

NHS patient, visitor and staff car parking

Assurance to the Health Scrutiny Committee

February 2015

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Head of Estates & Facilities

1.0 PURPOSE

To provide assurance to the Nottinghamshire County Council Health Scrutiny Committee that the Trust is applying fair and reasonable charges and also offering concessions for the disabled and frequent hospital attenders as per the recently published DoH guidance '*NHS patient, visitor and staff car parking principles*'.

2.0 BACKGROUND

The Department of Health published guidance on the 23rd August 2014 to NHS Trusts entitled '*NHS patient, visitor and staff car parking principles*'.

In summary, the guidance (attached) states that NHS parking charges should be reasonable and that concessions should be considered for people with disabilities and frequent hospital attenders and their relatives.

Sherwood Forest Hospitals NHS Foundation Trust has 1988 parking spaces in total and 87 parking spaces designated as disabled. The able-bodied to disabled parking ratio is 4%. Following recent feedback from the Patient Advice and Liaison Service (PALS), the Trust estates team is progressing a re-design of the main entrance car park to create three additional disabled spaces, located closer to the main entrance than existing disabled spaces.

Charging for car parking is necessary in order to ensure that the cost of providing and maintaining the parking facilities does not impact on the Trust's ability to deliver high quality patient care, as resources do not need to be diverted into subsidising the car parking service. The Trust's current parking charges, which were reviewed in November 2011, are detailed below for each site.

Sherwood Forest Hospitals NHS Foundation Trust revised its parking policy in January 2014, following consultation with the Trusts Car Park User Groups, and our Joint Staff Partnership Forum.

Day to day management of the car parks and their security is managed by the Trust's soft facilities provider, Medirest, through the PFI agreement. Parking enforcement is managed by Car Parking Partnerships Ltd.

3.0 KING'S MILL HOSPITAL SITE

On the King's Mill site, as per the published guidance, a barrier controlled 'payment on exit' scheme operates to ensure that users only pay for the time spent in the car park, with the exception of car park 4, which is 'pay and display'.

The site has a free drop-off zone outside the main hospital entrance.

In line with the guidance, the Trust offers reduced charges for patients and visitors who attend our hospitals frequently.

Parking charges are as follows:

Duration	Charge
First 15 minutes	Free
Up to 1 hour	£1.50
1 to 4 hours	£3.00
4 to 6 hours	£5.00
6 to 24 hours	£6.50
Seven day saver ticket	£10.00
Four-week saver ticket	£25.00
Staff - <25 hours per week	£5.00 per month
Staff - >25 hours per week	£10.00 per month

Site plan showing location and size of Trust parking facilities



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KMH_Car_Parking.pdf

4.0 NEWARK HOSPITAL

All public car parks at Newark Hospital are 'pay and display'.

In line with the guidance, the Trust offers reduced charges for patients and visitors who attend our hospitals frequently.

Parking charges are the same as at King's Mill as follows:

Duration	Charge
First 15 minutes	Free
Up to 1 hour	£1.50
1 to 4 hours	£3.00
4 to 6 hours	£5.00
6 to 24 hours	£6.50
Seven day saver ticket	£10.00
Four-week saver ticket	£25.00
Staff - <25 hours per week	£5.00 per month
Staff - >25 hours per week	£10.00 per month

5.0 COMPLAINTS

No formal complaints have been received by the Trust in respect of car parking within the last 6 months (August 2014-Januray 2015)

The Trust's Patient Advice and Liaison Service (PALS) collates colloquial feedback from patients and visitors on all matters relating to its services. On review of the feedback from the last 6 months (August 2014-Januray 2015) common themes and feedback from car parking issues has been,

- Visitors did not have money on them to pay the parking fee, often due to the circumstance of admission to the hospital. Tickets often validated.
- Lost car parking tickets (£1.50 minimum fee)
- Patients requiring clarification of concession process (Renal, End of life pathways etc)
- Patients requesting how to access 'saver tickets' (Via the site pay machines)

6.0 CONCESSIONS

The Trust makes concessions of free parking for

- End of life pathway patients, carers and relatives;
- Renal patients;
- Cardiac rehabilitation patients near the entrance to clinics 9 & 10;
- Sleep study patients;
- Clinical Decisions Unit.

The Trust also offers concessions of seven day and four week parking saver tickets.

The Trust has also made concessionary payments of £35K through the Healthcare Travel Costs Scheme during 2013/14.

All disabled users and blue badge holders are required to pay the parking fee.

Concessions are also offered when clinics overrun. A system is being developed, whereby, in instances where this happens, patients will be issued with a minimum price ticket (£1.50), in exchange for their original ticket. This replacement ticket will be issued from the main reception desk.

PALS also have a number of free exit passes that they issue in bulk to individual clinics, departments and wards.

7.0 CHARGE COMPARISON WITH OTHER NEIGHBOURING ACUTE TRUSTS

SFH duration, hour	Charge, £		CRH duration, hour	CRH charge, £	ULH duration, hours	ULH charge £	NUH duration, hours	NUH charge, £
0 to 0.25	Free		0 to 0.5	Free			0 to 0.25	Free
0.25 to 1 hour	1.50		0.5 – 1 hour	1.80	Up to 1 hour	1.40	0.25 – 1 hour	2.00
1 to 4 hours	3.00		1 – 2 hours	2.50	1 to 4 hours	3.40	1 to 2 hours	4.00
4 to 6 hours	5.00		2-4 hours	3.50	4 to 6 hours	4.00	2 to 4 hours	5.00
6 to 24 hours	6.50		4-24 hours	5.50	6+ hours	4.00	Over 4 hours	6.00
Seven day saver	10.00		14 day visitor pass	11.90	10 day saver	15.00	Seven day saver	15.00
Four-week saver	25.00						Monthly saver	20.00

Key

SFH Sherwood Forest Hospitals NHS Foundation Trust

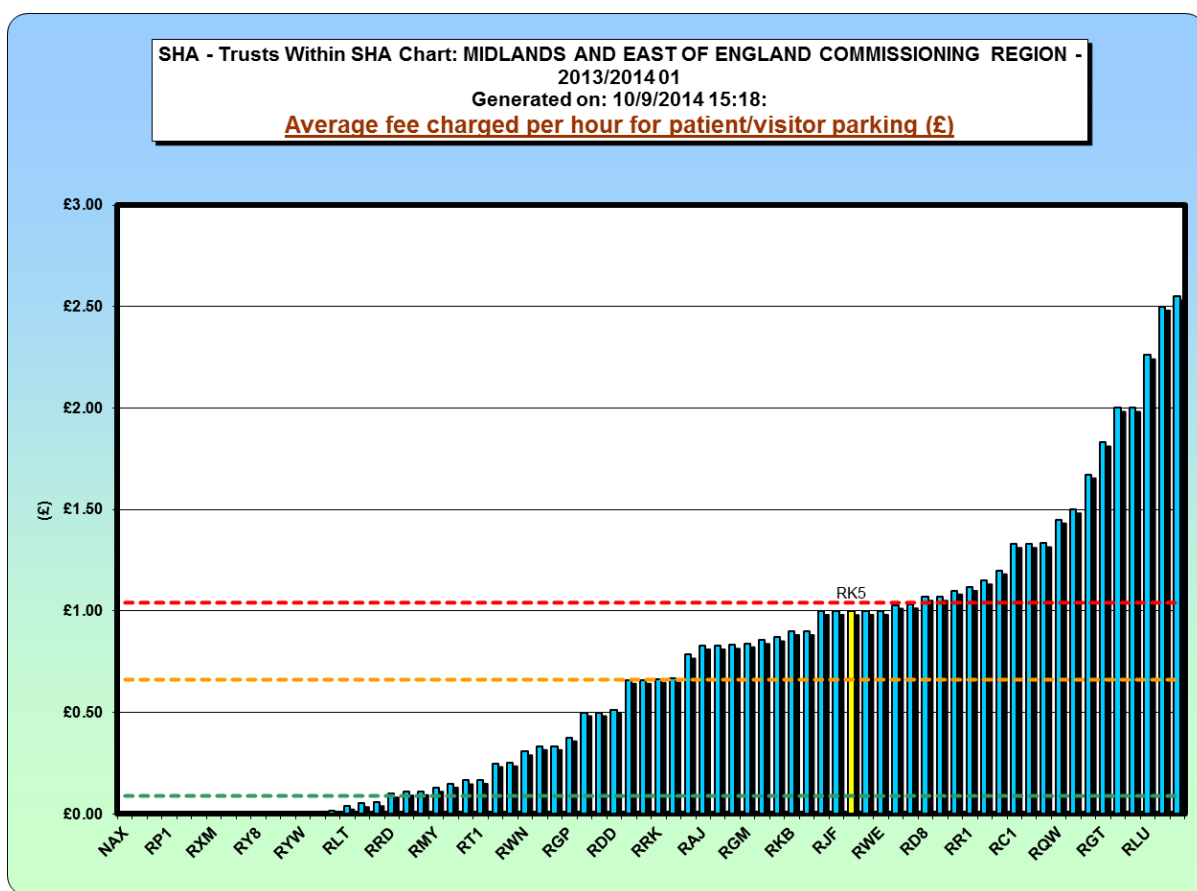
CRH Chesterfield Royal Hospital NHS Foundation Trust

ULH United Lincolnshire Hospitals NHS Trust

NUH Nottingham University Hospitals NHS Trust

8.0 BENCHMARKING AGAINST OTHER TRUSTS IN THE REGION

Using Estates Return Information Collection (ERIC) 2013/2014 benchmarking data SFH scores in the upper median quartile for average fee charged per hour for patient/visitor parking.



8.0 COMPLIANCE TO GUIDANCE AND ACTIONS

DoH August 2014 guidance	SFH Compliance	Justification	Action	By Whom	By when
NHS organisations should work with their patients and staff, local authorities and public transport providers to make sure that users can get to the site as safely, conveniently and economically as possible		The Trust operates a Car Park User Group which meets monthly with staff and staff side representatives, Estates and H&S at both KMH and Newark sites to review the accessibility of parking facilities	None	N/A	N/A
Charges should be reasonable for the area		Trust scores in upper part of the median quartile for medium sized acute Trusts across the region.	Monitor benchmark	Head of Estates & Facilities	Quarterly
Concessions, including free or reduced charges or caps, should be available for the following groups <ul style="list-style-type: none"> • People with disabilities • Frequency outpatient attenders • Visitors who are gravely ill • Visitors to relatives who have an extended stay in hospital • Staff working shifts that mean public transport cannot be used • Other concessions for volunteers or staff who car share locally should be considered 		<p>The Trust makes concessions of free parking for</p> <ul style="list-style-type: none"> • End of life pathway patients and relatives • Renal patients • Cardiac rehab patients by clinics 9 & 10 • Sleep study patients • CDU • Volunteers 	<p>Revise the Trust Parking Policy (January 2014) to include definitive list of concessions</p> <p>Consider concessions for car sharers</p> <p>Consider concessions/capped charges for people with disabilities</p>	<p>Head of Estates& Facilities</p> <p>Trust Car Park User Groups</p>	<p>March 2015</p> <p>/cont'd</p>

DoH August 2014 guidance	SFH Compliance	Justification	Action	By Whom	By when
		The Trust also offers concessions for seven day and four week saver tickets. The Trust also made concessionary payments of £35K through the Healthcare Travel Costs Scheme. All disabled users and blue badge holders are required to pay the parking fee.			
Priority for staff parking should be based on need, e.g. staff whose daily duties require them to travel by car		KMH parking facilities not yet at capacity so no need to prioritise applications	Newark staff parking facilities are at capacity. Consider consultation on priority permits	HR director / Head of Estates & Facilities	On-going
Trusts should consider installing 'pay on exit' or similar schemes so that drivers pay only for the time that they have used. Fines should only be imposed where reasonable and should be waived when overstaying is beyond the drivers control (e.g. when treatment takes longer than planned, or when staff are required to work beyond their scheduled shift)		A 'payment on exit' system operates across the KMH site, with the exception of car park 4, which is 'pay and display'. The Trust offers concessions for outpatients whose appointment run late and attract an inflated parking charge as a consequence. These patients are charged the minimum ticket charge of £1.50	Consider 'payment on exit' at Newark Hospital	Head of Estates & Facilities	On-going

DoH August 2014 guidance	SFH Compliance	Justification	Action	By Whom	By when
Details of charges, concessions and penalties should be well publicised including at car park entrances, wherever payment is made and inside the hospital. They should also be included on the hospital website and on patient letters and forms, where appropriate		All car parks and payment areas have appropriate parking signage	Consider adding parking charges to patient letters as part of the implementation of PAS.	PAS implementation lead / Comms Dept.	March 2015
NHS trusts should publish <ul style="list-style-type: none"> • Their parking policy • Their implementation of the NHS car parking principles • Financial information relating to their car parking • Summarised complaint information on car parking and actions taken in response 		The Trust Parking Policy is available on the intranet and internet.	The revised policy should make reference to the NHS car parking principles. A dedicated link to be provided from the internet parking site to the policy.	Head of Estates / Complaints Department / Comms Dept.	March 2015
Contracted-out car parking					
NHS organisations are responsible for the actions of private contractors who run car parks on their behalf		The Trust meets regularly monthly with representatives from the parking management company at Parking Implementation Group meetings to review performance	Continue to monitor effectiveness	Head of Estates & Facilities	On-going
NHS organisations should act against rogue contractors in line with the relevant codes of practice where applicable		The Trust meets monthly with representatives from the parking management company at the Parking Implementation Group meetings to review performance.	Continue to progress the 'park mark' certification scheme and 'disabled parking award'	Head of Estates & Facilities	On-going

Ben Widdowson

Head of Estates & Facilities

Guidance

NHS patient, visitor and staff car parking principles

Published 23 August 2014

Contents

- NHS organisations should work with their patients and staff, local authorities and public transport providers to make sure that users can get to the site (and park if necessary) as safely, conveniently and economically as possible.
- Charges should be reasonable for the area.
- Concessions, including free or reduced charges or caps, should be available for the following groups:
 - people with disabilities
 - frequent outpatient attenders
 - visitors with relatives who are gravely ill
 - visitors of relatives who have an extended stay in hospital
 - staff working shifts that mean public transport cannot be used

Other concessions, e.g. for volunteers or staff who car-share, should be considered locally.

- Priority for staff parking should be based on need, e.g. staff whose daily duties require them to travel by car.
- Trusts should consider installing 'pay on exit' or similar schemes so that drivers pay only for the time that they have used. Fines should only be imposed where reasonable and should be waived when overstaying is beyond the driver's control (e.g. when treatment takes longer than planned, or when staff are required to work beyond their scheduled shift).
- Details of charges, concessions and penalties should be well publicised including at car park entrances, wherever payment is made and inside the hospital. They should also be included on the hospital website and on patient letters and forms, where appropriate.
- NHS trusts should publish:
 - their parking policy
 - their implementation of the NHS car parking principles
 - financial information relating to their car parking
 - summarised complaint information on car parking and actions taken in response.

Contracted-out car parking

- NHS organisations are responsible for the actions of private contractors who run car parks on their behalf.
- NHS organisations should act against rogue contractors in line with the relevant codes of practice where applicable.
- Contracts should not be let on any basis that incentivises fines, e.g. 'income from penalties only'.

1. Each site is different and very few will be able to provide spaces for everyone who needs one. Since 2010, national planning policy no longer imposes maximum parking standards on development, and no longer recommends the use of car parking charges as a demand management measure to discourage car use. ↩
2. Consideration should be given to the needs of people with temporary disabilities as well as Blue Badge holders.
3. Such staff might include nurses or therapists who visit patients at home. Routine travel between hospital sites might more sensibly be managed by providing internal transport.
4. 'Reasonable' fining practice might include fines for people who do not have legitimate reasons for parking (e.g. commuters), or who persistently flout parking regulations (e.g. blocking entrances). A period of grace should normally be applied before a fine is issued.
5. There are two trade associations – the British Parking Association and the Independent Parking Committee. If the car park operator is a member of either, their relevant code applies and an appeals service is available to motorists. NHS organisations should consider imposing a requirement for contractors to be members of such an association.