

CONCESSIONARY CAR PARKING POLICY

Department / Service:	Facilities and Estates Directorate	
Originator:	Briony Mills Facilities Manager	
Approved by:	Key Document Control Committee	
Approval date:	7 TH November 2018	
Review date: This is the most current document and should be used until a revised version is in place	7 th November 2020	
Target Organisation (s)	Worcestershire Acute Hospitals NHS Trust	
Target Department	All Department	
Target Staff Categories	All Staff	

Policy Statement:

Worcestershire Acute Hospitals NHS Trust has adopted this policy throughout its three sites with regard to concessionary parking arrangements. These arrangements are specific to certain criteria of patients and relatives visiting the patient, therefore the general car park rules will not apply.

Key amendments to this Document:

Date	Amendment	By:
March 2012	Changes to section 3. Criteria and section 6. Disabled parking	B Mills
April 2012	Inclusion of Nuclear Medicine in section 3. Criteria	B Mills
February 2014	Changes to 3.1 patient groups eligible for concessions Change to 3.3 to allow for Radiotherapy patients	B Mills
January 2015	Change the one hour fee	B Mills
August 2017	Document extended for six months as per TMC paper approved 22 July 2015	TMC
December 2017	Document extended for three months as per TLG recommendation	TLG
March 2018	Document extended for three months as per TLG recommendation	TLG
June 2018	1. Contents – description of criteria changed from monetary values to descriptive 2. 3.1 – oncology patient description to include “patients that have received diagnosis” 3. 3.3 – clinic over run to be determined by nurse in charge 4. 3.5 – visitor concessions more descriptive	B Mills
January 2018	“Research Patients” are entitled to £1 per day parking	B Mills

References:**Code:**

Car Parking Policy	WAHT-CG-723

Concessionary Car Parking Tickets

Contents:**1. Objective****2. Responsibilities****3. Criteria****Concessions Available for Patients**

- 3.1 Daily Tickets (value £1 per day)
- 3.2 Weekly Tickets (value £1 per week)
- 3.3 Clinic Over run (lowest unit tariff – ie one hour)
- 3.4 Life Long Attendance (£10 per annum)

Concessions Available for Visitors

- 3.5 Visitors to Long Stay Patients (£1 per week or £8 per week)

4. Concessionary Ticket Application Form**5. Site Specific****6. Disabled Parking****7. Implementation**

- 7.1 Plan for Implementation
- 7.2 Dissemination
- 7.3 Training and Awareness

Appendix One - Application Form

1. Objective

The objective of this policy is to ensure patients and relatives who fall into a specific category are charged reduced fees for parking due to the nature of their condition. The organisation wishes to support those patients/relatives affected.

2. Responsibilities

Responsibility for ensuring compliance with the policy lies with the car park manager on each site through departmental/ward managers. This responsibility is to ensure only the patients/relatives of the laid down criteria are given the concessionary parking.

It is the responsibility of the ward/department to inform patient/relatives of the concession and organise the appropriate authorisation.

3. Criteria

Concessions Available to Patients

3.1 Daily Tickets (value £1 per day)

£1 per day parking will be given to patients/relatives who fall into the following:

- patients who may have a number of outpatient appointments over an extended period of time (five or more appointments over a four week period)
- Terminally ill
- Cardiac Exercise
- Coronary Care Unit (CCU)
- Intensive Therapy Unit/Critical Care Unit (ITU)
- Nuclear medicine (patients attending more than four hours in one day)
- Paediatrics (parents or guardian)
- Bereaved
- Radiotherapy/ Chemotherapy/Oncology (patients that have received a cancer diagnosis)
- Relatives visiting patients who may benefit from frequent visits to help with adjustment to a new environment or for relatives visiting patients that are terminally ill.
- Research patients – patients attending appointments for research purposes that are additional to their normal appointments (the concession does not cover routine/standard appointments) and are not part of a commercial company trial where the private company would already be covering expenses.

3.2 Weekly Tickets (value £1 per week)

A £1 weekly ticket applies to;

- Patients who are visiting the Renal Unit or Radiotherapy unit for treatment on a long term basis.

3.3 Clinic Over run (lowest unit tariff, ie one hour)

If out-patient clinics run over time, patients are eligible to only pay the minimum car parking fee (one hour fee). Clinic over run to be determined by senior nurse in charge.

3.4 Life Long Attendance (£10 per annum)

Patients who are likely to be attending for dialysis, frequently and life-long will be entitled to pay a nominal fee of £10 per year.

Out of hours, in extreme circumstances, discretion will be used to allow visitors free exit from car parks.

Concessions Available to Visitors of Patients

3.5 Visitors to Long Stay Patients (£1 per week or £8 per week)

- £8 per week - next of kin (maximum two persons) can apply for a seven day ticket to visit patients who are in hospital for longer than four days. The ticket is valid from the day of issue.
- £1 per week – next of kin (maximum two persons) of long stay patients (over two months) can apply for a £1 seven day ticket.

4. Concessionary Ticket Application Form

General wards/OPD Clinics

Any patient/relative who is entitled to receive concessionary parking must complete the appropriate form (appendix one).

These forms will be kept at ward level and **only** issued to those patients/relatives who fall into the appropriate category.

This form must be signed and dated by the ward manager/departmental head. Without the form, no concessionary ticket will be issued.

Authorised forms should be taken to the Cashier's office during opening hours as advertised.

High usage departments will hold a supply of tickets for direct issue to patients. Records of tickets issued will be kept by issuing department for audit purposes.

Out Patient Clinics (regular OPD users)

Visitors to these areas will be able to obtain a pre-validated ticket from the ward/department representative. The visitor will take the ticket to the pay on foot machine, insert a £1 and the ticket will be validated to allow exit from the car park.

Radiotherapy & high usage OPD

Provision will be put in place to allow Radiotherapy and other high usage out patient areas patients to purchase the £1 ticket from the reception area.

5. Site Specific

Redditch and Worcester sites both provide ticket validation services through the Cashier's Office for patients/relatives and certain times of the day. (times advised on cashiers office).

Kidderminster site will require the relative to go direct to the Cashier's Office and pay the appropriate £1.00 or £8.00 fee. The technology is not yet available on the Kidderminster site to provide the same facilities as Redditch and Worcester.

Opening times for Cashiers are available on each site, contact the relevant Cashiers office.

6. Disabled Parking

Disabled parking is subject to the same charges as all other parking spaces on all three sites

7. Implementation**7.1 Plan for Implementation**

This policy has been in place already and is well established. The amendments made to include a new group will be updated within the policy. The policy is available on the Intranet and a notice on the Weekly Brief will be circulated reminding Heads of patient areas to review the policy.

7.2 Dissemination

This policy is available on the intranet. Signs informing visitors/patients about concessions are displayed in car parks and inpatient areas. Cashiers and car parking security staff are aware of policy and pass on information to patient groups. Updates via Weekly Brief are sent to Matrons and Heads of patient areas asking them to disseminate to all clinical and reception staff.

7.3 Training and Awareness

Part of Weekly Brief to maintain staff awareness.

8. Monitoring and Compliance

Use of the concessionary tickets will be recorded by the Cashiers or responsible person in department when issued.

Car parking staff issuing bulk tickets to the ward areas will record date and number of tickets issued. Ward staff will record date and patient/visitor name when issuing a ticket.

Page/ Section of Key Document	Key control:	Checks to be carried out to confirm compliance with the Policy:	How often the check will be carried out:	Responsible for carrying out the check:	Results of check reported to: <i>(Responsible for also ensuring actions are developed to address any areas of non-compliance)</i>	Frequency of reporting:
	WHAT?	HOW?	WHEN?	WHO?	WHERE?	WHEN?
	Monitor use of tickets to ensure only patients who meet criteria are issued with concessionary tickets.	Ensure staff are aware of criteria when issued tickets.	Six monthly audits of records of issued tickets.	Car parking administration	Record of audits kept on record.	Twice a year.

Trust Policy

All Sites



Appendix One

CONCESSIONARY TICKET APPLICATION

I hereby authorise that a concessionary ticket, in line with Trust approved policy be issued;

Type of ticket to be issued *£1 a day/£8 per week/£1 per week/£10 per annum

****delete as appropriate - NURSE IN CHARGE TO COMPLETE THIS AND MUST BE IN LINE WITH POLICY – PATIENT/VISITOR MUST MEET CRITERIA. Tickets cannot be issued unless this has been completed.***

Please issue to;

Applicants Name: _____

Vehicle Registration: _____ Make/Model: _____

Date of Admission of Patient (if in-patient) _____

Date to be issued From: _____ Date to be issued To: _____

Nurse in Charge: (print name) _____

Dept/Ward _____

Date: _____

Signature: _____

Validated by Cashiers: Name _____ Date: _____