

1. Are there any plans to separate areas for staff parking?

Currently, there are no immediate plans to make any changes, but parking arrangements are constantly reviewed to see if improvements can be made. Parking at the Princess Royal Hospital is a constant challenge, attempts have been made to increase parking as well as putting in measures to try and reduce the number of cars that come to site. Wherever possible people are encouraged to get dropped off at the hospital to avoid parking charges and ease congestion at the site, however, they know this isn't always possible. The Car Park Attendants do monitor car parks and carry out enforcement when cars are found to be parking in the wrong areas, but they also allow patients to park in staff areas when the site is congested.

"Unfortunately, there are no easy answers to this problem at the present time. There will be a formal review as part of the Hospital Transformation Programme which will be able to provide the best solution for the services which are on each site."

2. Can there be clear contact numbers on each pay machine if there is an issue with payment and instructions are unclear?

Both sites will have signage on the Car Park Kiosks giving the relevant contact numbers and explaining what to do in the event of difficulties. The following link provides information for the public regarding parking charges at both sites which is also available on their website: www.sath.nhs.uk/patients-visitors/getting-to-us/car-parking/

"It is very easy to get 'notice overload' where there are too many signs to be seen and it is also extremely difficult to put signage around the external machines. Contact can always be made with the Car Park Attendants during their normal working hours or please contact the Car Park Department via Switchboard on the next working day if a visitor has experienced a problem."

3. How can a person with limited mobility who has a blue badge parking permit find a space, go to the car park kiosk then go to their appointment – is there an easier process?

A blue badge holder who wants to register for free parking only needs to go to the car park kiosk to show their badge **once every six months** – Any future visits made within that 6 month period are free. Simply find a parking space and leave the site without paying.

On the first visit the blue badge holder will need to register at the kiosk and they can drive to the kiosk first to do this - the car park attendants are more than happy to leave the kiosk to go to the car of anyone who needs assistance. In future they would like to introduce an electronic procedure for this but it is not possible at this time.

4. Will there be barriers with contactless pay machines?

There are no plans at this time to make changes to the systems that we have in place. Other hospitals have found that this causes very long tailbacks for visitors especially at the end of visiting time. All pay machines offer contactless payment and payment at home over the internet before midnight on the day of the visit.

Parking systems are currently being reviewed and all options will be considered (including barriers).

5. What proportion of all funds collected are spent on maintaining the car parks?

A set figure was not given, however, an example of the amount the Trust has spent this year was provided: *"The Trust will have spent £140,000 this year on improvements to our car parks. All of the funds that we receive are reinvested back into the hospital."*

6. Regarding the layout of spaces – will more be re-invested to improve traffic flow and reduce time to park?

They were not aware of issues with 'traffic flow' at the Princess Royal Hospital or have any thoughts that changing the layout would improve flow - this is because they have not received any specific comments about this matter.

"If there was any more information as to what the issue is, we would be happy to take a look at it and consider any improvements needed."

They did want to add that 'directional arrows' were renewed last year due to the fading of the original signs.

7. Will prices be reviewed?

The car park tariffs are set at the beginning of the contract with the car park provider. The current contract is coming to an end and they are looking at a range of renewal options.

"We operate a tariffs system to encourage visitors to leave the site promptly which leads to better flow and increased availability of spaces for visitors – an issue which forms the majority of the complaints that we receive about car parking when the activity at the hospital is at its normal level."

Regular visitors are still able to purchase 10 tickets for £8.50 from the kiosks which remain valid for three months.

8. Would it be possible for SaTH to give a telephone number on the appointment letter to contact when they arrive at the car park and cannot find a parking space?

Providing a telephone number on appointment letters is something that will be explored, however, they did explain that due to the amount of information that needs to go on letters this may not always be possible. However, if visitors struggle to park they can drive to the kiosk on the visitor car parks and the Car Park Attendants will attempt to help them as they will know where there are available spaces.

9. Would it be possible to increase the free parking time from 20 minutes to 30 minutes as Phlebotomy appointments sometimes run late and an extra 10 minutes would normally be sufficient to park for blood tests?

There are no plans to extend the 20-minute parking time. To explain this further, they said that this 20 minute grace period is intended to be a “drop off/pick up” time rather than a free parking time. Furthermore, this should be enough time for visitors to drive on to the site, drop off/pick up and leave site (they also added: most hospitals do not offer this concessionary period – and for those that do it is usually 15 minutes or less).

Additionally, they were happy to know that many of their Phlebotomy patients were able to take advantage of the free time.