

## Standard Operating Procedure

### Car Parking for Patients and Visitors

#### Relevant to:

Patients and Visitors who use the Car Parking Facilities at Medway Maritime Hospital.

#### Purpose of SOP:

The aim of the procedure is to give all Patients & Visitors definitive guidance on the use and charging structure for the car parking facility at the Trust and to act as a guide for Staff who are informing Patients and Visitors of Car Parking Charges, Concessions, exemptions and discounts.

#### Procedure to Follow:

#### Description of the System:

- Car Parking for Patients and Visitors is offered at the rates published using a 'Pay on Foot' system. This means that Patients and Visitors pay for parking when they return to their vehicle to leave the site;
- Tickets are issued upon entry to the Car Parks and entry assumes compliance with the displayed regulations for parking;
- The system allows 30 minutes to find a space and if this is not possible, free exit having not been able to park. This is by presenting the original ticket to the exit barrier;
- The system allows 20 minutes to exit the car park having paid for parking. This allows for difficulties in getting to a vehicle and queuing time to exit;
- The Car Park System records all car parking movements, allocation of free parking, the cash held in the system and any payments by bank card transaction;

#### Car Parking Locations:

- Car Parking is split into two at Medway Maritime: there is separating parking for Staff and for Patients and Visitors;
- Patient and Visitor Car Parks are well sign posted as Car Park 1 and Car Park 2. Staff Car Parking is designated using letters A to G, and to a large facility located at Dockside.
- Staff Parking is restricted to Staff who hold a valid Staff Parking Permit when they are parked in Staff Parking areas only. Similarly, Patients and Visitors are designated parking in only Car Park 1 or Car Park 2 and parking elsewhere will attract a Parking Charge Notice (PCN);

## Standard Operating Procedure

### Car Parking for Patients and Visitors

- Patients and Visitors who are disabled are provided with separate parking spaces in Car Park 1 close to the hospital entrance. Patients and Visitors should not park in the Disabled Spaces Allocated for Staff;

#### Contractor Parking:

- Car Parking is allocated to Contractors working on Capital Projects and others working for the Trust by the Estates Department in specialised Contractor Compounds;
- Many capital contracts are issued on the condition that staff employed by the Contractors do not park on site or that they park in the Contractor Compounds only;
- By special arrangement, contractors may be allocated parking at the offsite Dockside Parking Facility and permitted to use the Bus Shuttle Service;
- Parking in the Patient and Visitor Car Parks by staff who are employed by Contractors is therefore prohibited while on the business of the Contractor;
- Parking by Contractors in areas other than Contractor Compounds puts pressure on the Patient and Visitor Parking meaning that Patients and Visitors have difficulty parking.

#### Staff Parking in Visitor Car Parks:

- Staff are allocated parking according to the Criteria Based Parking Scheme. This means that staff have to qualify under agreed criteria to be given a parking permit to park on site, otherwise they can park at the Offsite Dockside Facility;
- Staff parking in the Patient and Visitor Car Parks puts pressure on the Patient and Visitor Parking meaning that Patients and Visitors have difficulty parking;
- Staff should therefore not park in the Patient and Visitor Car Parks;
- Many Bank Staff who are not allocated parking use the Patient and Visitor Car Parks and this should be discouraged in favour of using the offsite Dockside Facility;
- Staff may not reclaim the value of the parking, nor obtain a free exit voucher for parking should they choose to park in the Patient and Visitor Car Parks.
- During exceptional circumstances parking may be allocated to staff for parking in Patient and Visitor Car Parks on a strictly temporary basis.
- With permission only from the Manager in charge of Car Parking may staff be issued with a voucher for free exit from the Patient and Visitor Car Parks.

#### Parking Charges:

- Parking Charges are as published and displayed on signs in and close to the car parks and the payment machines;

## Standard Operating Procedure

### Car Parking for Patients and Visitors

- Payment for Parking in the Visitor Car Parks can be made using the six available payment machines.

#### Concessions and Free Parking:

- Three Groups are now eligible for free parking under the Government announcement made on 27<sup>th</sup> December 2019 and take effect from 01/01/2021. These are:
  - Disabled patients and visitors who hold a blue disabled badge;
  - Parents or guardians of children who are staying overnight in hospital.
  - Patients who attend outpatient clinics on a frequent basis, defined as three or more planned appointments in a single month;
- Concessions are also offered to Patients or their Visitors for any frequent attender and a discounted rate for a one-week season ticket is available;
- Assistance is also offered to Patients who are in receipt of certain benefits. The benefits which qualify for a refund for parking are published in the General Office, and patients should use this office for their claim. The General Office opens between 0900 and 1600 on weekdays only;
- A Separate Booklet, Parking at Medway Hospital will be available explaining the charges, concessions, how to claim and how to complain.

#### Procedure for Claiming Concession Parking:

- For Blue Disabled Badge Holders, at the Main Reception Desk the car park entry ticket and the Blue Badge should be presented. The Reception team will verify the parking and issue a free exit ticket;
- The Parking Arrangements for Blue Badge holders will change during the life of this SOP. Blue Badge holders will park in a separate car park adjacent to the main entrance and display their Blue Badge, but will not be required to use a ticket.
- Parents or guardians of children who are staying overnight in hospital, should ask the Ward Staff for an Overnight Parking Voucher. This will enable free parking to be issued to the Parent or guardian when presented at the Main Reception Desk;
- Patients who attend three or more planned clinics in a one-month period can claim their parking fees back. To do this they must:
  - Keep their parking tickets/receipts for the parking they wish to include in the claim;
  - Show evidence of three or more appointments by taking the appointment letters to the General Office;
  - Their parking will be refunded by the General Office.

## Standard Operating Procedure Car Parking for Patients and Visitors

- Please see the Parking at Medway Hospital Booklet for more precise and user friendly instructions, and issue this to any patient that asks for it, or direct them to the Main Reception to collect one.

### Parking Charge Notices:

- The Trust operates a Parking Charge Notice system (PCN), in conjunction with an enforcement provider;
- Parking Charge Notices are issued according to the SOP Car Parking – Parking Charge Notices;
- The cost of a parking charge notice is £60 if paid within 28 days. This is reduced to £30 if paid within 14 days;
- All terms and conditions are advertised on signage throughout the trust site and on the trust website, also on each individual PCN ticket.

### Complaints:

- Complaints regarding Car Parking can be made through the PALS office or directly to the Car Parking Team using the contact details below;
- Complaints relating to Parking Charge Notices (PCN) should first be appealed by the PCN holder to halt the enforcement process.

### Implications of not following procedure

- The aim of the procedure is to guide staff on the use and charging structure for the car parking facility and to ensure that all Patients and Visitors have access to Car Parking.
- Car Park Users who do not follow the procedure may be issued with a PCN. Staff who are persistently issued with PCNs may be subject to the Trust Disciplinary Procedures.
- Contractors parking conditions are set out by the Estates Team and include prohibiting their staff parking private vehicles on site at all while allowing contractor vehicles to park in Compounds. Contractors should, under special arrangements, use the offsite Dockside Facility;

### Useful Contacts:

Head of Clinical Engineering  
[Neil.adams5@nhs.net](mailto:Neil.adams5@nhs.net)  
01643 830000 Ext 3571.

Car Park Manager  
[Claire.osborn12@nhs.net](mailto:Claire.osborn12@nhs.net)

## Standard Operating Procedure Car Parking for Patients and Visitors

01634 830000 Ext 6032

Car Park Administration Team  
 MedwayFt.carparking@nhs.net  
 01634 830000 Ext 6032

### Monitoring the Process:

Monitoring of complaints and adverse emails.  
 Monitoring of DATIX reports regarding parking.

### National Definitions:

HTM 07-03 NHS Car Parking Management

### Reference Material & Associated Documents:

<https://www.gov.uk/government/news/free-hospital-parking-for-thousands-of-patients-staff-and-carers> Parking Changes for Staff, Visitors and Patients, accessed 21/09/2020.

Car Parking Appeal Panel Terms of Reference.

HTM 07-03 NHS Car Parking Management: environment and sustainability

### Approval Signatures:

<b>Revision No:</b>	<b>2</b>	<b>ID No:</b>	<b>SOP0084</b>
<b>Distribution:</b>	Intranet and Internet		
<b>Date Approved:</b>	September 2020		
<b>Approved By:</b>	Car Parking Appeals Panel		
<b>Review date:</b>	October 2023		
<b>Author:</b>	Head of Clinical Engineering		
<b>Document Owner:</b>	Executive Director of Estates and Facilities		