### Imperial College Col

Welcome to

Charing Cross Hospital

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### Information Booklet

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Director of Clinical Studies

ICSM at Charing Cross Campus

**Welcome to Charing Cross Hospital NHS Trust**

Dear Student,

The following pages are intended to give you a brief introduction to Charing Cross Hospital and the Trust. We hope you enjoy your time here at Charing Cross hospital and that whilst you are here you make the most of the learning opportunities presented to you.

Regarding on-take: - It is imperative that you attend all the takes you can. This is where you will see acute medical and surgical patients and how they are managed. The team you are attached to will provide you with dates and times when you can expect to be on-take. Bleeps are also a necessity and can be obtained from the Teaching Co-ordinator in the FEO office.

Clinical teaching is important, however occasionally this is cancelled due to unforeseen circumstances. Unfortunately, this cannot always be avoided. Consultants very often get called away at short notice. If you find that a session has had to be cancelled don’t waste that time contact the SpR or SHO and see if they have some time to teach you, or use the time to clerk patients and take histories. It’s up to you to make sure you get the most out of your teachers.

Please wear your medical school ID badge at all times. This not only helps staff but also shows respect to the patients. Please remember to introduce yourself to the nursing staff on the ward before seeing patients and to introduce yourself as a medical student to patients. You should always explain to the patient what you are going to do and ask them whether they agree; if they do not, you can ask whether you could come back at some other time.

Finally, I want to take this opportunity to remind you about confidentiality and safety. You should never talk about patients in public areas and if taking information about patients home with you to prepare case presentations etc., make sure that there is nothing that identifies the individual patient. Safety is also important; health and safety rules are there for everyone’s benefit, so please make sure you follow them.

If for any reason you have a problem or query, do not hesitate to contact either Teresa Collins, Teaching Co-ordinator, or myself.

Yours sincerely,



**Professor Edwina Brown**

Director of Clinical Studies

020 83835207

e.a.brown@imperial.ac.uk

|  |  |  |
| --- | --- | --- |
|  | **TElephone Numbers** |  |
| Charing Cross Hospital | Switchboard | 020 3311 1234  Ext: 0 |
| Trust Security | (Charing Cross Hospital) | 020 3311 1799 |
| **Professor Edwina Brown** | Director of Clinical Studies | 020 8383 5207 |
| **FEO (Charing Cross)** | Vera Janev (Reception) | 020 7594 0734 |
| **Jitender Yadav** | Clinical Curriculum Manager | 020 7594 0735 |
| **Sophia Eglin** | Curriculum Assistant for Year 3 & 5 | 020 7594 1616 |
| Occupational Health | Hammersmith | 020 8383 3063 |
| Imperial College Security | The Reynolds Building | 020 7594 0713 |
| **Teresa Collins** | Teaching Co-ordinator | Charing Cross 0207 594 0736  Hammersmith 0203 313 1074 |
| Damien Nathaniel | Assistant Teaching Co-ordinator | Charing Cross 0207 594 0732  Hammersmith 0203 313 1074 |
| To bleep someone who you don’t have a bleep number for contact reception on ‘0’.  To bleep someone you do have a number for dial **456**, enter their **bleep number**, then the extension and then press ‘**#**’. | | |

## 

**TCO & FEO Information**

**TEACHING CO-ORDINATOR [TCO]**

Teresa Collins is the Teaching Co-ordinator for Undergraduate Education at Charing Cross and Hammersmith Hospitals. Damien Nathaniel is the Assistant Teaching Co-ordinator. Teresa and Damien will help you with a variety of issues that are attachment/hospital related i.e.

* Timetable problems
* Tutorials
* Assessment forms
* Lockers/bleeps

Teresa and Damien administer all the clinical teaching at Charing Cross and Hammersmith Hospitals and can often help with questions or issues regarding your attachment here. Theresa and Damien are based in the FEO, 1st Floor Reynolds Building, Charing Cross Hospital and generally **available Monday to Friday: 9.00am to 5.00pm**.

**FACULTY EDUCATION OFFICE [FEO]**

**Opening Times:** Monday - Friday 9.30am to 4.00pm

**Location:** 2nd Floor, Reynolds Building, Charing Cross Hospital

**ILLNESS AND ABSENCE REPORTING**

Information relating to absence due to illness and special circumstances are on the intranet – you are responsible for ensuring that you comply with these. Please note in particular that you must obtain permission from the College to miss any part of a clinical attachment. If you cannot attend your firm due to illness, please call Teresa Collins or Damien Nathaniel as early as possible every day you are sick so that your Firm leader can be notified. If you are absent from the attachment for more than 5 days you will be required to present a medical certificate.

**EVALUATION AND FEEDBACK**

We need your input to continually monitor and improve clinical attachments at Charing Cross and ask you to provide your feedback via **S.O.L.E.** (the Student On-Line Evaluation system).

You are asked to log-in to SOLE during the last week of every attachment (whether hospital-based or GP), or for one week after its completion. When you log in, only the firm(s) that you individually are eligible to review at that time will be seen on-screen, and if you miss that window in time, the opportunity to express your views about the attachment on SOLE will be lost. On those firms in the 3rd year, when you attend a GP practice for half a day each week, you will be asked about the GP attachment as well.

The evaluation information you give us is a measure of the quality of your learning experience at Charing Cross Hospital and we take it very seriously. Yes, we know, constantly being asked to evaluate the course at ICSM is a real bore, but we hope you will take a few minutes to help us help you in the future.

# CMT Attachments & PATIENT cHARTER

# CLINICAL METHODS TEACHING (CMT) GP ATTACHMENTS

As part of your attachment you have been allocated a session with a GP. Please ensure that you always attend your GP sessions. If for any reason you cannot attend, or you are going to be late, please inform the GP directly and let **Teresa Collins/Damien Nathaniel and the FEO** know as far in advance as possible.

A map of how to get to the surgery will be on the Intranet.

CMT Assessment forms must be submitted to the staff at the FEO in the Reynolds Building.

# PATIENTS CHARTER

You will be aware that the Patients Charter identifies a number of ‘Patients Rights’ for all patients receiving care under the National Health Service.

An existing right for personal consideration and respect is as follows:

‘the **right** to choose whether or not you want to take part in medical research or medical student training’

In order to ensure that whilst at Charing Cross Hospital patients can exercise this right:

1. The first time you visit a ward to take a history and examine any patient, would you ensure that you seek the permission from the nurse caring for the patient or senior nurse on duty. When you are known to the ward this will not, obviously, be necessary.
2. Introduce yourself to any new patient that you may be seeing and ask for their permission before proceeding to take a history and examine him/her.
3. If it is not possible to communicate with the patient, ensure that you have sought permission from the nursing staff.

Whilst this is an obvious common courtesy and works well in most instances, nursing staff do report cases where their permission was not sought. This can, at the very least, lead to confusion for the patient who may expect a further examination/history taking to make a positive contribution to their treatment and recovery.

Full copies of the Patients Charter can be obtained from the Department of Health.

**Facilitating Equipment AND LOCATIONS**

LOCKERS

# Lockers are available for your use at the FEO for the length of your CX attachments only. Keys can be obtained from the FEO student counter. Please ensure your locker is empty, clean and return keys at the end of your attachment at Charing Cross for other students to use.

**£20.00 [cheque – payable to ‘Imperial College Healthcare NHS Trust’ required]** cash is not accepted.

**DEPOSITS** – Compulsory & Returnable

A deposit of £20.00 cheque (NOT cash) is required for locker keys

Cheques are made payable to ‘IMPERIAL COLLEGE HEALTHCARE NHS TRUST’, please note cash is not accepted.

Deposits are refundable in full provided that the Bleep and/or room key are brought back to the FEO by 1.00pm the next working day – usually the following day.

PLEASE DO NOT GIVE KEYS TO ANYONE ELSE TO USE OR HAND IN.

# CLINICAL SKILLS LABORATORY (CHARING CROSS HOSPITAL)

The Clinical Skills Laboratory is located on 3 West (3rd Floor) at Charing Cross Hospital. A full time Clinical Skills Tutor **–** Dr Moustafa Hafez (020 8383 8902)is available between 9am – 5pm in the laboratory.

**WARDS**

Please see reporting instruction for information/guidance on how to find the ward.

**LIBRARY**

The library is located on the 2nd floor in the Reynolds Building. The library will provide use of computers and photocopying.

**HEALTH, SAFELY & REPORTING**

# In your Course Guide for the year you will find a section on Health and Safety. It is essential that you read this and take note of its contents. In addition whilst you are based at Charing Cross Hospital and GP attachment you must also abide by the Health and Safety rules of the Trust. The Trust’s Health and Safety at work rules are displayed on notice boards throughout the hospital.

# A brief outline of the Trust’s Health and Safety rules are listed below.

**REPORTING CLINICAL AND NON-CLINICAL INJURY OR ACCIDENTS**

# Clinical and non-clinical injuries or accidents must be reported. Accidents within the Trust are reported on the Datix system on the Trust intranet. For more information on reporting accidents please visit the following link: <http://www3.imperial.ac.uk/safety> or <https://education.med.imperial.ac.uk/Policies/safety.htm>. All injuries and accidents must be reported to the TCO.

# ID BADGES

Imperial NHS Trust ID badges are issued on the ground floor Charing Cross Hospital on Monday, Wednesday and Friday. ID’s must be worn at all times and are used for access to wards. College ID’s are required for entry to lab blocks. Replacements for any lost badges can be obtained from the FEO Charing Cross at a cost of £10 paid with a cheque to “Imperial College London”.

# SUBSTANCE ABUSE

# It is imperative that whilst you are on the wards, or on clinical attachment that you are not suffering from the effects of alcohol, drugs or any other substance. If you suspect a colleague to be involved in substance abuse it is your responsibility to bring it to the attention of their Group Leader.

# FIRE

# You should familiarise yourself with the fire rules which are part of the health and safety rules of the Trust. If you discover an outbreak of fire or smoke, raise the alarm immediately, leave the premises and assemble at the appointed place (see fire instructions in the area you are working), wait there until you are told it is safe to return. Do not make any attempt to rescue personal possessions.

# ACCIDENTS

You must report as soon as possible, in accordance with the Health and Safety procedures, any accidents or ‘near misses’ involving injury or potential injury whilst in the building. You should ensure that an accident form is completed.

**INFECTION CONTROL**

It is your responsibility to familiarise yourself with the Trust’s infection control policies and procedures.

**FIRST AID**

Make sure you know who provides first aid and where the first aid box is kept in the areas you are working.

# SMOKING

The Trust has a no smoking policy throughout the hospital and hospital grounds and expects it to be followed.

# IMMUNISATION

Please make sure your immunisation status is up to date.

**SHARPS & NEEDLE STICK INJURIES**

* For guidelines on procedure when dealing with sharp instruments refer to the information on the intranet.
* If you receive a needle stick injury whilst on your clinical attachment you must report this to the trust Datix System and to the TCO, for more information visit <https://education.med.imperial.ac.uk/Policies/safety.htm>.

Process for Reporting Clinical and Non-Clinical Accidents to Imperial College

**What to do if you have an accident on a College campus**

College Occupational Health Service (OHS) and  
 Incident Reporting

**Where was the incident?**

Lab or elsewhere

**Report to Lab supervisor**

**Obtain First Aid**

**Get immediate First Aid**

**according to the nature of the injury and exposure to laboratory hazards**

**Report the incident to nearest person in charge of the area**

e.g. Lecturer or Security staff

**Obtain necessary medical treatment and advice**

(OHS or Medical Centre)

**Student considers informing**

Personal/Clinical Tutor or

Student Welfare Senior Tutors

**If you have any problems with this,   
please contact**

**Medicine UG Accidents email:**

**medicine-ug-accidents@imperial.ac.uk**

**LAB**

**Elsewhere**

**Student completes the online  
Imperial College Accident Report form  
http://www.imperial.ac.uk/safety**



**SECURITY POLICY**

Security rules aim to protect employees, patients, visitors, medical students and the Trust itself. As well as the general security rules which follow, there may be other rules which are specific to the department(s) you are based in – please take note of them.

Always wear your name badge and photo identification badge at all times whilst on the premises. If you misplace your ID badge please inform security base immediately. Replacement name badges can be obtained from the FEO Charing Cross at a cost of £10 [cheques only should be made payable to Imperial College London].

**Trust property** may only be used in connection with the Trust’s business, unless you have specific prior authorisation from your Group Leader. You must not remove from any Trust premises any documents, or other property belonging to the Trust, unless you have the permission of your Group Leader.

**Private property,** such as valuables or large sums of money, should not be brought to work. The Trust cannot accept responsibility for your clothing and other personal property. Lockers are provided for you in the Reynolds Building. Please contact Teresa Collins or Nav Rizvi for a locker key.

**Suspicious packages** should be immediately reported to a member of staff or to the security department.

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**Cross-Site Travel**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Hopper Bus 1 | | Hopper Bus 2 | | Hopper Bus 3 | |
| CX | 08:00 | STM | 08:00 | HH | 08:00 |
| HH | 08:40 | CX | 08:40 | STM | 08:40 |
| CX | 09:20 | STM | 09:20 | HH | 09:20 |
| HH | 09:55 | CX | 09:55 | STM | 09:55 |
| CX | 10:30 | STM | 10:30 | HH | 10:30 |
| HH | 11:00 Arrive | CX | 11:00 Arrive | STM | 11:00 Arrive |
| HH | 11:15 Depart | CX | 11:15 Depart | STM | 11:15 Depart |
| CX | 11:45 | STM | 11:45 | HH | 11:45 |
| HH | 12:15 | CX | 12:15 | STM | 12:15 |
| CX | 12:45 | STM | 12:45 | HH | 12:45 |
| HH | 13:15 | CX | 13:15 | STM | 13:15 |
| CX | 13:45 Arrive | STM | 13:45 Arrive | HH | 13:45 Arrive |
| CX | 14:15 Depart | STM | 14:15 Depart | HH | 14:15 Depart |
| HH | 14:45 | CX | 14:45 | STM | 14:45 |
| CX | 15:15 | STM | 15:15 | HH | 15:15 |
| HH | 15:45 | CX | 15:45 | STM | 15:45 |
| CX | 16:15 Arrive | STM | 16:15 Arrive | HH | 16:15 Arrive |
| CX | 16:45 Depart | STM | 16:45 Depart | HH | 16:45 Depart |
| HH | 17:20 | CX | 17:20 | STM | 17:20 |
| CX | 18:00 | STM | 18:00 | HH | 18:00 |

This Hopper Bus is for the use of Imperial College Healthcare NHS Trust staff only. It is for official use in getting to or from Trust sites and meetings; it is not intended for passenger use commuting to or from work.

**If correct ID cannot be shown on request you will be asked to leave the bus.**