

# CONCESSIONARY CAR PARKING TICKETS

<b>Department / Service:</b>	Facilities and Estates Directorate
<b>Originator:</b>	Briony Mills, Facilities Manager
<b>Approved by:</b>	Trust Management Committee
<b>Designation:</b>	Director of Human Resources
<b>Date of approval:</b>	18 <sup>th</sup> February 2015
<b>Revision Due:</b>	18 <sup>th</sup> February 2017
<b>Target Organisation (s)</b>	Worcestershire Acute Hospitals NHS Trust
<b>Target Department</b>	All Department
<b>Target Staff Categories</b>	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

## References

## Code

Car Parking Policy	WAHT-CG-723

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## 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

Available on each site are the following concessions:

### 3.1 £1 Parking 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 a one day)
- Paediatrics
- Bereaved
- Radiotherapy/Oncology/Chemotherapy
- 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.

### 3.2 £8.00 Ticket (valid for seven consecutive days)

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.

### 3.3 £1.00 Weekly Ticket

A £1 weekly ticket applies to;

- Patients who are visiting the Renal Unit or Radiotherapy unit for treatment on a long term basis.
- Relatives of long stay patients (over two months) will be eligible to a £1.00 per week parking ticket (valid for next of kin, two persons only).

### 3.4 Clinic Run Over

If out-patient clinics run over time, patients are eligible to only pay the minimum car parking fee (one hour fee).

### 3.5 Life Long attendance Patients (Dialysis)

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.

## 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.

### Out Patient Clinics (regular OPD users)

Visitors to these areas will be able to obtain a pre-validated ticket from the ward manager. 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

Provision will be put in place to allow Radiotherapy 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.

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 daily 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 Daily Brief are sent to Matrons and Heads of patients areas asking them to disseminate to all clinical staff.

### 7.3 Training and Awareness

Part of Daily 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:
	<b>WHAT?</b>	<b>HOW?</b>	<b>WHEN?</b>	<b>WHO?</b>	<b>WHERE?</b>	<b>WHEN?</b>
	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	Head of Facilities via PEOG report.	Twice a year.

**Appendix One**

**CONCESSIONARY TICKET APPLICATION**

I hereby authorise that a Concessionary Ticket be issued to:

**Applicants Name:** \_\_\_\_\_

**Vehicle: (make/model)** \_\_\_\_\_

**Vehicle Registration:** \_\_\_\_\_

**Ticket Applied for:** £1 a day/£8 per week/£1 per week/£10 per annum - *delete as appropriate*

**Date From:** \_\_\_\_\_

**Date To:** \_\_\_\_\_

**Issued by: (print name)** \_\_\_\_\_

**Dept/Ward** \_\_\_\_\_

**Date:** \_\_\_\_\_

**Signature:** \_\_\_\_\_

**Validated by Cashiers:** Name \_\_\_\_\_ Date: \_\_\_\_\_

**Supporting Document 1 - Equality Impact Assessment Tool**

To be completed by the key document author and attached to key document when submitted to the appropriate committee for consideration and approval.

		Yes/No	Comments
1.	<b>Does the Policy/guidance affect one group less or more favourably than another on the basis of:</b>	No	
	• Race		
	• Ethnic origins (including gypsies and travellers)		
	• Nationality		
	• Gender		
	• Culture		
	• Religion or belief		
	• Sexual orientation including lesbian, gay and bisexual people		
	• Age		
2.	<b>Is there any evidence that some groups are affected differently?</b>	No	
3.	<b>If you have identified potential discrimination, are any exceptions valid, legal and/or justifiable?</b>	No	
4.	<b>Is the impact of the Policy/guidance likely to be negative?</b>	No	
5.	<b>If so can the impact be avoided?</b>	NA	
6.	<b>What alternatives are there to achieving the Policy/guidance without the impact?</b>	NA	
7.	<b>Can we reduce the impact by taking different action?</b>	NA	

If you have identified a potential discriminatory impact of this key document, please refer it to Assistant Manager of Human Resources, together with any suggestions as to the action required to avoid/reduce this impact.

For advice in respect of answering the above questions, please contact Assistant Manager of Human Resources.



**Supporting Document 2 – Financial Impact Assessment**

To be completed by the key document author and attached to key document when submitted to the appropriate committee for consideration and approval.

	<b>Title of document:</b>	<b>Yes/No</b>
1.	Does the implementation of this document require any additional Capital resources	No
2.	Does the implementation of this document require additional revenue	No
3.	Does the implementation of this document require additional manpower	No
4.	Does the implementation of this document release any manpower costs through a change in practice	No
5.	Are there additional staff training costs associated with implementing this document which cannot be delivered through current training programmes or allocated training times for staff	No
	Other comments:	

If the response to any of the above is yes, please complete a business case and which is signed by your Finance Manager and Directorate Manager for consideration by the Accountable Director before progressing to the relevant committee for approval