use of computers within the Resource Rooms are attached at Appendix VI and students must adhere to them.

2.8 Audio-Visual Aids/Video-conferencing

Video-conferencing facilities are available within the CEC and MDEC to facilitate links to Queen’s University Belfast and other teaching centres. Clinical Pathology Conferences take place fortnightly with video-conferencing to the Erne Hospital.

2.9 Telephones

A public telephone for personal use has been installed outside the Reception in the CEC. Within each resource room an internal telephone has been provided for hospital use only. There are a number of public telephones strategically placed throughout the hospital and within the residential accommodation. Switchboard can be contacted by dialling ‘0’. Please note that switchboard do not connect personal calls.

3. LIBRARY & IT FACILITIES

3.1 Altnagelvin WHSCT Library

The Library is located in the MDEC Building. The Library has a multi-disciplinary collection that includes medical books, journals and reference material. The Library provides services to all HSC staff and staff and students of Queen’s University of Belfast. The Library offers a request facility giving access to the material in the Medical Library at Queen’s and its branches.

Most books can be borrowed for 4 weeks, although heavily used items are restricted to 1 week. A fining policy in line with the Medical Library at Queen’s operates.

Altnagelvin Library opening hours during semester are as follows:

<table>
<thead>
<tr>
<th>Days</th>
<th>Hours</th>
</tr>
</thead>
<tbody>
<tr>
<td>Monday, Tuesday, Wednesday</td>
<td>9.00am – 9.00pm</td>
</tr>
<tr>
<td>Thursday, Friday</td>
<td>9.00am – 5.00pm</td>
</tr>
<tr>
<td>Saturday</td>
<td>9.30am – 1.00pm</td>
</tr>
</tbody>
</table>

There are 52 study spaces available. There are 15 PCs with internet access and printing and scanning facilities. Printing costs 5pence per sheet. Photocopying and faxing facilities are available.

Further library information is available on the Trust intranet (‘Training’ – ‘Library Services’). Altnagelvin Library can be contacted on 028 7129 6168; internally ext. 214137.
3.2 Altnagelvin IT Facilities

There are 15 PCs with internet access and printing and scanning facilities in the library. The Library operates on a ‘guest access network’ and as such provides access to web based email, remote drives, USBs, Facebook, Twitter etc. Wifi access is also available.

UpToDate (an electronic information resource providing detailed answers to clinical questions) is accessible via the Trust intranet (‘Useful Links’ on the Trust home page, then ‘U’)

There are 6 PCs with printing facilities located in the Resource Room in the Clinical Education Centre (CEC). The Resource Room is serviced by Library Staff.

Wifi access is available in the Nurses’ Home / student accommodation which operates on a ‘guest access network’, please see Appendix I. You are advised to complete the form at Appendix II prior to starting your placement in Altnagelvin as it may take a couple of days for IT to set up access for you.

Students must adhere to the WHSCT Internet Use Policy which can be accessed on the Trust intranet site under Training, Medical and Dental Education, Undergraduate, and on the Trust internet site at http://www.westerntrust.hscni.net/about/2760.htm.

A copy of this policy is also available in the Reading Resource Room in the Clinical Education Centre, in the Altnagelvin Library, MDEC, and in each of the sitting rooms in Accommodation.

Laptop for Loan:
A ‘guest access network’ enabled laptop is available from the Medical & Dental Education Office in the Clinical Education Centre on loan between the hours of 9am – 5pm. You will be required to sign laptop out and in and adhere to Trust policies whilst using. Please see Appendices I and II. Laptop may be borrowed for a maximum period of 24 hours at which stage you must return it to the Medical and Dental Education Office and, if required, you may extend the booking for a further 24 hours depending on demand.

3.3 Gransha WHSCT Library

The library is located in the main clinics building. It is usually locked but is staffed on Tuesday and Thursday afternoons. The key can be obtained from the Medical Records office during normal office hours. The key can be obtained from the on-call Senior House Officer outside normal working hours.

There is a small medical book and journal collection that caters mainly for postgraduate doctors. The collection is specific to psychiatry and mental health. The library is staffed part-time.

There is a manual recording system for borrowing books for up to two weeks at a time. Journals may not be borrowed. A request facility is available from Altnagelvin Library giving access to the material located at Altnagelvin, the Medical Library at Queen’s and its branches.
Some study spaces are provided. The library is used for journal clubs and meetings. There is 1 PC with internet and printing and scanning facilities. A photocopier is available in the Medical Records Office.

3.4 Gransha IT Facilities

There is 1 PC with internet access and printing and scanning facilities in the library.

UpToDate (an electronic information resource providing detailed answers to clinical questions) is available on the Trust intranet (‘Useful Links’ on the Trust intranet home page, then ‘U’).

4. RESIDENTIAL ACCOMMODATION

Residential accommodation for undergraduate medical students is provided within the Nurses’ Home accommodation block, located within the hospital grounds at a rate of approximately £166.39 per calendar month and a £75.00 refundable deposit (weekly rate is £49.05 for 1st week). [It reduces the 2nd week to £38.70].

Students don’t pay rent.

There are 32 car parking spaces available in front of the Nurses’ Home and 1 disabled parking space.

4.1 Booking Accommodation

The Accommodation Office is now located in Modular Offices 2 (temporarily). Contact: 02871 345171 ext 214697, general accommodation office at Modular Office 2 (temp.) Opening hours are: 9.00am –12.45pm (Mon – Thurs) and 9.00am –12.30pm (Fri). Outside of these hours students may contact the general accommodation office at the Modular Building up to 5pm (Mon to Thurs) and up to 4pm on Fridays.

Accommodation is available for students on placement to Altnagelvin and Gransha. If you require accommodation please contact the Accommodation Officer as above or email Caroline.McLaughlin@westhealth.n-i.nhs.uk.

Payment can be made via cheque to the “Western Health and Social Care Trust” or alternatively pay via the Cash Office on 028 7134 5171 ext 214548 by visa/debit card or credit card and quote “Student Accommodation/Nurses’ Home”.

Students should adhere to the Tenancy Regulations, Appendix VII (page 24)

Refer to Site Map, Appendix X(page 29), for the Nurses’ Home location.

4.2 Deposits

A deposit of £75.00 is required to be paid by the Thursday before your arrival date in order to have keys and swipe cards issued. (Swipe cards will provide access to accommodation block, CEC resource room and access to wards and theatres). Please refer to Appendix VIII (page 27), Card Access Protocol and Appendix XI (page 30), Card Access Authorisation Form.
Deposits are refundable following satisfactory inspection of rooms and return of keys and swipe card. All rooms must be left as per Point 1 of the Single Tenancy Regulations.

Deposits can be paid by the following methods:

- Advance payment of the deposit by cheque, time permitting, with prior agreement with the Accommodation Office.

- Telephone credit card processing to the Cash Office (tel: 028 7134 5171 ext. 214548). Students must keep record of receipt number for any discrepancies.

- By cash/cheque at the Cash Office during the hours noted below. The Cash Office is located in the main hospital, first floor. Opening hours are from 10.00am – 4.00pm Monday, Wednesday and Thursday (Please note the Cash Office is closed on Tuesday and Friday). A receipt will be issued and should be retained as proof of payment when collecting keys from the Accommodation Office/Telephone Exchange and for deposit refunds. A cash machine is located on the ground floor.

Note: Appendix IV (page 28)- If Tenancy Record is not completed and returned to accommodation office or keybox provided. - your deposit will not be returned.

Please note that in the event of an adverse incident in Accommodation, the student deposit will be withheld by Site Management Department. Students will be required to produce their QUB identification card which will be checked against CCTV footage. The outcome of this procedure will determine whether the deposit will be returned to the student. Please be advised that staff in Site Management can only deal with enquiries/complaints by students themselves and NOT by other parties, ie parents/guardians.

4.3 Collection of Keys

Once the deposit has been paid, accommodation keys and swipe card will be ready for collection at the Accommodation Office Mon–Fri 9am-5pm or at the Front Helpdesk in Altnagelvin Hospital out of hours between 2.30pm to 8.30pm on Saturdays, Sundays and Bank Holidays.

If students arrive without having paid their deposit then keys will not be available for them and they are responsible for arranging their own accommodation for the night and also responsible for the cost.

Rooms will be re-allocated if keys are not collected within 24 hours of the start of the placement, unless specific arrangements are made with the Accommodation Office.

Any queries or problems associated with the accommodation arrangements are to be directed in the first instance to the Accommodation Office.

4.4 Return of Swipe Card and Keys
Students must vacate rooms by 9am on the last scheduled date of placement and return all keys and swipe card and any outstanding paperwork immediately to the Accommodation Office or alternatively place in the Key Box by the exit doors on the ground floor of the accommodation block.

Students should NOT retain keys or swipe cards outside of placement dates. Charges for this are as follows:

- £15.72 per night
- £10 per key
- £10 per swipe card

These charges will be deducted from your deposit.

4.5 Swipe Cards for Students not availing of Accommodation

If you are not availing of the Accommodation, swipe cards are available from the Medical & Dental Education office in the Clinical Education Centre. These swipe cards can be secured for the duration of your placement for a deposit of £10. This deposit will be refunded on return of swipe card to the Medical and Dental Education office at the end of the placement. If swipe cards are not returned on the last day of the placement, the £10 will be used to pay for a re-issued swipe card.

4.6 Accommodation

- **Bedrooms**
  Each bedroom is equipped with a single bed, dressing table/mirror or work desk and chair, easy chair, built-in wardrobe, wash-hand basin/mirror and two small shelves. There is one main light and a lamp in each room, and two electrical power points. Clean bed linen is provided fortnightly. Students are responsible for changing bed linen. Towels are supplied weekly.

- **Bathrooms**
  There are two sets of toilets, showers and bathrooms on each floor of the accommodation block.

- **Catering facilities**
  Kitchens have recently been refurbished within the student accommodation. Which contains fridge freezers, cookers, microwaves, toasters, table and chairs, worktop benches and cupboard space. A kitchen is provided on each corridor. This contains a fridge freezers, cookers, table and chairs, worktop benches and cupboard spaces. Students are advised to bring their own cutlery and crockery as there have been consistent difficulties maintaining stock levels. A limited supply of cooking utensils is kept within each kitchen for general use. Students are required to wash all crockery, cutlery and utensils after use and provide their own cleaning materials for this purpose.

- **Common Room**
A common room with television, easy chairs, coffee table and sofa are available on each corridor, but will be looked at 12 midnight until 8 am. However abuse of these areas may result in temporary full time closures.

- **Domestic Services**
  Domestic services are provided daily. Students are asked to co-operate with the Support Services cleaning staff by ensuring that room floors are kept clear and surfaces requiring dusting/cleaning are cleared of personal possessions.

Washing machines, tumble dryers and hoovers along with cleaning products are available in the accommodation block. An iron and ironing board is also provided. Washing powder is not provided. A charge of £15 will be deducted from deposits if rooms are not left as they are found.

- **Telephones**
  Payphones and internal telephones are installed on floors 1 and 3 of the accommodation block.

- **WiFi Access / Guest Network**
  WiFi access is available in the Accommodation building. Please refer to point ‘3.2 Altnagelvin IT Facilities’ and Appendices I to V for more information.

4.7 **Incidents and Damage**

Any damage or breakage to residential property, fixtures or fittings will be assessed, and if appropriate, replacement/repair costs will be charged. It is therefore important for students to report any routine repairs to the Accommodation office as they arise.

In the event of any untoward incidents or damage to Trust facilities, the Sub Dean will report these to the University Dean. Such offences will result in immediate termination of the residency of the offending occupants and deposits will be held.

5. GENERAL INFORMATION

5.1 **Travel Reimbursement**

As part of your placement you may be required to attend peripheral clinics more than 1.5 miles from the hospital site.

You are entitled to reimbursement for this ‘within-placement’ travel. Either travel by public transport or car mileage at 0.24p/mile, additional mileage will be provided if you transport colleagues.

**Please Note: that travel to the hospital placement from where you normally live is not included in this scheme.**

As there is no public transport from Altnagelvin to the Gransha site, a taxi can be arranged to collect student/s from Altnagelvin to Gransha at approximately 08:45am and return from Gransha
to Altnagelvin at 5pm. Alternatively, the taxi can be arranged to take you to the nearest public transport location, please see details below.

**For Psychiatry students:**
Contact Kathleen Bradley, Psychiatry Department Secretary, (kathleen.bradley@westerntrust.hscni.net or 028 860261 ext 217901) a week prior to your attendance so that taxis can be arranged.

**For other students required to travel to Limavady clinics:**
Contact Sinead Doherty, Senior Manager, Medical & Dental Education, Ground Floor, Altnagelvin Hospital (sinead.doherty@westerntrust.hscni.net or ext 213655), a week prior to your attendance so that taxis can be arranged.

A Travel and Expenses form must be completed weekly to include mileage or public transport receipts. The form should be approved **‘DAILY’** by your supervising consultant at the clinic and countersigned weekly by the placement co-ordinator.

**RETURN TO:** Sinead Doherty, Senior Manager, Medical & Dental Education, Ground Floor, Altnagelvin Hospital, Glenshane Road, L'Derry BT47 6SB; telephone 028 7134 5171 ext. 213655 or contact sinead.doherty@westerntrust.hscni.net.

Please see Appendix XII for Limavady Map and Bus Schedules.

### 5.2 Catering Facilities

- A Coffee Shop is located in the front hall, ground floor of the main hospital building, together with a kiosk offering newspapers and confectionery. Opening times are 8.00am – 10.00pm daily.

- The staff restaurant is located on the 1st floor of the main hospital. The opening hours are as follows:

<table>
<thead>
<tr>
<th>Time</th>
<th>Service Provided</th>
</tr>
</thead>
<tbody>
<tr>
<td>Monday to Friday</td>
<td>9.00am to 6.30pm</td>
</tr>
<tr>
<td>9.00am-9.30am</td>
<td>Tea and coffee will be available along with grab and go snacks</td>
</tr>
<tr>
<td>9.30am-11.00am</td>
<td>Hot cooked breakfast will be served</td>
</tr>
<tr>
<td>12.00noon-2.00pm</td>
<td>Lunch will be served</td>
</tr>
<tr>
<td>3.00pm-5.00pm</td>
<td>Tea and coffee will be available along with grab and go snacks</td>
</tr>
<tr>
<td>5.00pm-6.00pm</td>
<td>Hot food will be served for evening tea</td>
</tr>
<tr>
<td>6.00pm-6.30pm</td>
<td>Tea and coffee will be available along with grab and go snacks</td>
</tr>
<tr>
<td>Saturday and Sunday</td>
<td>9.00am to 2.30pm</td>
</tr>
<tr>
<td>Time</td>
<td>Service</td>
</tr>
<tr>
<td>--------------</td>
<td>---------------------------------------------</td>
</tr>
<tr>
<td>9.00am-9.30am</td>
<td>Tea and coffee will be available along with grab and go snacks</td>
</tr>
<tr>
<td>9.30am-11.00am</td>
<td>Hot cooked breakfast will be served</td>
</tr>
<tr>
<td>11.00am-11.30am</td>
<td>Tea and coffee will be available along with grab and go snacks</td>
</tr>
<tr>
<td>12.00noon-2.00pm</td>
<td>Lunch will be served</td>
</tr>
<tr>
<td>2.00pm-2.30pm</td>
<td>Tea and coffee will be available along with grab and go snacks</td>
</tr>
</tbody>
</table>

There will be a reduced evening tea menu at weekends. Pre-ordered meals can be ordered and paid for before 2.30pm in the tower block and be collected in the Doctors dining area. This service is available to students. Email orders to: Alison.McCorkell@westerntrust.hscni.net or Sandwich.Order@westhealth.n-i.nhs.uk.

- Vending machines are available in the MDEC building, for use by all staff and are accessible during Library opening times.
- Vending facilities (filled daily) are also available on the first floor beside the canteen. A microwave is available in the doctors dining area and all staff including students have access to this area.

5.3 Lockers

Western Health and Social Care Trust do not accept responsibility or liability for loss of, or damage to, any personal items. Students are therefore strongly advised to arrange personal insurance cover for their personal property.

A limited number of lockers are available for medical student personal use, for safekeeping of small items whilst in the main hospital. These lockers are coin operated, and are located between Resource Rooms 3 and 4 within the Clinical Education Centre.

5.4 Dress Code

Medical students are not required to wear white coats. A dress code policy has been introduced by the Department of Health and this is endorsed by the Trust. This policy applies to all HSC staff, including students. The policy is available on the Trust’s intranet under Training, Medical and Dental Education, Undergraduate, and on the Trust’s internet site - http://www.westerntrust.hscni.net/about/2760.htm.

5.5 Chapels & Prayer Rooms

A prayer and reflection room is located on the first floor of Altnagelvin. It can be accessed via Wards 31/32 or by the Theatre corridor.

5.6 Banks
There is a cash withdrawal machine facility, located in the front hall, ground floor of the main hospital. There is also a Northern Bank situated on the Glenshane Road, opposite the main hospital entrance and a First Trust Bank cash withdrawal facility located in the Lisnagelvin Shopping Complex, close to the Altnagelvin site.

### 5.7 Pastoral Tutor

Dr William Dickey is Pastoral Tutor for Altnagelvin Hospital.

Dr Dickey can be contacted on Bleep 8296. (To Bleep from an internal phone - Dial 8, then Bleep No. (8296) – press 1 if you are in Altnagelvin or press 2 if you are in Gransha, followed by the Ext No. you have dialled from – press * button and hang-up).

Or you may contact Sinead Doherty, Senior Manager, Medical & Dental Education.

### 6. Co-ordinators of Undergraduate Education

#### Altnagelvin & Gransha

<table>
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<tr>
<th>Year</th>
<th>Specialty</th>
<th>Name</th>
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<td>Medicine</td>
<td>Dr William Dickey</td>
<td>Sec 213104</td>
</tr>
<tr>
<td>3</td>
<td>Medicine - Cardiology</td>
<td>Dr Stephen Barr</td>
<td>Sec 213115</td>
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<tr>
<td>3</td>
<td>Medicine – Endocrinology/ Diabetes</td>
<td>Dr Neil Black</td>
<td>Sec 214204</td>
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<td>Mr Anand Gidwani</td>
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<td>Dr David Armstrong</td>
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<td>Dr Wing Hoi Yau</td>
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<td>Mr Greg McBride</td>
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<td>Mrs Rosie Brennan</td>
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<td>Dr Feargal McNicholl</td>
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<td>Maxillofacial Surgery</td>
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<td>Dr Sandra McNeill</td>
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<td>Paediatric Audiological Medicine</td>
<td>Dr Esther Harper</td>
<td>028 7776 1100</td>
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<td>Dr Freda Mooney/Dr Bernie Trainor</td>
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Appendix I – Guest Access Network

The Western Trust is committed to its practice education role for all its students in medical and professional areas and is constantly seeking to improve the facilities we make available to those who are placed to learn with us. To this end, and in response to feedback received directly from students, their mentors and QUB, we have implemented a secure wireless network – separate to our existing infrastructure – that will provide internet access in residential accommodation and medical education and library facilities for medical students. This network will host a number of static computers and will also allow students to use personal USB storage devices (pen drives) and browse the Internet (including webmail) via their personal laptop computer or portable web devices (e.g., iPad). Essentially this means you will be able to use the internet and check emails as if they were on a university campus.

How do I get access to this network?

You should apply for Guest Access at least 1 month prior to the start of your placement.

To do this we require some IT details to process Wi-Fi arrangements to ensure you can access online resources as soon as possible.

The network is open to all QUB Medical and Dental Students and Tutors, however we must take steps to safeguard the integrity and security of the network and this means we’ve had to enforce some validation steps before granting access.

Here’s what you need to do:

1. If you require Wi-Fi access for laptop/mobile phone/ipad/etc whilst on placement in the WHSCT, you need to register your portable internet device with WHSCT ICT Services Team by completing the form at Appendix I “Western Health & Social Care Trust - Guest Network Request Form” at least 1 month before your placement begins.
2. In order to complete the form, you will require the MAC address of your device. Please see Appendix III “Guest Access Account Requests to Find MAC Address for Windows Laptops” or if you have an iPhone see Appendix IV “Guest Access Account Requests to Find MAC Address for iPhones”, which will guide you through how to get the user’s wireless network card.
3. When you have completed the form and inserted the MAC address onto the form, forward it via email to the ICT Department at least 1 month before your placement begins at the following email address:
   web.access@westhealth.n-i.nhs.uk
4. ICT will then configure access and return your login details to you via the email address that you used to submit the request. Please ensure that you will have access to this email account until you have successfully received your Guest Access login details.
5. You will be provided with a secure username and password that will remain active for the duration of your placement. While the password will not expire the system requires this password to be entered every 24 hours.
6. Once you get your user details please see connectivity instructions as per Appendix II “Connecting to the WHSCT Guest Access Network”.
Appendix II – Guest Access Network Request Form

Terms and Agreement of Use
The guest network is the property of the Western Health and Social Care Trust and may be accessed only by authorised individuals. This network is intended to provide network access to Queens Medical and Dental Students and Tutors only, unless specifically authorised by the Head of ICT for Corporate or Clinical needs. Access to the guest network will only be given when the Trust ICT Services Department have been provided with the MAC address of the device intended to join the network. Please note - Only 1 device per individual will be allowed.

No Trust ICT Equipment will be authorised for connection to this network.

Content filtering and monitoring will be used in line with Trust and HSC policies to ensure the security and integrity of our network and the data held thereon. Trust ICT staff may disclose any potential evidence of a breach of these terms or crime found on WHSCT network systems.
By accessing and using this network, you are consenting to such monitoring and information retrieval for compliance purposes. Users should have no expectation of privacy as to any communication on or information passed through the system.

Transmission of any and all patient / client information and / or Trust business is strictly prohibited.

Use of this service for the following activities is also not allowed:
• Trading or sharing copyrighted materials (e.g. music, video and software)
• Spamming, Hacking and/ or Invasion of Privacy
• Violation of Intellectual Property Rights
• Obscene or indecent materials
• Using the service to transmit defamatory or abusive language
• Distribution of internet or email viruses
• Facilitating, in any way, a violation of this Agreement Of Use

Under no circumstances will the Western Trust, ICT Services or any of its employees be liable for consequential, indirect or incidental damage to personal hardware or data.

Please complete all required information (Please note all fields are Mandatory):

Please write clearly in Capital Letters:

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<th>Full Name:</th>
<th>Contact Tel. No.:</th>
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Please note – this form will not be processed if any of the above information is incomplete. If you are unsure of the MAC address of your device please refer to documentation supplied with your device.
Appendix III - Connecting to the WHSCT Guest Access Network

Please follow the instructions below after providing your details to the ICT Department:

1. Select the “WHSCT- GA” Wireless SSID.

2. Open up Internet Browser Application ie Internet Explorer, Safari, etc.

3. Click on “Continue to this website (not recommended)”.

4. Enter the Username and Password that the ICT Department provided and click to agree to the policy.
5. This will bring you to your homepage.

6. This network will look for the user to re-authenticate every 24 Hours.
Appendix IV - Guest Access Account Requests to Find MAC Address for Windows Laptops

1. Click on START — TYPE cmd in the search programme and files box – and hit ENTER.

2. At the command prompt on the black screen TYPE – ipconfig(space)/all – ENTER.

You are looking for:

Wireless (Not Ethernet) LAN Adapter wireless network Connection Physical Address (12 digits) - e.g. AC-81-21-51-78-64 (this is the MAC address).
Appendix V - Guest Access Account Requests to Find MAC Address for iPhones

1. Tap on Settings
2. Tap on General
3. Navigate to and tap on "About"
4. Scroll down to "Wi-Fi Address"
5. The characters next to Wi-Fi Address are your MAC address e.g. AC-81-21-51-78-64.
Appendix VI - Good Practice Guidelines for Computer Usage in Resource Rooms of the Clinical Education Centre

The Hospital provides the use of computers as a resource to assist you with your medical studies. You are encouraged to make use of these services but are reminded that the computers should only be used in accordance with the WHSCTrust Internet Policy and the following guidelines that are designed to minimise risks in relation to Viruses, Internet Access, etc.

GUIDELINES

1) No software should be installed on the computers nor should files be downloaded from the Internet without first contacting the I.T. Department.

2) The settings on the computer should not be changed.

3) You should always log out of the Internet when not required.

4) Internet Access should be restricted to sites that relate to your studies.

5) Access to User/News Groups or inappropriate sites e.g. of a pornographic or racist nature, is not permitted.

6) Disks (including floppies, CD’s and portable USB drives) should not be used on these computers without first being virus checked.

7) Caution should be used when using Internet E-mail as it is a common source of viruses. Don’t open any emails from unknown people with vague subject lines etc.

Please contact I.T if you require further detail about these guidelines:

- IT Support ext 215555

The IT Department regularly monitor hardware/software to ensure compliance with the requirements of this notice and any discrepancies will be reported to the IT Security Officer.

Your co-operation is welcomed and you will appreciate that guidelines are not intended to be restrictive but are principally in the interests of maintaining integrity of computers and the performance of the Network for all users of systems within the Hospital.
Appendix VII - Tenancy Regulations

Altnagelvin Area Hospital
Site Management

Single Accommodation - Nurses Home

1. **Deposit**

   In relation to short term placements, a refundable deposit of £75.00 is required prior to the issue of keys. Deposits are refundable following advance submission of all completed documents relating to tenancy and upon satisfactory inspection of rooms prior to room vacation. The room inspection will be undertaken by the Accommodation Office. Residents will be responsible for leaving rooms in a reasonable condition for new occupancy. All accumulated household rubbish should be removed to the appropriate bins for collection.

2. **Principles of Conduct**

   (i) **Noise**

   All radio, television, stereo equipment, musical instruments etc., must be played after 11pm and at such a level that they do not cause any annoyance or disturbance to occupiers of neighbouring rooms who may wish to sleep or study. Willful and repeated breach of this rule will result in immediate termination of the residency of the offending occupant(s).

   Social gatherings are strictly **NOT permitted** after **12 midnight** and any tenant(s) that breach this regulation will be issued in the first instance with an official warning. Willful and repeated breach of this rule will result in tenant(s) having their deposits withheld and incurring immediate termination of their residency.

   (ii) **Damage to Trust Property**

   Tenants are expected to take reasonable care of furniture and fittings and will be held responsible for any damage caused to property of the Trust. This will include making good any loss and/or replacement of same from surety deposit. Such offences will result in immediate termination of the residency of the offending occupants and deposits will be held.

   (3) **Fire Prevention/Detection Equipment**

   Fire Alarms are on an automatic system. Fire Prevention/Detection equipment must only be used or activated in the event of a fire or of risk of fire. Wilful damage to or tampering with fire equipment (e.g. Fire extinguishers, fire blankets or fire alarms) is a very serious offence and will not be tolerated under any circumstances. Such offences will result in immediate termination of the residency of the offending occupant(s).

   **Tenants must not** cover smoke/heat detectors under any circumstances.
Tenants must adhere to Fire Safety Regulations and must vacate the premises at all times when a fire alarm is activated.

Tenants should also refrain from using metallic or aluminium containers or pots in microwaves, as they are potential fire hazards.

NB: Charges will be incurred for damage caused to microwave ovens by inappropriate use of metallic containers.

3. **Co-operation with Domestic Services Staff**

Tenants must endeavour to co-operate with Domestic Services staff, and are responsible for changing their own bed linen. Day to day housekeeping is the responsibility of the Tenant.

Tenants must show consideration towards each other and towards the Domestic Services staff and keep communal areas including kitchens clean and tidy and in particular after any social gatherings.

Tenants should use extractors at all times when cooking. Dishes i.e. crockery, grill pans and utensils should be washed after use. Tenants should be aware that additional crockery and dishes are their own responsibility.

4. **Additional Rules**

During the term of the tenancy, tenants should observe the following rules:
Tenants should not hammer nails into walls, stick posters on walls or doors with sellotape or glue stickers on walls or doors.

Tenants should return vacuum cleaners, irons and ironing boards to the appropriate laundry or utility areas after use.

5. **Bicycles**

Bicycles must not be kept in bedrooms or in communal areas.

6. **Keys**

In the interests of security, residents must ensure the safe keeping of their room keys and outer door keys at all times. Should a resident forget their keys, access to their accommodation can only be guaranteed during normal working hours. Tenants may experience delays getting access to their rooms if staff are busy carrying out other urgent duties.

Loss of keys or access cards must be reported immediately to the support services accommodation office directly. **(A charge of £10 will be sought to replace lost keys).** All keys must be returned to the accommodation office or key box by the exit doors on the ground floor of the Nurses Home upon vacation of rooms. Failure to return keys will result in the continuation of Tenancy and appropriate charges will be incurred and will be deducted from your deposit until return of keys to the appropriate officer.

7. **Visitors**
Bedrooms in Residential Accommodation are for the exclusive use of the authorised tenant. Overnight visitors are **NOT permitted** on the premises for any reason.

8. **Security**

Residents **must** secure entrance and internal doors at all times. Doors **must not** be jarred open and tenants must not interfere or tamper with CCTV equipment. Willful damage to or tampering with access doors, security or CCTV equipment is a very serious offence and will not be tolerated under any circumstances. Such offences will result in immediate termination of the residency of the offending occupant(s) and deposits will be withheld. Security Patrols will be carried out on a regular basis throughout the night.

9. **Telephone Services**

Each floor in Nurse’s Home has access to an internal hallway phone for emergency calls. There are also public payphones on the 1\textsuperscript{st} and 3\textsuperscript{rd} floors for making personal calls.

Telephone Exchange staff will not connect personal calls.

**NB:** The accommodation department will carry out an inspection prior to room vacation.

N.B. It is a serious offence to fail to respond to Fire Alarms and to adhere to Fire Code Regulations.

**Western Health & Social Care Trust operates**

**No Smoking, Health &Safety & No Alcohol Policies**
Appendix VIII - Card Access Protocol

Proximity Reader Cards (PRC) will be issued/re-programmed from Site Management. Your card is for your own personal use and must not be given to any other person. The programming system will reveal if unusual patterns of use are evident & you may have to account for inconsistent access.

If your card is lost/missing you should notify Site Management immediately in order to prevent misuse and unauthorized entry.

Do not put your name on the card; if it is lost, it will identify you to the finder who will know your access levels & may misuse your PRC.

Upon termination of Tenancy Agreement please return your card to Accommodation Manager.

In the event of fire, the System can be interrogated for names of people who have gained access in order to help with Roll Call. The consequences of misidentification are serious.

A PRC that has not been used for 6 weeks will automatically de-activate. If you plan to be on leave for an extended period, please inform Site Management; your card can be re-programmed on your return.

When using your PRC, please ensure that unauthorized visitors do not follow you into restricted access areas. Visitors to the new wards should be directed to the ground Floor Nucleus new lift \ staircase.

NB: Please note that in the interest of personal security, card users should strictly observe this protocol
Appendix IX - Tenancy Record

Please note that you are required as part of your residential tenancy at Altnagelvin to complete the Tenancy Record for deposit refund of £75. Please complete and return to Accommodation Office, the Modular Building on the day immediately following your arrival (or alternatively please place in the Key Box by the exit doors, ground floor).

**NB:** Completion of all tenancy documentation is a compulsory requirement of your residency. Failure to submit completed documents to the aforementioned office will result in delay of refund of deposit.

ROOM No. ____________________________________________

Date of placement from: ____________ to: ____________

PLEASE PRINT

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<th>NAME</th>
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The above details will be used in order to refund a deposit in conjunction with a copy of your ID which you must provide at the end of your placement and if there is a need to contact you regarding your tenancy or other matters. All details will be treated in confidence.

Swipe Cards/keys to rooms must be returned on the last day of your placement to the Accommodation Office, Modular Building or to the designated key box. Third parties must not use keys or access cards. Failure to return cards/keys or vacate rooms on the date your placement ends will result in a charge being deducted from your deposit. Also note, where appropriate during your placement deductions for damage to Trust property may be made from this deposit.

I confirm that I have read and understand the Tenancy Regulations (which are available on the Queens website and displayed in your room) relating to the accommodation, and accept the conditions of my residency. I also acknowledge receipt of key and access card and undertake full responsibility for them.

Print Name: ___________________________ Signature: ___________________________

Date: ____________ Accommodation Contact: ___________________________

Accommodation queries: Margaret Millar- Ext 214707, Caroline McLaughlin- Ext 214697 or Direct Line – 02871 611343
WESTERN HEALTH AND SOCIAL CARE TRUST

CARD ACCESS AUTHORISATION FORM

SURNAME__________________________  FORENAME________________

GRADE__________________________  STAFF NUMBER________________

DEPARTMENT____________________________________________________

CONTACT NUMBER: ______________________________________________

CAR REG: _________________________

AREAS OF ACCESS: ________________________________________________

_________________________________________________________________

_________________________________________________________________

EXPIRY DATE OF CONTRACT: ______________________________

AUTHERISED BY: ________________________________________________

Sinead Doherty, Senior Manager, Medical and Dental Education
(Head of Dept.)

Completed application forms to be returned to: Site Management (Card Access), Main Corridor,
opposite Post Room, Altnagelvin.

FOR OFFICE USE

SWIPE CARD NO:______________________  DATE:____________________

ISSUED BY:_____________________________________________________

ID BADGING COMPLETED: ☐

REPLACEMENT CARD: 1             2

☐ ☐
Appendix XII – Limavady Map and Public Transport Information

Ballyclose Hostel
11 Mill Place
Limavady
BT49 0BJ

Roe Valley Hospital
24d Benevenagh Drive
Limavady
BT49 0AQ
028 7776 2101

Ulsterbus Ltd
103 Main Street
Limavady
BT49 0ET
028 7776 2101
### Ulsterbus Timetable 143

**Londonderry - Limavady**

**Monday to Friday**

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<td>Limavady, Buscentre</td>
<td>0740 0840 0950 1050 1150 1250 1350 1450 1550 1650</td>
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**ULB Ulsterbus**

M.F Monday-Friday

**Return Journey**

**Limbavady - Londonderry**

**Monday to Friday**

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<td><strong>Calling points:</strong></td>
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<tr>
<td>Derry, (Ferry St Buscentre)</td>
<td>0645 0745 0800 0830 0900 1000 1100 1200 1230 1300 1400</td>
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<td>Strathfoyle, Clooneen Drive</td>
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<td>Eglinston, Main Street</td>
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<td>City of Derry, Airport</td>
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<td>Greysteel, Faughanville Bridge</td>
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