

Agenda Item:

# Board of Directors Meeting

# Report

**Subject:** NHS patient, visitor and staff car parking principles

**Date:** 25<sup>th</sup> September 2014

**Author:** Ben Widdowson, Head of Estates & Facilities

**Lead Director:** Peter Wozencroft, Director of Strategic Planning & Commercial Development / Karen Fisher, Executive Director of Human Resources

## Executive Summary

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

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

## Recommendation

**The Board of Directors is asked to:**

- Review the report and be assured of the Trusts position, current concessions and on-going actions

## Relevant Strategic Objectives (please mark in bold)

<b>Achieve the best patient experience</b>	Achieve financial sustainability
Improve patient safety and provide high quality care	Build successful relationships with external organisations and regulators
Attract, develop and motivate effective teams	

<b>Links to the BAF and Corporate Risk Register</b>	
<b>Details of additional risks associated with this paper</b> (may include CQC Essential Standards, NHSLA, NHS Constitution)	
<b>Links to NHS Constitution</b>	
<b>Financial Implications/Impact</b>	
<b>Legal Implications/Impact</b>	
<b>Partnership working &amp; Public Engagement Implications/Impact</b>	
<b>Committees/groups where this item has been presented before</b>	
<b>Monitoring and Review</b>	
<b>Is a QIA required/been completed? If yes provide brief details</b>	

## 1.0 PURPOSE

To provide assurance that the Trust is applying reasonable 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 PALS, Estates are progressing a re-design of main entrance car park to create an additional 3 disabled spaces, located closer to the main entrance compared to 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 Trusts ability to deliver quality patient care ,as resources do not need to be diverted into subsidising the car parking service. The Trusts 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, HR and JSPF.

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

## 3.0 KINGS MILL HOSPITAL SITE

On the Kings 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 offer reduced charges for frequent patient and visitors.

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

#### 4.0 NEWARK HOSPITAL

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

In line with the guidance, the Trust offer reduced charges for frequent patient and visitors.

Parking charges are the same as at Kings 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 CONCESSIONS

The Trust makes concessions of free parking for

- End of life pathway patients, carers and relatives
- Renal patients
- Cardiac rehab patients by clinics 9 & 10
- Sleep study patients
- CDU

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

The Trust have 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

## 6.0 CHARGE COMPARISON AGAINST OTHER NEIGHBOURING ACUTE TRUSTS

SFH duration, hour	Charge, £	CRH duration, hour	CRH charge , £	DBH duration, hours	DBH charge £	UHNS duration, hours	UHNS charge, £
0 to 0.25	Free	0 to 0.5	Free			Up to 1 hour	1.50
Up to 1 hour	1.50	0.5 – 1 hour	1.80	Up to 2 hours	1.50	1 -2 hours	2.50
1 to 4 hours	3.00	1 – 2 hours	2.50	2 to 4 hours	2.00	2 – 3 hours	3.50
4 to 6 hours	5.00	2-4 hours	3.50	4 to 8 hours	5.00	3 – 4 hours	5.00
6 to 24 hours	6.50	4-24 hours	5.50			4 – 8 hours	6.00
Seven day saver	10.00	14 day visitor pass	11.90	Seven day saver	5.00	8 – 24 hours	8.00
Four-week saver	25.00					Weekly concessi on	10.00

### Key

SFH Sherwood Forest Hospitals NHS Foundation Trust

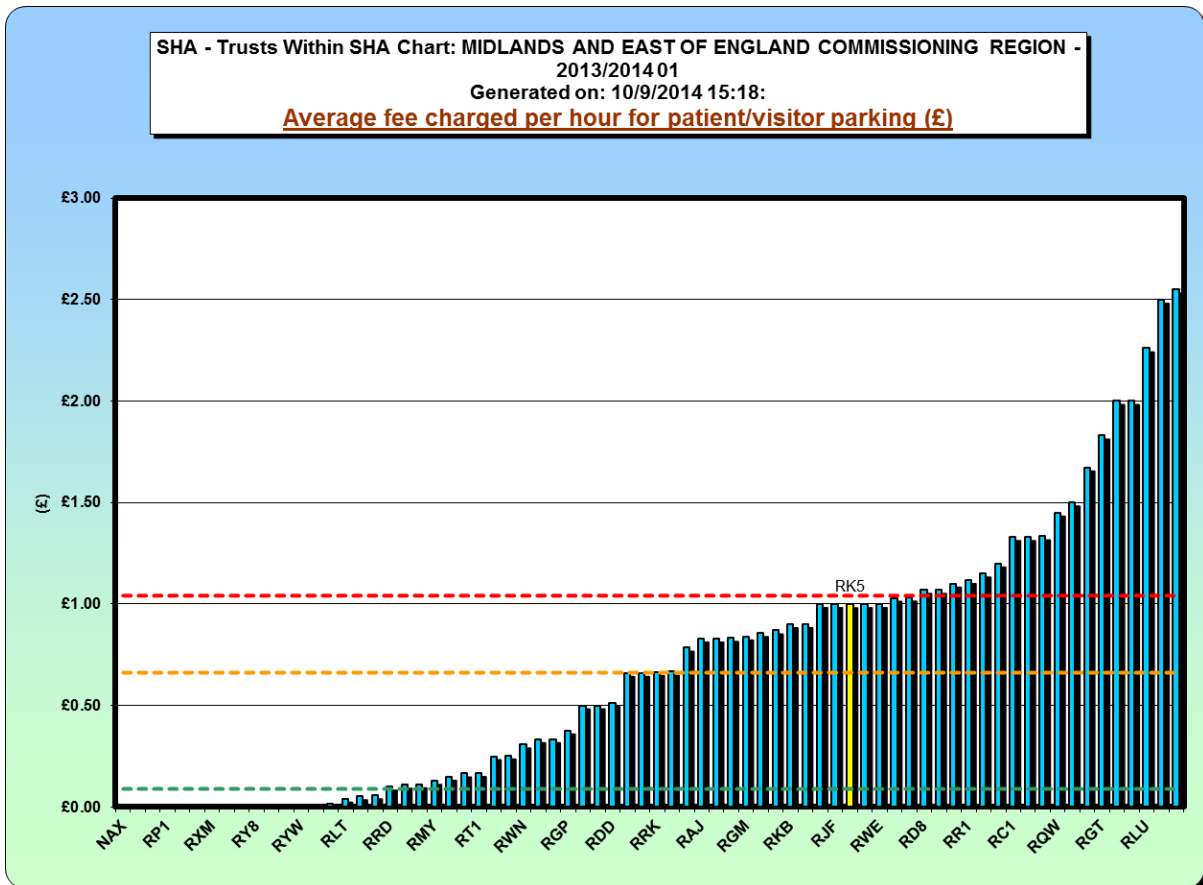
CRH Chesterfield & North Derbyshire Royal Hospital NHS Foundation Trust

DBH Doncaster & Bassetlaw Hospitals NHS Foundation Trust

UHNS University Hospital North Staffordshire NHS Trust

7.0 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.





DoH August 2014 guidance	SFH Compliance	Justification	Action	By Whom	By when
		<p>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.</p>			
<p>Priority for staff parking should be based on need, e.g. staff whose daily duties require them to travel by car</p>		<p>KMH parking facilities not yet at capacity so no need to prioritise applications</p>	<p>Newark staff parking facilities are at capacity. Consider consultation on priority permits</p>	<p>HR director / Head of Estates &amp; Facilities</p>	<p>On-going</p>
<p>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)</p>		<p>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</p>	<p>Consider 'payment on exit' at Newark Hospital</p>	<p>Head of Estates &amp; Facilities</p>	<p>On-going</p>

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.	October 2014
NHS trusts should publish <ul style="list-style-type: none"> <li>• Their parking policy</li> <li>• Their implementation of the NHS car parking principles</li> <li>• Financial information relating to their car parking</li> <li>• Summarised complaint information on car parking and actions taken in response</li> </ul>		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.	January 2015
<b>Contracted-out car parking</b>					
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.